

F 8(9) Rejection Appeal-I 2 2 78

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2 Balaji Orthopedic n Multispeciality-Jhal 748

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Balaji Orthopedic n Multispeciality-Jhal 748	

Balaji Orthopedic n Multispeciality-Jhal1748 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 20/07/2021 को की गई, जिसमें निम्न व्यक्ति उपस्थित रहे:-

- Dr rajeev kumar jangir (jangirrajeev@gmail com)
- dr vaibhav (vaibhavkuldeep@gmail com)
- Dr Dilip sharma (balajiorthopedichospital 7@gmail com)

बैठक में **Balaji Orthopedic n Multispeciality-Jhal1748** ने न्यू इंडिया एश्योरेंस कंपनी द्वारा गलत किए गए 27 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	22
2	Re-open & Query	0
3	Rightly Rejected	5

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।



(J O R 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	T2911198721712	2019/154199	29170015A - 00	25000	Prem Bai	as per query nfsa link with bhamashah card not provided hence rejected. 7	WE PROVIDE NFSA LINK WITH BHAMASHAH CARD SHOWING LINK BEFORE 13/9/19	Reopen & Pay	booked package is justified hence payable
2	T1112198816829	2020/162470	19030122A - 00	5000	Kailash Bai	as per query nfsa link with bhamashah card is not provided hence rejected 7	WE PROVIDE BHAMASHAH CARD LINK WITH NFSA SHOWING NFSA LINK BEFORE 13/9/19	Reopen & Pay	booked package is justified hence payable
3	T0509197793066	2019/141951	19030062A - 00	20000	Jaganathi Bai	complete dis summary not provide. hence rejected7	NO QUERY GIVEN AND REJECTED WITHOUT QUERY	Rightly Rejected	booked package is not justified hence not payable
4	T0612198781936	2020/162494	19030122A - 00	5000	Vijaya Mahajan	Bhamashah card link date with NFSA not provide hence rejected7	WE PROVIDE Bhamashah card link date with NFSA SHOWING LINK BEFORE 13/9/19	Reopen & Pay	booked package is justified hence payable
5	T0212198747644	2020/162476	19030117A - 00	20000	Hitesh	as per query nfsa link date with bhamasha card is not provided hence rejected7	WE PROVIDE BHAMASHAH CARD LINK WITH NFSA SHOWING LINK BEFORE 13/9/19	Reopen & Pay	booked package is justified hence payable
6	T0906183263824	2018/089850	19030019A - 00	12000	Santosh Bai	As per RFP, live photo at the time of discharge not provided, hence rejected 7	WE HAVE CAPTURED LIVE PHOTO AT DISCHARGE TIME FROM WEBCAM BUT DUE TO SOFTWARE PROBLEM ITS NOT UPLOADED	Rightly Rejected	(LP-RR) As per guidelines , Live photo should be captured. Therefore , claim is rightly rejected.

