

F 8(9) Rejection Appeal-I 2 2 62

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Ayushman Hospital-Dhau 6	

Ayushman Hospital-Dhau1116 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 17/07/2021 को की गई, जिसमें निम्न व्यक्ति उपस्थित रहे:-

- Dr J P Gupta (mo bsbyraj@gmail com)
- Priti Parmar (priti parmar@newindia co in)
- Dr Alka Rajpurohit (bsbynia@gmail com)
- Dr Rajesh Goyal (ayushthehospital@rediffmail com)

बैठक में **Ayushman Hospital-Dhau1116** ने न्यू इंडिया एश्योरेंस कंपनी द्वारा गलत किए गए 99 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	48
2	Re-open & Query	0
3	Rightly Rejected	51

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 R HAA)



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	T2007183669197	2018/083162	19030117A - 00	20000	Kallo	K wire fixation have different package so case reject7	what are the different package explain. we did many cases of s/c # humerus with same package code which are approved & paid. why case rejected with wrong reason will there be any penalty on NIA.	Reopen & Pay	Reopen and pay as booked PKG is justified as per available documents on portal.
2	T2304182792558	2018/025711	19030024A - 00	3000	Munna	this package included in package-19030096A7	there was a large wound that required special care. Nia have paid for many patients in similar conditions	Rightly Rejected	Claim has been rightly rejected as booked PKG is included in approved procedure.
3	T2705196656477	2019/121440	19030083A - 00	1000	sheetal prasad	this package are included on above package7	sir DBR & plaster are two different packages how can be included in single claim	Rightly Rejected	Claim has been rightly rejected as booked PKG is included in approved procedure.
4	T0702195577609	2019/104097	19030023A - 00	7500	Nisha	as this pkg procedure included in above paid procedure and is the part pkg hence rejected7	how a package of debridement can be part of CRIF procedure. there was a huge wound with massive soft tissue damage that need special attention. clinical pics already provided. this kind of wound increases cost of treatment.	Rightly Rejected	Claim has been rightly rejected as booked PKG is included in approved procedure.

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1	2	3	4	5	6	7	8	9	10
5	T1210198210075	2019/148243	19030123A - 00	2000	Geeta Ram	including above package 7	why & how this packa ge can be rejected, implant was removed hence package selected	Rightly Rejected	Claim is Rightly Rejected as booked PKG is not justified as per available documents on portal.
6	T2407197317261	2019/133515	19030083A - 00	1000	Rajkumar	part of the above packages hence rejected7	kindly look there are 3 limbs injured, Rt. upper limb is fixes with implant, Lt. lower limb treated with close reduction & pop cast, 3rd package was for sprain of ankle Rt which was treated with POP cast, all 3 package are separate	Reopen & Pay	Reopen and pay as this procedure is done on other site so booked PKG is justified as per available documents on portal.
7	T2805183138198	2018/051024	19030117A - 00	20000	Anuj	As per records Aadhar card of patient is available while reason for opting MOIC route is non-availability of Aadhar hence rejected. (Misrepresentation of facts) 7	patient provided adhar enrolment slip only not having adhar no, how tid can be generated with this slip only, annx 2 was given	Reopen & Pay	Reopen and settle to pay for procedure done i.e. CRIF with K wire (code-19030019 amount Rs 12000) and Patient ID and Ann2 are available and reason for opting moic route is clear and performed procedure is justified in available documents on portal.
8	T1105182965718	2018/051012	19030123A - 00	2000	Anshukha	Counts of 3 biometric identification and OTP attempts could not be seen in this TID, hence rejected.7	training for this & procedure was not given for counting of biometrics,	Rightly Rejected	Claim has been rightly rejected as hospital has not provided the MDP document Procedure notes which is necessary for the booked package.

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1	2	3	4	5	6	7	8	9	10
9	T2509198027920	2019/139382	19030083A-00	1000	Kirori Lal	INCLUDED IN ABOVE PACKAGE 7	you fool. cant you see that packages are selected for different limbs 1 fot # I/T & 2 is for # olecrenon, you pls consult a psychiatrist	Reopen & Pay	Reopen and pay as booked PKG is justified as per available documents on portal.
10	T2911198724210	2020/157963	19030125A-00	3000	Raghuvir	it is include 19030116A-00 package hence rejected7	how it can be a part of package no 19030116, this type of claim for Tid No T 0310198120769 ia paid by you for both packages	Reopen & Pay	Reopen and pay as booked PKG is justified as per available documents on portal.
11	T2608197676665	2019/136706	19030024A-00	3000	Ramesh	already included in above pkg hence rejected 7	initially claim approved on 4th sept by Gaurav Sat than rejected why, Can see in CST. why this claim is rejected, finger was amputated while there was wound in palm & how it can be a part of amputation	Rightly Rejected	Claim has been rightly rejected as hospital has not provided the MDP document Clinical Photo which is necessary for the booked package.
12	T0604182651135	2018/051008	19030120A-00	18000	Bharat	Hence claim rejected Bio-Metric non identification reason not mentioned on Annexure II. Hence claim rejected.7	it was not in our knowledge, we can provide this now	Reopen & Pay	Reopen and Pay as Patient ID is available and Booked PKG is justified in available documents on portal.
13	T1110198208397	2019/151648	19030062A-00	20000	Mohan Prakash	Claim approved for 190300457	how this case can be converted to other package, surgery was done by open method & tansion band wiring was not done	Reopen & Pay	Reopen and resettle to pay booked procedure as Open Reduction AND Internal Fixation (Large Bone) procedure is done, not TBW, as per provided OT notes and Post X-ray and booked PKG is justified as per available documents on portal.

