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F 8(95) Rejection Appeal H 2 2 8

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Two S Wellness and Research Centre Pvt-Jodh 537	
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**Two S Wellness and Research Centre Pvt-Jodh1537** 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 13/07/2021 को की गई, जिसमें निम्न व्यक्ति उपस्थित रहे:-

- Dr santosh kumar (drsantosh.physician@gmail.com)
- Mr Aditya Garg (aditya.garg@newinda.co.in)
- Sh Puneet Asopa (puneetasopa\_23@yahoo.com)

बैठक में **Two S Wellness and Research Centre Pvt-Jodh1537** ने न्यू इंडिया एश्योरेंस कंपनी द्वारा गलत किए गए 31 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	18
2	Re-open & Query	3
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 01/09/2021 तक अद्योहस्ताक्षरकर्ता को अवगत कराएं। यदि बीमा कंपनी द्वारा उक्त निर्णय की पालना इस आदेश के जारी होने से दिनांक 01/09/2021 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 01/09/2021 तक उपरोक्त निर्णयानुसार कार्यवाही संपादित नहीं की जाती है, तो अस्पताल को अद्योहस्ताक्षरकर्ता को तत्काल अवगत करावें ताकि अग्रिम कार्यवाही की जा सके।



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(JC RS AA)

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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	T2611184920920	2018/083299	29160044A - 00	10000	Ummed Singh	as per rfp at the time of discharge time live photo not provide ,hence rejected7	LIVE PHOTO CAPTURED WHICH IS CLEARLY SEEN WITH DATE AND TIME.	Reopen & Pay	live photo available . Hence reopen & pay
2	T0505196426128	2019/120852	19010106A - 00	13000	Dilkhush	Show Cause Notice for De-empanelment issued to your hospital on 02.05.2019 Hence Claim Rejected 7	it was our first incidence, hospital was deposited any panalty before this incidence.	Re-Open & Query	This package include under lap. appendectomy
3	T1812185120698	2019/098652	29130001A - 00	25000	Amra Ram	29170024 COMPOSITE RESECTION INCLUDES MANDIBULECTOMY AND NECK DISSCETION AND RECONSTRUCTION WITH FLAP , NOT PAYABLE SEPARATELY7	ITS A SEPARATE PROCEDURE, SCC IS METASTASIZE IN NECK LYMPH NODES, THEN DISSECTION IS DONE.	Reopen & Pay	As per documents package justified hence reopen & pay .
4	T1904196261156	2019/115510	29050020A - 00	50000	Pehap Singh	As per RFP live photo of patient at the time of Admission not provide hence rejected 7	tid was generated on same day of admission but pkg was blocked next day, thats why live photo was captured on day of code blocked. as per rfp s.no.7 point no.8, pks can select with in 72 hrs after tid generation.	Reopen & Pay	As per documents 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
5	T2801195485210	2019/101945	19080002A - 00	7200	ravi	as per usg report rt testis was normal . so not need 19080002 done . so wrong package 7	as per doctor's opinion, one side orchidectomy is being done so there is need to do orchidopexy in another side for prevention from torsion testis. enhance no need for usg finding.	Reopen & Pay	As per documents package justified hence reopen & pay .
6	T0305196405475	2019/120858	29160078A - 00	8000	Gaje Singh	Show Cause Notice for De-empanelment issued to your hospital on 02.05.2019 Hence Claim Rejected 7	it was our first incidence, hospital was deposited any panalty before this incidence.	Reopen & Pay	50% pay due to only one drug given hence partialy payable
7	T2502195740466	2019/104899	29050020A - 00	50000	virama	As per Audit remark & Discharge Summary, Hospital booked RIRS but in OT Note Hospital done PCNL. so this PKG is Rejected due to wrong PKG selection 7	CASE ATTEPMTED FOR RIRS BUT UNABLE TO DO THE SAME SO PCNL WAS DONE. DETAIL MENTIONED IN OT NOTE.	Rightly Rejected	As per Audit remark & Discharge Summary, Hospital booked RIRS but in OT Note Hospital done PCNL. so this PKG is Rejected due to wrong PKG selection
8	T3003196064033	2019/111268	29120029A - 00	15000	Dhurd Das	NOT PAID WITH MEDICAL MANAGEMENT7	PT WAS K/C/O ACUTE MI, THROMBOLYSIS DONE WITH STREPTOKINASE, ITS SEPARATE CARE, HOSPITAL BEAR EXTRA COST SO WE BLOCKED THIS CODE.	Reopen & Pay	As per documents 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
9	T1011184768276	2018/088725	29120046A - 00	90000	Bhawrgiri	adhar no provided by patient not mathced7	BIOMETRIC ATTEMPTS ARE RECORDED, RIGHT ADHAR CARD WAS UPLOADED, ADHAR NO. WAS ALREADY FILLED. TID GENERATED BY MOIC route annexure 2 uploaded	Reopen & Pay	As per documents package justified hence reopen & pay .
10	T0109184102753	2018/081694	19050059A - 00	5000	Divya	3 counts of biometric identification attempts could not be seen , hence rejected7	7 BIOMETRIC ATTEMPTS SEEN CLEARLY, IN IT FAILURE.	Rightly Rejected	This package included under PCCL hence rightly rejected.
11	T0109184102753	2018/081695	29050063A - 00	15000	Divya	3 counts of biometric identification attempts could not be seen , hence rejected7	7 BIOMETRIC ATTEMPTS SEEN CLEARLY, IN IT FAILURE.	Rightly Rejected	As per documents package justified hence reopen & pay .
12	T0505196426128	2019/120853	19010107A - 00	10000	Dilkhush	Show Cause Notice for De-empanelment issued to your hospital on 02.05.2019 Hence Claim Rejected 7	it was our first incidence, hospital was deposited any panalty before this incidence.	Reopen & Pay	As per documents package justified hence reopen & pay .
13	T2803196037787	2019/111269	29160095A - 00	20000	hariram	wrong pkg selected. hence case rejected.7	BY MISTAKE WRONG DOCUMENTS UPLOADED, QUERY WAS NOT RAISED FOR THIS HUMAN ERROR. BLOCKED DRUGS WAS GIVEN TO PT.	Re-Open & Query	wrong package selection hence 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
