
F 8(9) Rejection Appeal-I 2 2 9

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navjeevan hospital and research centre-Jaip2696 ने न्यू इंडिया एश्योरेंस कंपनी द्वारा गलत आधार पर निरस्त किए गए क्लेम के प्रकरण में संयुक्त मुख्य कार्यकारी अधिकारी, राजस्थान स्टेट हेल्थ एश्योरेंस एजेंसी के समक्ष प्रस्तुत अपील पर सुनवाई दिनांक 15/07/2021 को की गई, जिसमें निम्न व्यक्ति उपस्थित रहे:-

- Dr Mohan Swaroop (mohanswaroop9 @gmail com)
- UMESH CHAUDHARY (bsbynia@gmail com)
- Dr G N Sharma (navjeevanhospital2 8@gmail com)

बैठक में **navjeevan hospital and research centre-Jaip2696** ने न्यू इंडिया एश्योरेंस कंपनी द्वारा गलत किए गए 21 क्लेम के लिए प्रस्तुत अपील पर विचार किया गया। बीमा कंपनी एवं राजस्थान स्टेट हेल्थ एश्योरेंस एजेंसी द्वारा क्लेम की समीक्षा करने पर अपील में प्रस्तुत प्रकरण के संक्षिप्त तथ्य एवं दोनों पक्षों को सुनने के बाद कमेटी द्वारा संलग्न तालिका के कॉलम संख्या 9 एवं 10 के अनुसार निर्णय प्रदान किया गया। संक्षिप्त विवरण निम्नानुसार है:-

S.No.	Decisions	No of Cases
1	Re-open & pay	11
2	Re-open & Query	0
3	Rightly Rejected	10

अपील की पालना के सम्बन्ध में दिशानिर्देश: -

A. बीमा कम्पनी के लिए:-

बीमा कंपनी को यह भी निर्देशित किया गया कि इस संबंध में की गई कार्यवाही से दिनांक 02/09/2021 तक अद्योहस्ताक्षरकर्ता को अवगत कराएं। यदि बीमा कंपनी द्वारा उक्त निर्णय की पालना इस आदेश के जारी होने से दिनांक 02/09/2021 तक नहीं की जाकर सूचित नहीं किया जाता है, तो RSHAA द्वारा अनुबंध के प्रावधान संख्या 1.28.4 के अनुसार कार्यवाही की जाएगी।

B. अस्पताल के लिए:-

यदि बीमा कंपनी द्वारा दिनांक 02/09/2021 तक उपरोक्त निर्णयानुसार कार्यवाही संपादित नहीं की जाती है, तो अस्पताल को अद्योहस्ताक्षरकर्ता को तत्काल अवगत करावें ताकि अग्रिम कार्यवाही की जा सके।



(JCE RSHAA)



S.No.	TID	Appeal No.	Pkg Code	Pkg Rate	Patient	Remarks of NIA	Remark of Hospital	Decision	Detailed Decision
1	2	3	4	5	6	7	8	9	10
1	T1511198575095	2019/153870	19100002A - 03	750	Aman Kumar Bairwa	Annexure-6 not provided.7	during patient discharge softwair problem and auto discharge so not uploded annxure 6 please re-open and process	Rightly Rejected	Patient Stay is Only For 3 Days Hence Rightly Rejected.
2	T1511198575095	2019/153869	19100002A - 02	750	Aman Kumar Bairwa	Annexure-6 not provided.7	during patient discharge softwair problem and auto discharge so not uploded annxure 6 please re-open and process	Reopen & Pay	As per Merith Basis justified 3 days stay,Hence reopen & pay
3	T1511198575095	2019/153867	19100002A - 00	750	Aman Kumar Bairwa	Annexure-6 not provided.7	during patient discharge softwair problem and auto discharge so not uploded annxure 6 please re-open and process	Reopen & Pay	As per Merith Basis justified 3 days stay,Hence reopen & pay
4	T2311198659907	2019/153850	19010061A - 00	2400	Nanu Lal	3 counts are not seen in htis tid7	3 TIME BIOMETRIC ATTEMPTS BUT NOT VERIFIED PLEASE RE*-CHEAK AND PROCESS	Rightly Rejected	As per Enclosed docuemnts diagnosis is neck sweeling & procedure performed is neck sweeling Excisison,Wrong Package selected Hence rightly Rejected.
5	T1511198575095	2019/153871	19100006A - 00	750	Aman Kumar Bairwa	Annexure-6 not provided.7	during patient discharge softwair problem and auto discharge so not uploded annxure 6 please re-open and process	Reopen & Pay	As per Enclosed Documents Booked pAckage justified,Hence reopen & pay.



S.No.	TID	Appeal No.	Pkg Code	Pkg Rate	Patient	Remarks of NIA	Remark of Hospital	Decision	Detailed Decision
1	2	3	4	5	6	7	8	9	10
6	T1511198575095	2019/153864	19100006A - 03	750	Aman Kumar Bairwa	Annexure-6 not provided.7	during patient discharge softwair problem and auto discharge so not uploded annxure 6 please re-open and process	Reopen & Pay	As per Enclosed Documents Booked pAckage justified,Hence reopen & pay.
7	T2110198314110	2019/150652	29170015A - 00	25000	Lalli Devi	Delayed Query Reply Hence Case Rejected 7	IN QUERY DEMAND CT AND HPE REPORT BUT MDP REQUIREMENT CT/USG AND I M GIVEN USG AND GIVE HPE REPORT SO PLEASE REOPEN CASE AND PROCEED.	Rightly Rejected	Package Not Justified Hence rightly Rejected.
8	T0811198493727	2019/152138	19030067A - 00	21000	Kamala	Provided RMC no. registered with other dr. name, Hence claim rejected 7	the RMC no that i have provided is my Post graduate registration no. and is correct. my mbbs rmc no 37310	Reopen & Pay	As per Enclosed Documents procedure on Merit Basis Reopen & pay.
9	T2511198676300	2020/159267	19030079A - 02	8000	Arpit Bairwa	MRI was not provided by hospital7	There was no query for MRI. And also there was no need of MRI as the patient had clear cut clawing of toes.clinical pics are already uploaded.	Rightly Rejected	As per enclosed Documents MRI not Provided Hence Rightly Rejected.