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1	2	3	4	5	6	7	8	9	10
14	T0509184140885	2018/051007	19030023A - 00	7500	Rambabu Meena	as per documents this package included in below package hence rejected7	picture shows there was huge wound, everything (capsule, tenon, bone ,retinaculum) was cut & routinely for this kind of surgeries repair of all these are not required, It was required for this case .	Rightly Rejected	Claim has been rightly rejected as booked PKG is included in approved procedure.
15	T0608183838399	2018/051009	19030024A - 00	3000	Bachchu Singh	included in above pkg7	there was crushing of finger and debridement was required	Rightly Rejected	Claim has been rightly rejected as booked PKG is included in approved procedure.
16	T1508183938387	2018/051016	19030040A - 00	12000	Jitendra Kumar	CLINICAL PHOTO NOT PROVIDED BY HOSPITAL..7	full body picture of patient was taken , pic was uploaded in reply of query also	Rightly Rejected	Rightly Rejected as Fasciotomy with ORIF done but booked CRIF and Fasciotomy separately but CRIF is already paid so this PKG is not payable additionally.
17	T2606196990430	2019/136705	19030067A - 00	21000	Seeta Bai	hospital not provide pre xray film 7	claim submitted on 27th June is rejected on 19 th September, You never asked for pre op xray in query, what you asked was answered	Rightly Rejected	Claim has been rightly rejected as hospital has not provided the MDP document Pre OP X-ray which is necessary for the booked package.

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1	2	3	4	5	6	7	8	9	10
18	T1511184820857	2018/083157	19030120A - 00	18000	Neelam	as per rfp at the time of admission live photo not provide ,hence rejected7	we still do not understand exact meaning of emergency mode as this patient was brought by neighbor,no money no card was available at that time, she told H/O fall from stairs & actually she was assaulted by her husband. on day of admission she was not able to speak properly & was frightened, emergency tid with her name was generated when she was asked about Ration wheat at 2 rs/kg. is this is the result of HUMANITY?	Reopen & Pay	Reopen and pay as Admission Photo of Pre Auth date is available and booked Package is justified as per available documents on portal.
19	T1708183959303	2018/083168	19100002A - 00	750	Rakesh Singh	patient stay less than 24 hours ,hence rejected7	patient went lama, it was not possible to keep him under custody.	Rightly Rejected	Claim has been rightly rejected as patient stay is less than 24 hrs on this booked day.

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1	2	3	4	5	6	7	8	9	10
20	T2702195761804	2019/110757	19030024A - 00	3000	Ravindra	this package already done with above package7	sir, for this case debridement of avulsed heel pad was also done along with debridement of wound on foot. How DBR of heel can be included in other package. This package is not selected for DBR of foot.	Rightly Rejected	Claim has been rightly rejected as booked PKG is included in approved procedure.
21	T1511184822515	2019/096447	19030089A - 00	2000	Laxman	as per rfp, live photo at the time of admission not provide hence rejected 7	what is the mean of emergency. patient came without cards treatment required was given on time after getting card verification & other formalities done pre & post pictures taken on time	Reopen & Pay	Reopen and pay as Admission Photo of Pre Auth date is available and booked Package is justified as per available documents on portal.
22	T0408197437627	2019/136702	19030083A - 00	1000	Roshan	as per documnts this package included in above package hence rejected7	there is # of Medial malleolus on Lt. side for which pop cast applied & package selected Other package selected for surgery, while you are rejecting claims for smaller mistake than how you can do blunders & why you are not penalized	Reopen & Pay	Reopen and pay as booked PKG is justified as per available documents on portal.