14	T0504196127820	2019/111264	19010106A - 00	13000	CHHOTU KHAN	As per Audit remark, Hospital booked Lap Cholecystectomy but hospital done open Surgery. so, claim is rejected. 7	case attempted for laparoscopically, pt unable to tolerate for more dissection thats why decision was taken for open, port remark clearly visualised, clinical picture submitted.	Rightly Rejected	As per Audit remark, Hospital booked Lap Cholecystectomy but hospital done open Surgery. so, claim is rejected.
15	T1904196261156	2019/115509	29050011A - 00	6000	Pehap Singh	As per RFP live photo of patient at the time of Admission not provide hence rejected 7	tid was generated on same day of admission but pkg was blocked next day, thats why live photo was captured on day of code blocked. as per rfp s.no.7 point no.8, pks can select with in 72 hrs after tid generation.	Reopen & Pay	As per documents package justified hence reopen & pay .
16	T0512185014723	2019/098890	29120043A - 00	75000	Mohammed Saddik	null7	PROCEDURE WAS DONE , DETAIL MENTIONED IN SUBMITTED DOCUMENTS.	Rightly Rejected	Already paid.
17	T0305196406511	2019/120855	29160004A - 00	10000	Hira Ram	Show Cause Notice for De-empanelment issued to your hospital on 02.05.2019 Hence Claim Rejected 7	it was our first incidence, hospital was deposited any panalty before this incidence.	Reopen & Pay	As per documents package justified hence reopen & pay .
18	T0405196413291	2019/120854	19050061A - 00	3000	kishor	Show Cause Notice for De-empanelment issued to your hospital on 02.05.2019 Hence Claim Rejected 7	it was our first incidence, hospital was deposited any panalty before this incidence.	Reopen & Pay	As per documents 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
19	T1710184555869	2018/089072	19050021A - 00	10500	Hemee	hospital not provide correct pt. photo hence rejected 7	UPLOADED PHOTO AT THE TIME OF ADMISSION AND DISCHARGE IS SAME AND CORRECT.	Reopen & Pay	As per documents package justified hence reopen & pay .
20	T1312198830095	2019/154052	29120007A - 00	5000	Jethamal Singh	change of package without justification and prior approval and after expiry of policy period 7	Dear Team, Please rechecked this case. Only CAG Done after approved by NIA. PTCA not done because patient related refused PTCA. SO only CAG Done please approved CAG. Thank YOu	Reopen & Pay	As per documents package justified hence reopen & pay .
21	T1903195954761	2019/110085	29160047A - 01	2000	Rekha Kanwar	PAID IN THE ABOVE PKG7	SEPARATE PKG DRUG METHOTRAXATE AND 5FU BOTH GIVEN SO SAME CODE DOUBLE BLOCKED. JUSTIFEABLE BY UPLOADED DOCUMENTS.	Rightly Rejected	Same package booked twice, one already paid, hence rejected.
22	T0305196404121	2019/120857	29160059A - 00	5000	Ankit Agarwal	Show Cause Notice for De-empanelment issued to your hospital on 02.05.2019 Hence Claim Rejected 7	it was our first incidence, hospital was deposited any panalty before this incidence.	Reopen & Pay	As per documents 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
23	T0504196127820	2019/111265	19010108A - 00	13000	CHHOTU KHAN	As per Audit remark, Hospital booked Lap Cholecystectomy but hospital done open Surgery. so, claim is rejected. 7	case attempted for laparoscopically, pt unable to tolerate for more dissection thats why decision was taken for open, port remark clearly visualised, clinical picture submitted.	Re-Open & Query	As per Audit remark, Hospital booked Lap Cholecystectomy but hospital done open Surgery. so, claim is rejected.
24	T0304196106442	2019/111266	19010106A - 00	13000	Kachhaba Ram	As per Audit remark, Hospital booked Lap Appendicectomy but hospital done open Surgery. so, claim is rejected. 7	CASE ATTEPMTED FOR LAPROSCOPICALL Y THEN CONVETRED IN OPEN BECAUSE OF APPENDIX FOUND IN RETROCEACUM SO UNABLE TO DO FREE APPENDIX BY DISSECTION THAT'S WHY DECISION WAS TAKEN FOR OPEN. PORT REMARK IS THERE.	Rightly Rejected	As per Audit remark, Hospital booked Lap Appendicectomy but hospital done open Surgery. so, claim is 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
25	T0304196106442	2019/111267	19010107A - 00	10000	Kachhaba Ram	As per Audit remark, Hospital booked Lap Appendicectomy but hospital done open Surgery. so, claim is rejected. 7	FOR LAPROSCOPICALL Y THEN CONVETRED IN OPEN BECAUSE OF APPENDIX FOUND IN RETROCEACUM SO UNABLE TO DO FREE APPENDIX BY DISSECTION THAT'S WHY DECISION WAS TAKEN FOR OPEN. PORT REMARK IS THERE.	Rightly Rejected	As per Audit remark, Hospital booked Lap Appendicectomy but hospital done open Surgery. so, claim is rejected.
26	T1011184768276	2018/088724	29120036A - 00	75000	Bhawrgiri	adhar no provided by patient not mathced7	BIOMETRIC ATTEMPTS ARE RECORDED, RIGHT ADHAR CARD WAS UPLOADED, ADHAR NO. WAS ALREADY FILLED. TID GENERTED BY MOIC route annexure 2 uploaded	Reopen & Pay	As per documents package justified hence reopen & pay .
27	T2502195740466	2019/104898	29050011A - 00	6000	virama	As per Audit remark & Discharge Summary, Hospital booked RIRS but in OT Note Hospital done PCNL. so this PKG is Rejected due to wrong PKG selection 7	CASE ATTEPMTED FOR RIRS BUT UNABLE TO DO THE SAME SO PCNL WAS DONE. DETAIL MENTIONED IN OT NOTE.	Rightly Rejected	As per Audit remark & Discharge Summary, Hospital booked RIRS but in OT Note Hospital done PCNL. so this PKG is Rejected due to wrong PKG selection



