

F 008(9) Rejection Appeal-I 202 0

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HARISH HOSPITAL PVT LTD-Alwa 08	

HARISH HOSPITAL PVT LTD-Alwa108 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:-

- Pratibha meena (Pratibhameena nov@gmail com)
- Dr Rakesh meena (Rakeshmeena 0 090@gmail com)
- Lokendra Singh (harish hospital@gmail com)

बैठक में **HARISH HOSPITAL PVT LTD-Alwa108** ने न्यू इंडिया एश्योरेंस कंपनी द्वारा गलत किए गए 48 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	30
2	Re-open & Query	0
3	Rightly Rejected	18

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।



(0 RSHAA)

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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	T1604182738601	2018/041420	19100002A - 01	750	Babu Singh	as per RFP, live photo of pt at the time of admission & discharge not provided. hence rejected 7	web cam not working properly at that time so we have live photo upload	Reopen & Pay	blocked pkg & treatment justified .(settled 50% of amount payable after 72 hrs claim submission)
2	T0907183557729	2018/092460	19100002A - 00	750	Ramrati	as per rfp live photos at the time of admission not provided,hence case rejected .hospital not provide annex 4 for bed side phot ,hence case rejected7	PT LIVE PHOTO BUT BED SIDE SO PLEASE RE OPEN AND RE QUERY THIS CASE	Rightly Rejected	live pt photo at time of admission not provided. (anx 4 not provided)
3	T1004182682867	2018/041426	19100002A - 05	750	Kulvant singh	As per RFP, live photo at the time of admission and discharge is not provided hence Rejected. 7	web cam not working properly at that time so we have live photo upload	Reopen & Pay	Pkg & treatment is justified.
4	T0310198115904	2019/152218	29200002A - 01	2000	Rajbala	Admission time live photo not captured on the date of admission under normal mode of admission.7	wrong rejection re cheack photo patient	Reopen & Pay	Pkg & treatment is justified.
5	T1604182738601	2018/041421	19100002A - 02	750	Babu Singh	as per RFP, live photo of pt at the time of admission & discharge not provided. hence rejected 7	web cam not working properly at that time so we have live photo upload	Reopen & Pay	blocked pkg & treatment justified .(settled 50% of amount payable after 72 hrs claim submission)
6	T0310198115904	2019/152221	19100008A - 02	1500	Rajbala	Admission time live photo not captured on the date of admission under normal mode of admission.7	wrong rejection re cheack photo patient	Reopen & Pay	Pkg & treatment is justified.



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	T1408197546692	2019/139350	19100002A - 00	750	Bachchu Singh	AS PER RFP LIVE PHOTO OF THE PATIENT AT THE TIME OF DISCHARGE IS NOT PROVIDED BY HOSPITAL, HENCE REJECTED.7	PT.DISCHARGE 15-08-19 BUT SOFTWARE BY MISTAKE WRONG DATE SELECT PLEASE CONSIDER	Rightly Rejected	blocked pkg & treatment is not justified(live discharge pt photo not provide)
8	T1604182734521	2018/049992	19010106A - 00	13000	Rajani Kour	As per RFP live photo at the time of admission and discharge is not provided hence rejected ,usg ,ot notes7	web cam not working properly at that time so we have live photo upload	Reopen & Pay	blocked pkg & treatment justified .(settled 50% of amount payable after 72 hrs claim submission)
9	T0310198115904	2019/152219	29200002A - 02	2000	Rajbala	Admission time live photo not captured on the date of admission under normal mode of admission.7	wrong rejection re cheack photo patient	Reopen & Pay	Pkg & treatment is justified.
10	T0310198115904	2019/152220	29200004A - 00	3500	Rajbala	Admission time live photo not captured on the date of admission under normal mode of admission.7	wrong rejection re cheack photo patient	Reopen & Pay	Pkg & treatment is justified.
11	T0310198115904	2019/152222	19100008A - 01	1500	Rajbala	Admission time live photo not captured on the date of admission under normal mode of admission.7	wrong rejection re cheack photo patient	Reopen & Pay	Pkg & treatment is justified.
12	T2608197675100	2019/136042	19100008A - 00	1500	Kishan Singh Rajput	hospital not provide BT & plasma sticker (cross match sticker not consider 7	wrong rejection already icp paper mention stiker	Reopen & Pay	Blocked pkg & treatment justified .
13	T2608197675100	2019/136036	19100006A - 00	750	Kishan Singh Rajput	hospital not provide BT & plasma sticker (cross match sticker not consider 7	wrong rejection already icp paper mention stiker	Reopen & Pay	Blocked pkg & treatment justified .