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1	2	3	4	5	6	7	8	9	10
23	T1308197534977	2019/140723	19030075A - 00	18000	Vikash	hospital not provide post xray film hence case rejected 7	there was no need of post op xray in a case op synovectomy hence post op xray not done. in your query you did'nt asked for this .	Reopen & Pay	Reopen and pay as OT notes and CT report are available and Post OP X-ray is not required for this procedure and booked PKG is justified as per available documents on portal.
24	T1908183974785	2018/051018	19030019A - 00	12000	Varsha	Counts of 3 biometric non Identification and OTP attempts could not be seen in this TID, Hence rejected 7	cst clearly shows IT failure count is 11, why this claim rejected .	Reopen & Pay	Reopen and Pay as Patient ID and Ann2 are available and Booked PKG is justified in available documents on portal.
25	T0610184448140	2018/083160	19030053A - 00	18000	Rishikesh	as per RFP pt live photo at the time of admission not provided hence rejected7	what is the mean of emergency, patient came with h/o fall from tractor trolley at 8 pm, no family member, no card no money was available. in morning after getting card case was converted, where is the fault. why no query was asked. is there any mean of HUMANITY?	Reopen & Pay	Reopen and pay as Admission Photo of Pre Auth date on second day is available and booked Package is justified as per available documents on portal.



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1	2	3	4	5	6	7	8	9	10
26	T0207183481149	2018/083164	19030019A - 00	12000	Pavan Kumar	there is discrepancy in discharge date in discharge summary and discharge patient photo hence rejected7	we accept dod is mistakenly written but as per your system patient was discharged on 3rd pic was taken on 3rd. human error can occur why not asked for corrected D/S. nia is making error here as both pic are of same person. will nia get penalized for this.	Reopen & Pay	Reopen and pay as DOD is verified in other provided DOCS and booked PKG is justified as per available documents on portal.
27	T0309184118416	2018/051006	19030024A - 00	3000	munshilal	THIS PACKAGE IS NOT APPLICABLE WITH ABOVE PACKAGE7	wound was at different site at proximal 3rd of leg while # is of lower 3rd. why this package is there in package list.	Rightly Rejected	Claim has been rightly rejected as booked PKG is included in approved procedure.
28	T1409184231095	2018/083156	19030083A - 00	1000	Ritika	Rejected -For any query Please refer to RSHAA 7	why we have to appeal for this case , at this date nia refused claims, why NIA is not getting penalized for this foolish character.	Rightly Rejected	Rightly Rejected as this PKG is already reopened and paid as observed in case status tracker.
29	T2306183399921	2018/051022	19030024A - 00	3000	Bhuri Singh	this is already included in the above package hence rejected7	dbr was necessary, how it can be rejected	Rightly Rejected	Claim has been rightly rejected as booked PKG is included in approved procedure.

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1	2	3	4	5	6	7	8	9	10
30	T2408197649114	2019/140724	29030023A - 00	10000	Sarvati	as per documents hospital not provide post x-ray ,hence case rejected 7	in case of implant removal to be followed by fixation in same sitting post removal of implant xray is not needed & is not possible, it require shifting of patient to xray room during anesthesia that is against ethics. earlier claim for tidT0308197426322, T1107197165437, T2606196991456, T1706196889277 T1907197252414 is paid in similar condition without post implant removal xray	Rightly Rejected	Claim has been rightly rejected as multiple TIDs during same admission is not allowed.
31	T3005183160577	2018/051025	19030123A - 00	2000	Bharat	Counts of 3 Biometric identification and OTP attempts could not be seen in this TID, hence rejected7	was not aware about this issue	Reopen & Pay	Reopen and pay as Photo ID is available and booked Package is justified as per available documents on portal.
32	T1411198554253	2019/151651	19030023A - 00	7500	Bhagawan Singh	included in above package 7	there are multiple wounds, bone coming out debridement is must to do for limb saving	Rightly Rejected	Claim has been rightly rejected as booked PKG is included in approved procedure.

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1	2	3	4	5	6	7	8	9	10
33	T2212171919649	2018/025716	19020011A - 00	3000	rajkumari	discrepancy of documents hence rejected7	query was asked for annx 2 & ot notes. By mistake of margdarshak wrong id uploaded. nia may have asked for id	Rightly Rejected	Claim has been rightly rejected as booked PKG is included in approved procedure.
34	T0807197130567	2019/133516	19030024A - 00	3000	Ramavtar	part of another blocked package 7	have you ever looked at clinical pic, there was massive wound, ligament , menisci was injured that was also treated at same time by us without using any claim package still this package is rejected by yourubbish	Rightly Rejected	Claim has been rightly rejected as booked PKG is included in approved procedure.
35	T1012198809772	2020/157961	19030122A - 00	5000	Jayprakash	after query hospital not proper pt discharge summary,rejected7	kindly use your eyes & little amount of brain, proper d/s submitted in reply of query even tou did not asked for this,	Reopen & Pay	Reopen and pay as booked PKG is justified as per available documents on portal.
36	T0203182355439	2018/037672	19030083A - 00	1000	Kallo	provide post operative x-ray of kallo not other pt 7	xray provided in query	Rightly Rejected	Claim has been rightly rejected as hospital has not provided the MDP document OT notes which is necessary for the booked package.