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
28	T1710184555869	2018/089073	29050009A - 00	24000	Hemee	hospital not provide correct pt. photo hence rejected 7	UPLOADED PHOTO AT THE TIME OF ADMISSION AND DISCHARGE IS SAME AND CORRECT.	Reopen & Pay	As per documents package justified hence reopen & pay .
29	T1710184555869	2018/089074	29050011A - 00	6000	Hemee	hospital not provide correct pt. photo hence rejected 7	UPLOADED PHOTO AT THE TIME OF ADMISSION AND DISCHARGE IS SAME AND CORRECT.	Rightly Rejected	This package included under PCNL hence rejected.
30	T0305196406581	2019/120856	29160048A - 00	6000	Agara Kanwar	Show Cause Notice for De-empanelment issued to your hospital on 02.05.2019 Hence Claim Rejected 7	it was our first incidence, hospital was deposited any panalty before this incidence.	Reopen & Pay	As per documents package justified hence reopen & pay .
31	T1812185120698	2019/098653	29130006A - 00	35000	Amra Ram	29170024 COMPOSITE RESECTION INCLUDES MANDIBULECTOMY AND NECK DISSCETION AND RECONSTRUCTION WITH FLAP , NOT PAYABLE SEPARATELY7	FLAP WAS TAKEN FROM CHEST AND APPLIED BY PLASTIC SURGEON, ITS NOT LOCAL RECONSTRUCTION SO ITS SEPARATE PROCEDURE	Reopen & Pay	As per documents package justified hence reopen & pay .

