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RESEARCH CENTRE PVT LTD-Kota 7

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GOYAL ENDOSCOPY SURGERY RESEARCH CENTRE

GOYAL ENDOSCOPY SURGERY RESEARCH CENTRE PVT LTD-Kota117 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 22/07/2021 को की गई, जिसमें निम्न व्यक्ति उपस्थित रहे:-

- Dr rajeev kumar jangir (jangirrajeev@gmail com)
- Jigyasa gahlot (jigyasa gahlot@newindia co in)
- manoj nagar (goyalendoscopykota@yahoo in)

बैठक में **GOYAL ENDOSCOPY SURGERY RESEARCH CENTRE PVT LTD-Kota117** ने न्यू इंडिया एश्योरेंस कंपनी द्वारा गलत किए गए 23 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	3
2	Re-open & Query	0
3	Rightly Rejected	20

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।



(JCEO 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	T1311198553099	2019/154190	29170003A - 00	10000	geeta bai	this package is not justify hence reejcted7	patient known case of carcinoma gallbladder needs staging laproscopy to rule out metastatic disease, to see locoregional extent of disease , and we already submitted the ot notes of staging lap	Rightly Rejected	procedure notes not given hence not payable
2	T2108197617646	2019/137310	19050059A - 00	5000	Rakesh	cystoscopy report not provided hence rejected7	Cystoscopy report already attach in portal ot notes 2. Please approved this case.	Rightly Rejected	booked package is not justified hence not payable
3	T2811198714108	2019/154837	19010185A - 00	7000	Krishn Murari	This document is not exist or corrupted hence rejected 7	above pt was case is hydatid cyst liver which is compressing the billiary hilum and confluences with proximal IHBR dilatation with raised serum billuribbin and alkaline phosphatase these causing obstructive bilio pathy then So ERCP and billiary sphincterotomy is an absolute indication to resolve the obstructive bilio path. Please clear the case	Rightly Rejected	booked package is not justified hence not payable

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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
4	T1908197591150	2019/137375	19010185A - 00	7000	Mohit Gupta	Package not payable with 19010163A7	this is to clarify that chronic fissure in Ano is recommended as per surgical protocol is deep anal sphincterotomy and fissurectomy cure. The disease not any step can't be avoided thus we have done both the procedure and thus booked both package for fissurectomy and sphincterotomy. Both procedure requiried separate instrument skill and assistant. Please approve and clear the case.	Rightly Rejected	booked package is not justified hence not payable
5	T1011198516595	2019/154192	19050059A - 00	5000	Anandi Lal	19050059 pkg is not payable separately, paid with approved pkg.7	we already submitted detail ot notes regarding staging laproscopy even if you didn't query about ot notes previously. So kindly give approval .	Rightly Rejected	booked package is not justified hence not payable

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1	2	3	4	5	6	7	8	9	10
6	T2111198636294	2019/154191	29170014A-00	30000	Rijwana Bee	as per usg report left side of ovarian cyst, but in HPE report from left side ovary. hence rejected due to discrepancy 7	it's a printing mistake in biopsy report left is mistakenly written as right and wer already submitted the ot notes of staging lap ,so kindly consider both package and give approval and payment.	Reopen & Pay	booked package is justified hence payable
7	T2211198651709	2019/154194	29170028A-00	10000	Ramkunwar Mehra	this package including above package. 7	we already submitted the donor site photo of patient we use nasolabial flap for reconstruction as locoregional fascio cutaneouss flap , and as such how do you include wide excision in neck dissection ,we did wide excision and neck dissection and flap reconstruction so kindly provide approval of all three package	Rightly Rejected	booked package is not justified hence not payable

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1	2	3	4	5	6	7	8	9	10
8	T0412198766912	2019/154196	19050061A - 00	3000	Irshad	DJ STENT REMOVAL FOR SAME SIDE IN NOT JUSTIFIED WITH RIRS SAME SIDE PROCEDURE7	Patient has undergone left URS + Left side Dj stenting for lower left ureteric calculi and structure on 15/11/2019. Then patient re admitted on 03-12-2019 and underwent Dj stent removal followed by left RIRS Laser Lithrotripsy + Dj stenting left upper uretric and renal calculi. Please clear the case.	Rightly Rejected	booked package is not justified hence not payable
9	T1708197570126	2019/137376	19010185A - 00	7000	Asha Meghwal	this package already included in above package,hence rejected7	this is to clarify that chronic fissure in Ano is recommended as per surgical protocol is deep anal sphincterotomy and fissurectomy cure. The disease not any step can't be avoided thus we have done both the procedure and thus booked both package for fissurectomy and sphincterotomy. Both procedure requiried separate instrument skill and assistant. Please approve and clear the case.	Rightly Rejected	booked package is included in already paid package hence not payable

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1	2	3	4	5	6	7	8	9	10
10	T0312198760886	2019/154698	29060047A - 00	24800	Rupchand Kanjar	this package including above package 7	"As patient has L 4-5 decreased space with epidural granulation tissue with L1-2 vertebral body collapse with canal stenosis causing compressive myelopathy. In this case wide decompression which include laminectomy plus facetectomy along with excision of epiduralgranulation tissue , dissection has done.so in this surgery we have to include above package which has been rejected. Only fixation with minimal laminectomy is not the ideal management of this case.spinal fixation package include only laminectomy with fixation and not wide decompression of the cord that is 360 degree. So kindly consider above package in this case"	Rightly Rejected	booked package is included in already paid package hence not payable