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1	2	3	4	5	6	7	8	9	10
37	T0905196458521	2019/121439	19030083A - 00	1000	Nekram	included in above pkg hence rejected 7	sir both limbs were fractured out of which one was operated & other was treated with plaster how a case of plaster of one limb can get include for claim of surgery of other limb	Reopen & Pay	Reopen and pay as booked PKG is justified as per available documents on portal.
38	T1604182733524	2018/025680	19030096A - 00	21000	Santo Kumari	null7	query asked by nia for ot notes & BT stickers not for clinical pictures. Package for BT was not selected by us still query asked for this. we can provide clinical pic	Rightly Rejected	Rightly Rejected as this PKG is already paid as observed in case status tracker.
39	T2212171919649	2018/025717	19020017A - 00	11000	rajkumari	discrepancy of documents hence rejected7	query was asked for annx 2 & ot notes. By mistake of margdarshak wrong id uploaded. nia may have asked for id	Reopen & Pay	Reopen and pay as booked PKG is justified as per available documents on portal.

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1	2	3	4	5	6	7	8	9	10
40	T2505183110109	2018/058197	19030062A - 00	20000	Sachin	as per rep live photo at the time of admission and is not provided. hence case rejected 7	this patient was admitted on 23 may, card status was N/A, patient agreed for treatment with payment. on 25th may before discharge of patient card was again presented & status found NFSA. we were not aware/trained for emergency method of admission hence tid couldn't generated with this method. to provide benefits of this nobel scheme tid generated on 25th. you can ask about this to family members	Rightly Rejected	Rightly Rejected as TID is generated late.
41	T3001195500748	2019/104096	19030062A - 00	20000	rajbahadur	In Post X-ray This package Not Show So case Has Reject7	crif was attempted but orif needed, already mentioned in ot notes. We acheived anatomical reduction & # is not perceptible in post op Xray. it is clearly evident in pre op xray. Kya accha kam karna gunah he KINDLY REPLY.	Reopen & Pay	Reopen and pay as booked PKG is justified as per available documents on portal.

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1	2	3	4	5	6	7	8	9	10
42	T1404182719995	2018/037662	19030083A - 00	1000	Nasreen	Not provide ot notes7	ot notes provided still case rejected	Rightly Rejected	Claim has been rightly rejected as hospital has not provided the MDP document OT notes which is necessary for the booked package.
43	T0606196776600	2019/136704	19030009A - 00	18000	Samokhan Singh	As per OT notes package should be selected code 29030018 so consider wrong package selection . 7	claim submitted on 7th June rejected on 5th September, Till now all claim for this selected package are paid, even after this claim all claim are paid then why this rejected, what is your intention. Package rates are same work done is same	Reopen & Pay	Reopen and pay as booked PKG is justified as per available documents on portal.
44	T2810198376511	2019/148247	19030023A - 00	7500	Divaeelal	included in 19030005A7	how & why it can be rejected, there is blast injury, whole hand is open, where dbr package is applicable, is this package reserved for analyzer	Reopen & Pay	Reopen and pay as booked PKG is justified as per available documents on portal.

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1	2	3	4	5	6	7	8	9	10
45	T1505196528236	2019/121435	19030062A - 00	20000	Chandri	clear discharge summary and xray film not provided 7	what rubbish? notes d/s summery, pre/post op xrays are clearly readable, query was asked for indication for surgery by you, you are asking for clear notes & d/s summery for almost every claim submitted to you by us but was not asked for this claim than why this claim rejected,	Reopen & Pay	Reopen and pay as booked PKG is justified as per available documents on portal.
46	T1408183927166	2018/037666	19100002A - 00	750	Lognshri	after query,hospital not provide annex -7 ,hence rejected 7	there was no need of annx 7, still provided in query still case rejected	Rightly Rejected	Claim has been rightly rejected as patient stay is less than 24 hrs on this booked day.
47	T1605183013843	2018/051017	19030123A - 00	2000	Ramesh Chand	KINDLY PROVIDE PRE X RAY7	pre & post xray was uploded , because software xray got overwrite, xray was sent also for reply of query	Reopen & Pay	Reopen and pay as booked PKG is justified as per available documents on portal.
48	T2707197344850	2019/133514	19030023A - 00	7500	Omveer	both pkg are on same site hence rejected7	kindly look at clinical pic. whole length of leg has wound which was grossly contaminated, other surgery was for crif of lateral malleolus which was not a part of this wound	Reopen & Pay	Reopen and pay as booked PKG is justified as per available documents on portal.