S.No.	TID	Appeal No.	Pkg Code	Pkg Rate	Patient	Remarks of NIA	Remark of Hospital	Decision	Detailed Decision
1	2	3	4	5	6	7	8	9	10
10	T2110198314110	2019/150653	29170016A - 00	13500	Lalli Devi	Dlaved Query Reply Hence Case Rejected 7	IN QUERY DEMAND CT AND HPE REPORT BUT MDP REQUIREMENT CT/USG AND I M GIVEN USG AND GIVE HPE REPORT SO PLEASE REOPEN CASE AND PROCEED.	Reopen & Pay	As per OT notes Axillary Dissection done Hence reopen & pay.
11	T1012198805341	2019/153812	49040001A - 00	5000	Savitri	Discharge photo not provided7	PATIENT WAS REFEREED IN CERTICAL CONDITION IT NOT POSSIBLE PATIENT LIVE PHOTO THEN DISCHARGE FOR REFRAL MODE SO PLEASE RE-OPEN AND PROCESS	Rightly Rejected	Discharge Time Patient Photo is not provided Hence rightly Rejected.
12	T2511198676300	2020/159266	19030079A - 00	8000	Arpit Bairwa	MRI was not provided by hospital7	There was no query for MRI. And also there was no need of MRI as the patient had clear cut clawing of toes.clinical pics are already uploaded.	Rightly Rejected	As per enclosed Documents MRI not Provided Hence Rightly Rejected.
13	T0811198493839	2019/152139	19030067A - 00	21000	Magu	Provided RMC no. registered with other dr. name, Hence claim rejected7	the RMC no that i have provided is my Post graduate registration no. and is correct. my mbbs rmc no 37310 please re-open and process	Reopen & Pay	As per Enclosed Documents procedure on Merit Basis Reopen & pay.



S.No.	TID	Appeal No.	Pkg Code	Pkg Rate	Patient	Remarks of NIA	Remark of Hospital	Decision	Detailed Decision
1	2	3	4	5	6	7	8	9	10
14	T1511198575095	2019/153868	19100002A - 01	750	Aman Kumar Bairwa	Annexure-6 not provided.7	during patient discharge softwair problem and auto discharge so not uploded annxure 6 please re-open and process	Reopen & Pay	As per Merith Basis justified 3 days stay,Hence reopen & pay
15	T1012198805341	2019/153811	49040011A - 00	3400	Savitri	Discharge photo not provided7	PATIENT WAS REFEREED IN CERTICAL CONDITION IT NOT POSSIBLE PATIENT LIVE PHOTO THEN DISCHARGE FOR REFRAL MODE SO PLEASE RE-OPEN AND PROCESS	Rightly Rejected	Discharge Time Patient Photo is not provided Hence rightly Rejected.
16	T1511198575095	2019/153865	19100006A - 04	750	Aman Kumar Bairwa	Annexure-6 not provided.7	during patient discharge softwair problem and auto discharge so not uploded annxure 6 please re-open and process	Reopen & Pay	As per Enclosed Documents Booked pAckage justified,Hence reopen & pay.
17	T1511198575095	2019/153872	19100006A - 01	750	Aman Kumar Bairwa	Annexure-6 not provided.7	during patient discharge softwair problem and auto discharge so not uploded annxure 6 please re-open and process	Reopen & Pay	As per Enclosed Documents Booked pAckage justified,Hence reopen & pay.



S.No.	TID	Appeal No.	Pkg Code	Pkg Rate	Patient	Remarks of NIA	Remark of Hospital	Decision	Detailed Decision
1	2	3	4	5	6	7	8	9	10
18	T2511198676300	2020/159265	19030079A - 01	8000	Arpit Bairwa	MRI was not provided by hospital7	There was no query for MRI. And also there was no need of MRI as the patient had clear cut clawing of toes.clinical pics are already uploaded.	Rightly Rejected	As per enclosed Documents MRI not Provided Hence Rightly Rejected.
19	T1012198805341	2019/153813	19040055A - 00	2800	Savitri	Discharge photo not provided7	PATIENT WAS REFEREED IN CERTICAL CONDITION IT NOT POSSIBLE PATIENT LIVE PHOTO THEN DISCHARGE FOR REFRAL MODE SO PLEASE RE-OPEN AND PROCESS	Rightly Rejected	Discharge Time Patient Photo is not provided Hence rightly Rejected.
20	T1511198575095	2019/153873	19100006A - 02	750	Aman Kumar Bairwa	Annexure-6 not provided.7	during patient discharge software problem and auto discharge so not uplodged annxure 6 please re-open and process	Reopen & Pay	As per Enclosed Documents Booked pAckage justified,Hence reopen & pay.
21	T1012198805341	2019/153810	19100008A - 00	1500	Savitri	Discharge photo not provided7	PATIENT WAS REFEREED IN CERTICAL CONDITION IT NOT POSSIBLE PATIENT LIVE PHOTO THEN DISCHARGE FOR REFRAL MODE SO PLEASE RE-OPEN AND PROCESS	Rightly Rejected	Discharge Time Patient Photo is not provided Hence rightly Rejected.