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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
7	T0111198410941	2020/162487	19010165A - 01	12000	Devi Lal	not provide usg report 7	AS PER MINIMUM PROTOCOL DOCUMENT THERE IS NO NEED OF USG. WE SEND CLINICAL PHOTO SHOWING BILATERAL HERNIA	Rightly Rejected	booked package is not justified hence not payable
8	T0111198410941	2020/162486	19010165A - 00	12000	Devi Lal	not provide usg report 7	AS PER MINIMUM PROTOCOL DOCUMENT THERE IS NO NEED OF USG. WE SEND CLINICAL PHOTO SHOWING BILATERAL HERNIA	Reopen & Pay	booked package is justified for one side hernia as per provided clinical photo hence payable
9	T0212198746863	2020/162492	19030062A - 00	20000	Gulab Bai	as per query nfsa link date with bhamasha card is not provided hence rejected7	WE PROVIDE BHAMASHAH CARD LINK DATE WITH NFSA SHOWING LINK BEFORE 13/9/19	Reopen & Pay	booked package is justified hence payable
10	T1012198812933	2020/162484	19030096A - 00	21000	Shyama Bai	as per query nfsa link date with bhamasha card is not provided, hence rejected 7	WE PROVIDE nfsa link date with bhamasha card SHOWING LINK BEFORE 13/9/19	Reopen & Pay	booked package is justified hence payable
11	T0612198778370	2020/162488	19010098A - 00	12000	Sujan Bai	Bhamashah card link date with NFSA not provide hence rejected7	WE PROVIDE Bhamashah card link date with NFSA SHOWING LINK BEFORE 13/9/19	Reopen & Pay	booked package is justified hence 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
12	T0612198779906	2020/158488	19030021A - 00	12000	Mohasina	reply defective - bhamashah card link date with nfsa not given hence case rejected7	WE PROVIDE BHAMASHAH CARD LINK WITH NFSA SHOWING LINK BEFORE 13/9/19	Rightly Rejected	booked package is not justified hence not payable
13	T1012198810204	2020/158491	19030047A - 00	9500	Harish Sen	reply defective - bhamashah card link date with nfsa not given hence case rejected 7	WE PROVIDE BHAMASHAH CARD LINK WITH NFSA SHOWING LINK BEFORE 13/9/19	Reopen & Pay	booked package is justified hence payable
14	T1012198807341	2020/158486	19030056A - 00	7000	Bhimraj	wrong package selection hence case rejected7	WE HAVE SELECTED RIGHT PACKAGE .	Reopen & Pay	booked package is justified hence payable
15	T0910198180093	2019/151825	19030020A - 00	12000	Puri Bai	delayed query reply hence rejected7	PATIENT DO NOT COME IN HOSPITAL TILL WE SUBMIT QUERY IN FOLLOW UP AFTER OPERTION DUE TO SOME FAMILY PROBLEM SO WE DELAY BUT REPLY BEFORE REMINDER 3	Reopen & Pay	booked package is justified hence payable
16	T0912198799516	2020/162471	19030080A - 00	12500	Mohan Lal Kumhar	replied effective bhamashah card link date with nfsa not provided hence case rejected7	WE PROVIDE BHAMASHAH CARD LINK WITH NFSA SHOWING LINK BEFORE 13/9/19.	Reopen & Pay	booked package is justified hence 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
17	T0310198115271	2019/151826	19030096A - 00	21000	Anita Kumari	Delayed Query Reply 7	PATIENT NOT COME IN FOLLOW UP TILL ONE MONTH OF OPERATION AND CONTACT NUMBER PROVIDE BY PATIENT ATTENDER NOT REACHABLE/WOR KING. WE WANT TO PROVIDE CLINICAL PHOTO OF PATIENT OPERATIVE LIMB SO WE DELAY IN REPLY BUT REPLY BEFORE REMINDER3	Reopen & Pay	booked package is justified hence payable
18	T0612198779906	2020/158489	19030037A - 00	13000	Mohasina	reply defective - bhamashah card link date with nfsa not given hence case rejected7	WE PROVIDE BHAMASHAH CARD LINK WITH NFSA SHOWING LINK BEFORE 13/9/19	Rightly Rejected	booked package is not justified hence not payable
19	T1012198807341	2020/158487	19030061A - 00	12000	Bhimraj	wrong package selection hence case rejected7	WE HAVE SELECTED RIGHT PACKAGE .	Reopen & Pay	booked package is justified hence payable
20	T1112198816489	2019/154201	19030005A - 00	5000	Shree Lal Rav	as per query nfsa link with bhamashah card is not provided hence rejected 7	WE PROVIDE NFSA LINK WITH BHAMASHAH CARD SHOWING LINK BEFORE 13/9/19.	Reopen & Pay	booked package is justified hence 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
21	T0912198804225	2020/162472	19010168A - 00	3750	Kalu Lal	Bhamashah card link date with NFSA not provided hence rejected 7	WE PROVIDE BHAMASHAH CARD LINK WITH NFSA SHOWING LINK BEFORE 13/9/19	Reopen & Pay	booked package is justified hence payable
22	T0912198802601	2019/154198	19030122A - 00	5000	Kanhaiyalal	Bhamashah card link date with NFSA not provide hence rejected7	we provide bhamashah card link with NFSA IN QUERY SHOWING LINK BEFORE 13/9/19.	Reopen & Pay	booked package is justified hence payable
23	T0712198786198	2019/154200	19030122A - 00	5000	dasharath singh	Bhamashah card link date with NFSA not provide hence rejected7	WE PROVIDE BHAMASHAH CARD LINK WITH NFSA SHOWING LINK BEFORE 13/9/19	Reopen & Pay	booked package is justified hence payable
24	T1611198578695	2019/151823	19030067A - 00	21000	Hira Lal	hospital not provide x ray report & per x ray 7/11/19 & admission date 16/11/19 rejected 7	PACKAGE REJECTED WITHOUT QUERY FOR XRAY REPORT AND PATIENT ADVISE FOR SURGERY ON 7/11/19 AND ADMIT FOR SURGERY ON 16/11/19 SO THERE IS NO NEED OF NEW XRAY.	Reopen & Pay	booked package is justified hence payable
25	T0411198445557	2019/151824	19030122A - 00	5000	Radheshyam	Delayed query reply,hence rejected7	WE PROVIDE QUERY WITHIN 7 DAYS OF REMINDER 2	Reopen & Pay	booked package is justified hence 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
26	T1012198810204	2020/158490	19030046A - 00	9500	Harish Sen	reply defective - bhamashah card link date with nfsa not given hence case rejected 7	WE PROVIDE BHAMASHAH CARD LINK WITH NFSA SHOWING LINK BEFORE 13/9/19	Reopen & Pay	booked package is justified hence payable
27	T0812198793064	2019/154197	19030064A - 00	7500	Kalim	Bhamashah card link date with NFSA not provide hence rejected7	we provide bhamashah card link date with nfsa in query showing link before 13/9/19	Reopen & Pay	booked package is justified hence payable

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