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1	2	3	4	5	6	7	8	9	10
49	T0506196760495	2019/136703	19030067A - 00	21000	Hotam	As per X-ray film Osteotomy not seen hence rejected 7	Dr Nisha. Only blind eyes cant see osteotomy in post op xray, There is clearly shown osteotomy on post op xray, we know you are rejecting cases with mal intentional, again how a claim submitted on 6th June and query answered on 16 th June rejected on 2nd sept. This is shameful on NIA.	Reopen & Pay	Reopen and pay as booked PKG is justified as per available documents on portal.
50	T1507197210442	2019/139381	19030024A - 00	3000	Esvari Devi	this package include in 19030062A-00 7	wound was infected & large , t required specific treatment	Rightly Rejected	Claim has been rightly rejected as booked PKG is included in approved procedure.
51	T0212198746138	2019/151641	19030042A - 00	18000	Sahab Singh	Already paid in other approved pkg, as given clarification is not justified.7	now nothing can satisfy you as you are on cheating, what else you not to justify. we did this surgery separately	Reopen & Pay	Reopen and pay as this procedure is done on other site so booked PKG is justified as per available documents on portal.
52	T1204182702857	2018/025651	19030083A - 00	1000	Narayan Singh	COVERED UNDER PACKAGE CODE 19030020A-007	both limb of patient was fractured, one limb was operated & plastered, second limb was treated with plaster.	Reopen & Pay	Reopen and pay as this procedure is done on other limb so booked PKG is justified as per available documents on portal.
53	T2105183064769	2018/051020	19100002A - 00	750	Bacchu Singh	pt.stay in hospital less than 24 hrs hence case rejected 7	patient went LAMA , how hospital can hold patient against his will	Rightly Rejected	Claim has been rightly rejected as patient stay is less than 24 hrs on this booked day.

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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
54	T1411184801856	2019/096445	19030084A - 00	1500	Kalyan	post opp xray confirming pkg done not provided hence rejected 7	patient was admitted for close reduction of hip that was unsuccessful than hip was reduced by open method there was no need of implant fixation in hip only skeleton traction was needed. this case was discussed to Rajendr prasad sir before doing procedure. this was necessary to save his limb	Rightly Rejected	Claim has been rightly rejected as booked PKG is included in approved procedure.
55	T1805196554277	2019/121436	19030117A - 00	20000	Ditin	clear discharge summary , ot notes and x-ray film not provided 7	pre/post xray, d/s ot notes are clear & are readable cases are getting rejected without any reason, you are asking same query for every claim submitted by us	Reopen & Pay	Reopen and settle to pay for procedure done i.e. CRIF with K wire (code-19030019 amount Rs 12000) and performed procedure is justified in available documents on portal.
56	T0308183808058	2018/025742	19030083A - 00	1000	Kailashiram	includ in abov pkg7	there was history of fall again that's why implant was removed & plaster application was necessary	Reopen & Pay	Reopen and pay as booked PKG is justified as per available documents on portal.
57	T1910184572228	2018/083166	19020011A - 00	3000	Nabal Daei	pt wrong name on discharge summery hence rejected 7	wrong d/s summery uploaded by margdarshak, other docs are correct, query may be asked for this by nia	Rightly Rejected	Claim has been rightly rejected as hospital has not provided the MDP document Discharge Summary of booked patient which is necessary for the booked package.

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1	2	3	4	5	6	7	8	9	10
58	T2101195416773	2019/107243	19030067A - 00	21000	Ratan Singh	as per provided x-ray fixation done , hence rejected for wrong package selection.7	pre xray & all doc shows that # was 3 month old & malunited hence Osteotomy was needed. we did osteotomy & result was excellent & we got punishment of rejection. Its harassing	Reopen & Pay	Reopen and pay as booked PKG is justified as per available documents on portal.
59	T0407183507599	2018/025729	19030088A - 00	600	Niroti	this package is already included in the previous one hence rejected7	how a case of strapping of rib can be part of hip region surgery or surgery of olecrenon. This is different procedure	Reopen & Pay	Reopen and pay as this procedure is done on other site so booked PKG is justified as per available documents on portal.

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1	2	3	4	5	6	7	8	9	10
60	T1011184770757	2018/083159	19030062A - 00	20000	Patiram	as per document patient admitted on 10/11/2018 and provide admission time live photo is of 13/11/2018,as per RFP live photo at time of admission is not provided hence rejected 7	what is exact meaning of emergency mode as this patient was meat an accident 300 km away & brought by villagers working at same place with contribution of money, card was not available at that time because family member was not available. on day of admission emergency tid with his name was generated, 2nd day his card was found N/A that became NFSA on 13th after approaching at atal sewa kendr. is this is the result of HUMANITY?	Rightly Rejected	Claim has been rightly rejected as rejection remark is right.
61	T1703182477870	2018/025624	19030053A - 00	18000	Mukesh	As per discharge summary Hip Region Surgery (ORIF with DHS) for NOF # done without BSBY scheme. Hence Rejected.7	for # basal neck femur only selected package is appropriate, no other package is there for this.for this type of fracture, DHS fixation is standard treatment	Rightly Rejected	Rightly Rejected as TID is generated late and Detailed OT Notes not provided.
62	T2002195700725	2019/107244	19030125A - 00	3000	omdev	Include Above pkg hence rejected 7	how a case of close reduction of joint can be apart of orif.	Rightly Rejected	Rightly Rejected as procedure is done on same site so not payable additionally.