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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
11	T2310198340527	2019/154177	19010060A - 00	17500	Kalawati bai	As per revised OT note not mention details OT of blocked package hence rejected . 7	we alrerady submitted ot notes regarding ileostomy and we already submitted the post op photos of the patient ,clearly shown the ileostomy and staging always needed in intraabdominal carcinoma we did it so kindly give approval; and the payment.	Rightly Rejected	booked package is not justified hence not payable
12	T2108197617478	2019/137355	19010185A - 00	7000	Chameli	this package is not payable with above package hence rejected7	this is to clarify that chronic fissure in Ano is recommended as per surgical protocol is deep anal sphincterotomy and fissurectomy cure. The disease not any step can't be avoided thus we have done both the procedure and thus booked both package for fissurectomy and sphincterotomy. Both procedure requiried separate instrument skill and assistant. Please approve and clear the case.	Rightly Rejected	booked package is not justified hence not payable

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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
13	T2502195746125	2019/112968	19010185A - 00	7000	Dinesh Nagar	Include above approve Pkg Hence rejected 7	this is to clarify that chronic fissure in Ano is recommended as per surgical protocol is deep anal sphincterotomy and fissurectomy cure. The disease not any step can't be avoided thus we have done both the procedure and thus booked both package for fissurectomy and sphincterotomy. Both procedure requiried separate instrument skill and assistant. Please approve and clear the case.	Rightly Rejected	booked package is not justified hence not payable

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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
14	T1601195378202	2019/102100	19010185A-00	7000	Nathulal	this package 19010185A-00step of this pkg19010163A-00 hence claim paid in this pkg 19010163A-00 7	this is to clarify that chronic fissure in Ano is recommended as per surgical protocol is deep anal sphincterotomy and fissurectomy cure. The disease not any step can't be avoided thus we have done both the procedure and thus booked both package for fissurectomy and sphincterotomy. Both procedure requied separate instrument skill and assistant. Please approve and clear the case.	Rightly Rejected	booked package is included in already paid package hence not payable
15	T2310198340527	2019/154178	29170003A-00	10000	Kalawati bai	this pkg payable under 29170041A-00 7	we alrerady submitted ot notes regarding ileostomy and we already submitted the post op photos of the patient ,clearly shown the ileostomy and staginging always needed in intraabdominal carcinoma we did it so kindly give approval; and the payment.	Rightly Rejected	booked package is not justified hence not payable

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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
16	T0312198760886	2019/154697	19030115A-00	18000	Rupchand Kanjar	this package including above package 7	"As patient has L 4-5 decreased space with epidural granulation tissue with L1-2 vertebral body collapse with canal stenosis causing compressive myelopathy. In this case wide decompression which include laminectomy plus facetectomy along with excision of epidural granulation tissue , dissectomy has done.so in this surgery we have to include above package which has been rejected. Only fixation with minimal laminectomy is not the ideal management of this case.spinal fixation package include only laminectomy with fixation and not wide decompression of the cord that is 360 degree. So kindly consider above package in this case"	Rightly Rejected	booked package is included in already paid package hence not payable

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1	2	3	4	5	6	7	8	9	10
17	T2711198705318	2019/154188	19050059A - 00	5000	muna bai	this package already done with package,hence rejected7	Cystoscopy was done to evaluate the urethra and urinary bladder after that we have performe bile duct DJ stenting and surgery for ovarian cyst.	Rightly Rejected	booked package is not justified hence not payable
18	T2804182842536	2018/090872	19050037A - 00	20000	Surendr	Counts of three Bio-Metric identification attempts could not be seen in this TID. 7	We have tried biometric idnetification more than three times. So please consider & clear the case.	Rightly Rejected	(C3BM-RR) Claim is right rejected as 3 count of biomer ic attempts are not seen in IT service failure.
19	T2804182842536	2018/090873	29050011A - 00	6000	Surendr	Counts of three Bio-Metric identification attempts could not be seen in this TID. 7	We have tried biometric idnetification more than three times. So please consider & clear the case.	Rightly Rejected	(C3BM-RR) Claim is right rejected as 3 count of biomer ic attempts are not seen in IT service failure.
20	T1810198283948	2019/154181	29160124A - 00	25000	Prem Bai	Chemoport clinical photo not provided, mandatory as per MDP.7	we already submitted the chest xray post chemoport insertation and chemoporty sticker already on ot notes sheet.	Reopen & Pay	booked package is justified hence payable

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1	2	3	4	5	6	7	8	9	10
21	T2211198651709	2019/154193	29130006A - 00	35000	Ramkunwar Mehra	after query not provide clinical photo of flap and doner side , hence rejected7	we already submitted the donor site photo of patient we use nasolabial flap for reconstruction as locoregional fascio cutaneouss flap , and as such how do you include wide excision in neck dissection ,we did wide excision and neck dissection and flap reconstruction so kindly provide approval of all three package	Reopen & Pay	booked package is justified hence payable
22	T1710198275602	2019/154187	19050059A - 00	5000	Jagadish	Cystoscopy not payable with other urological procedure , hence rejected7	We have performed detail cystoscopy examination after TUIP surgery. Please clear the case. Cystoscopy report and Ot notes was sent with discharge.	Rightly Rejected	booked package is not justified hence not payable

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1	2	3	4	5	6	7	8	9	10
23	T0411198453657	2019/154195	19050059A - 00	5000	Rekha Kumari	as per documents Staging Lap. findings not provided, hence reejected.7	we already submitted the ot notes regarding staging laproscopy and cystoscopy and we did it , so kindly consider the package and do approval and give payment	Rightly Rejected	booked package is not justified hence not payable

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