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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
63	T1511184820857	2018/083158	19030125A-00	3000	Neelam	as per rfp at the time of admission live photo not provide ,hence rejected7	we still do not understand exact meaning of emergency mode as this patient was brought by neighbor,no money no card was available at that time, she told H/O fall from stairs & actually she was assaulted by her husband. on day of admission she was not able to speak properly & was frightened, emergency tid with her name was generated when she was asked about Ration wheat at 2 rs/kg. is this is the result of HUMANITY?	Reopen & Pay	Reopen and pay as Admission Photo of Pre Auth date is available and booked Package is justified as per available documents on portal.
64	T1408197540181	2019/148244	19030061A-00	12000	Kamala Devi	as per documents wrong package selection hence claim rejected7	package slected properly, why rejected.	Rightly Rejected	Claim is Rightly Rejected due to wrong PKG selection as PKG of ORIF of joint is booked and PKG of CRIF is done as per available OT Notes.

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1	2	3	4	5	6	7	8	9	10
65	T1607183624241	2018/028434	19030023A - 00	7500	Rambharoshi	this package included in the first one7	we have mentioned & pictures shows that wound was large with almost 1/2 of length of bones were exposed. why this package is given in list, for NIA person only	Rightly Rejected	Claim has been rightly rejected as booked PKG is included in approved procedure.
66	T2006183366964	2018/083077	19030117A - 00	20000	Horilal	hospital not provide anexure -2 ,hence case rejected7	query not asked	Rightly Rejected	Claim has been rightly rejected as hospital has not provided the MDP document ANN-2 and ID proof which are necessary for the booked package.
67	T0904182670831	2018/051011	19030123A - 00	2000	Rambara	AFTER QUERY ESSENTIAL DOCUMENT POST X-RAY NOT PROVIDED,HENCE REJECTED7	post op xray was uploaded at time of discharge & in response of query but because of software problem it was getting overwrite by pre xray	Rightly Rejected	Claim has been rightly rejected as hospital has not provided the MDP document Post OP X-ray which is necessary for the booked package.
68	T1006183272764	2018/025754	19030083A - 00	1000	Karan Singh	PAYABLE IN ABOVE PACKAGE7	how # of hand bone can be payable in case of # femur	Reopen & Pay	Reopen and pay as booked PKG is justified as per available documents on portal.
69	T1110198208397	2019/151649	19030126A - 00	10000	Mohan Prakash	As per MDP hospital not provide MRI report.7	in case of open & traumatic tendon injuries nowhere mri is needed, mri is a diagnostic tool only when diagnosis is evident with open eyes than mri will can be asked only by evil like you	Rightly Rejected	Claim has been rightly rejected as hospital has not provided the MDP document MRI which is necessary for the booked package.

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1	2	3	4	5	6	7	8	9	10
70	T1411184801856	2019/096444	19030053A - 00	18000	Kalyan	post opp xray confirming pkg done not provided hence rejected 7	patient was admitted for close reduction of hip that was unsuccessful than hip was reduced by open method there was no need of implant fixation in hip only skeleton traction was needed. this case was discussed to Rajendr prasad sir before doing procedure. this was necessary to save his limb	Reopen & Pay	Reopen and pay as booked PKG is justified as per available documents on portal.
71	T2505183105820	2018/025692	19030083A - 00	1000	Nado	Already paid in approved 19030014 pkgs, as claim is not payable for each step of surgery. Hence Rejected. 7	all packages selected for different procedures, no one includes other	Reopen & Pay	Reopen and pay as booked PKG is justified as per available documents on portal.
72	T1404182723201	2018/051014	19030096A - 00	21000	Devendra	annex 2 is not provided hence rejected7	issue of annx/biometric was not known to us, No query asked by NIA	Reopen & Pay	Reopen and Pay as TID is generated late but with valid reason and valid ID Proof is provided and booked Package is justified as per available documents on portal.
73	T2008183986116	2018/051019	19030112A - 00	1050	Rinku	not provide OT notes, pre & post x ray , hence rejected7	ot notes & xray was already given, can be seen in CST. there was no need of post xray as no close or open reduction or surgery was done	Reopen & Pay	Reopen and pay as procedure notes and pre X-ray are provided and booked PKG is justified as per available documents on portal.

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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
74	T0912185042156	2019/096443	19030117A - 00	20000	Rahul	PRE AND POST X-RAY NOT PROVIDED.7	pre & post op xray are already provided (but how a blind person can see this)	Reopen & Pay	Reopen and settle to pay for procedure done i.e. CRIF with K wire (code-19030019 amount Rs 12000) and performed procedure is justified in available documents on portal.
75	T1404182719995	2018/037661	19030053A - 00	18000	Nasreen	Not provide ot notes7	ot notes provided still case rejected	Rightly Rejected	Claim has been rightly rejected as hospital has not provided the MDP document OT notes which is necessary for the booked package.
76	T1505196530242	2019/121437	19030023A - 00	7500	Sooraja	included in above pkg7	sir as clinical pic shows that heel was almost completely avulsed that was grossly contaminated & required major debridement & was done accordingly this claim can not be rejected b/c of this reason	Rightly Rejected	Rightly Rejected as this PKG was booked along with fracture fragments-excision which is already paid having same claim amount so it is not payable additionally.
77	T1506183320448	2018/037654	19030120A - 00	18000	Rampati	hospital not provide pre and post op. x-ray of pkg code 19030120A-00 hence case rejected 7	xray already provided before query & in response of query, still case rejected	Reopen & Pay	Reopen and pay as Pre and Post OP X-ray are available and booked Package is justified as per available documents on portal.
78	T2507183713860	2018/051023	19030123A - 00	2000	asami	Counts of 3 Biometric identification and OTP attempts could not be seen in this TID hence Rejected. 7	cst clearly shows count of 8	Reopen & Pay	Reopen and pay as 8 biometric count is seen on portal and booked Package is justified as per available documents on portal.

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1	2	3	4	5	6	7	8	9	10
79	T0408197432886	2019/139385	19030024A - 00	3000	Ratan Singh	this package including above package 7	wound is large & need treatment separately, when you don't no the importance than why this package is given in list. is this package reserved for trauma suffering you.	Rightly Rejected	Claim has been rightly rejected as booked PKG is included in approved procedure.
80	T0609184146767	2018/083165	19100002A - 00	750	Shivsingh	As per RFP live photo at the date of discharge or lama is not provided, hence rejected 7	both photos afre provided. is there any penalty for Nla for wrong rejection of claims?	Rightly Rejected	Claim has been rightly rejected as patient stay is less than 24 hrs on this booked day.
81	T2408184027483	2018/090247	19100002A - 00	750	ravi	inadequate duration of stay (less than 24 hours),hence case rejected 7	patient went LAMA, how patient can be kept admitted against his/her will	Rightly Rejected	Claim has been rightly rejected as patient stay is less than 24 hrs on this booked day.
82	T0902195596333	2019/104098	19030125A - 00	3000	Pradeep	Include above pkg hence rejected 7	how a case of dislocation can be a part of # of olecraon there are two different packages in given package list there is no combo package for this type of injuries.	Rightly Rejected	Rightly Rejected as procedure is done on same site so not payable additionally.

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1	2	3	4	5	6	7	8	9	10
83	T0112184968924	2018/089477	19020011A - 00	3000	Indrajit	as per enclosed documents this procedure not done 7	this procedure was done, by mistake procedure notes was not completely written and uploaded by margdarshak, no query asked by NIA. we noticed this mistake just after submitting the claim & was waiting for query to correct our mistake	Rightly Rejected	Claim has been rightly rejected as booked PKG is included in approved procedure.
84	T0412185002800	2019/096442	19100002A - 00	750	Krishn Kumar	as per RFP live photo at time of LAMA DISCHARGE is not provided hence rejected 7	photo is already there , blind can't see	Rightly Rejected	Claim has been rightly rejected as patient stay is less than 24 hrs on this booked day.
85	T1910184572228	2018/083167	19020017A - 00	11000	Nabal Daei	pt wrong name on discharge summery hence rejected 7	wrong d/s summery uploaded by margdarshak, other docs are correct, query may be asked for this by nia	Rightly Rejected	Claim has been rightly rejected as hospital has not provided the MDP document Discharge Summary of booked patient which is necessary for the booked package.
86	T2507183718585	2018/037648	19030019A - 00	12000	Sahil	HOSPITAL NOT PROVIDED PRE XRAY WITH THE NAME OF PT. ON THE XRAY,HENCE REJECTED7	xray with name of patient was provided, still case rejected	Reopen & Pay	Reopen and pay as Pre OP X-ray with patient name is available and booked Package is justified as per available documents on portal.

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1	2	3	4	5	6	7	8	9	10
87	T1303182438188	2018/025640	19030088A - 00	600	Rambabu	A package covers all the different steps of procedure, so this pkg is not payable with pkg 190300197	how a package for # clavicle treatment can get covered under package of # patella or # lower end of radius, clavicle has its own identity & its # need proper treatment	Reopen & Pay	Reopen and pay as this procedure is done on other site so booked PKG is justified as per available documents on portal.
88	T0403195808828	2019/110758	19030024A - 00	3000	Pushpendra	as per enclosed document pre & post op clinical photo not provided hence claim rejected7	sir you didn't asked for clinical pic in your query	Rightly Rejected	Claim has been rightly rejected as booked PKG is included in approved procedure.
89	T0705182922908	2018/025687	29030023A - 00	10000	Vinod	Not parable with above approved pkg as claim is not payable fir each step of a procedure. Hence rejected.7	tertiary procedure was done only after authorisation given by nia, surgery was not possible witout doing this. Nia have paid earlier for many similar cases	Rightly Rejected	Rightly Rejected as patient was admitted after 5 days of TID creation which is not allowed.
90	T1112198817146	2019/151650	19030122A - 00	5000	Bhero Singh	wrong side k wire removal in procedure notes hence case rejected 7	it was by mistake, even you didn't asked in query as you have asked for many cases	Reopen & Pay	Reopen and pay as booked PKG is justified as per available documents on portal.
91	T1209197879623	2019/139384	19100002A - 00	750	Raampal	procedure done in general ward,hence rejected7	we attempted for implant removal, t hat was unsuccessful, hence package for day care selected	Reopen & Pay	Reopen and pay as procedure was aborted so booked PKG is justified as per available documents on portal.

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1	2	3	4	5	6	7	8	9	10
92	T1511184822515	2019/096446	19030088A - 00	600	Laxman	as per rfp, live photo at the time of admission not provide hence rejected 7	already photo is there, card was not available at time when patient admitted with emergency mode	Reopen & Pay	Reopen and pay as Admission Photo of Pre Auth date is available and booked Package is justified as per available documents on portal.
93	T0711198481785	2019/151647	19030057A - 00	13000	Prachi	overwriting on doa and doo in each and every document hence case is not justified 7	it was by mistake surgery was done in emergency, by mistake doa & doo written wrong that was corrected at time of discharge	Rightly Rejected	Rightly Rejected as there is overwriting in DOA and DOO in documents without Cutting Attested initials.
94	T2604182821109	2018/025706	19030120A - 00	18000	dipchand	as per documents- block package not done hence case rejected 7	after attending meeting for appeal for rejected cases on 25th Apr there was huge no of surgeries, mistake during writing notes happened. in place of crif we wrote orif	Rightly Rejected	Claim is Rightly Rejected due to wrong PKG selection as PKG of CRIF is booked and PKG of ORIF is done as per available OT Notes.

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1	2	3	4	5	6	7	8	9	10
95	T0609184147221	2018/089372	19030065A - 00	10000	Kamla Kumari Meena	late TID generation7	tid generatedb on time, there was deficit of fund hence application submitted for same. your software not allowed admission with deficit of fund. fund enhancement approved on 10th than patient admitted on 11th. why NIA is not getting penalized for such kind of foolish rejections? should we stop taking this kind of patients?	Reopen & Pay	Reopen and pay as reason for late admission is valid and booked Package is justified as per available documents on portal.
96	T1306183297904	2018/051013	19030123A - 00	2000	laxmi	TID generated through MOIC route and Annexure-II not provided, hence rejected (In case of MOIC route and non-availability of Annexure-2)7	for this patient earlier claim with tid T1105182969201 was paid by you while tid generated with same procedure, we were not aware for annx 2 procedure/biometric count	Reopen & Pay	Reopen and pay as booked PKG is justified as per available documents on portal.
97	T0608183843435	2018/051010	19030024A - 00	3000	Prahalad	NOT PAYABLE WITH 19030126A-00 BLOCK PACKAGE FOR THE SAME SITE HENCE REJECTED 7	as picture shows there was cut of muscle, tendon & other soft tissue not only tendon was cut & DBR was necessary	Rightly Rejected	Claim has been rightly rejected as booked PKG is included in approved procedure.

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1	2	3	4	5	6	7	8	9	10
98	T1609197912000	2019/139383	19030083A - 00	1000	Naval Kishor Bansal	this pkg is included in upper mention pkg hence rejected7	how a package for # radius can be included in package for # patella, kindly consult a good phycian	Reopen & Pay	Reopen and pay as booked PKG is justified as per available documents on portal.
99	T0711198481785	2019/151643	19030013A - 00	7000	Prachi	overwriting on doa and doo in each and every document hence case is not justified 7	it was by mistake surgery was done in emergency, by mistake doa & doo written wrong that was corrected at time of discharge	Rightly Rejected	Rightly Rejected as there is overwriting in DOA and DOO in documents without Cutting Attested initials.

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