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	T1408197546692	2019/139351	19100002A - 01	750	Bachchu Singh	AS PER RFP LIVE PHOTO OF THE PATIENT AT THE TIME OF DISCHARGE IS NOT PROVIDED BY HOSPITAL, HENCE REJECTED.7	PT.DISCHARGE 15-08-19 BUT SOFTWARE BY MISTAKE WRONG DATE SELECT PLEASE	Rightly Rejected	blocked pkg & treatment is not justified(live discharge pt photo not provide)
15	T0111184704696	2019/099313	19050061A - 00	3000	Rukmani	hospital not provided usg report claim rejected 7	WITHOUT QUERY REJECTION AND USG REPORTS NOT MENTION MDP THIS CASE	Rightly Rejected	Pkg & treatment is not justified (ot notes and sign in feedback form are not provide bene family member)
16	T0310198115904	2019/152216	29120010A - 00	21000	Rajbala	Admission time live photo not captured on the date of admission under normal mode of admission.7	wrong rejection re cheack photo patient	Reopen & Pay	Pkg & treatment is justified.
17	T2608197675100	2019/136040	19100006A - 04	750	Kishan Singh Rajput	hospital not provide BT & plasma sticker (cross match sticker not consider 7	wrong rejection already icp paper mention stiker	Reopen & Pay	Blocked pkg & treatment justified .
18	T0310198115904	2019/152223	19100008A - 00	1500	Rajbala	Admission time live photo not captured on the date of admission under normal mode of admission.7	wrong rejection re cheack photo patient	Reopen & Pay	Pkg & treatment is justified.
19	T2608197675100	2019/136037	19100006A - 01	750	Kishan Singh Rajput	hospital not provide BT & plasma sticker (cross match sticker not consider 7	wrong rejection already icp paper mention stiker	Reopen & Pay	Blocked pkg & treatment justified .
20	T0310198115904	2019/152217	29200002A - 00	2000	Rajbala	Admission time live photo not captured on the date of admission under normal mode of admission.7	wrong rejection re cheack photo patient	Reopen & Pay	Pkg & treatment is justified.



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	T1408197546692	2019/139354	19100002A - 03	750	Bachchu Singh	AS PER RFP LIVE PHOTO OF THE PATIENT AT THE TIME OF DISCHARGE IS NOT PROVIDED BY HOSPITAL, HENCE REJECTED.7	PT.DISCHARGE 15-08-19 BUT SOFTWARE BY MISTAKE WRONG DATE SELECT PLEASE	Rightly Rejected	blocked pkg & treatment is not justified(live discharge pt photo not provide)
22	T1504182729657	2018/033821	19080003A - 00	5000	Aarti Saini	as per RFP, live photo at the time of discharge is not provided .hence rejected 7	web cam not working properly at that time so we have live photo upload	Reopen & Pay	Pkg & treatment is justified.
23	T0907183557729	2018/092464	19100002A - 04	750	Ramrati	as per rfp live photos at the time of admission not provided,hence case rejected .hospital not provide annex 4 for bed side phot ,hence case rejected7	PT LIVE PHOTO BUT BED SIDE SO PLEASE RE OPEN AND RE QUERY THIS CASE	Rightly Rejected	live pt photo at time of admission not provided. (anx 4 not provided)
24	T2608197675100	2019/136043	19100008A - 01	1500	Kishan Singh Rajput	hospital not provide BT & plasma sticker (cross match sticker not consider 7	wrong rejection already icp paper mention stiker	Reopen & Pay	Blocked pkg & treatment justified .
25	T1408197546692	2019/139356	29060066A - 00	8000	Bachchu Singh	AS PER RFP LIVE PHOTO OF THE PATIENT AT THE TIME OF DISCHARGE IS NOT PROVIDED BY HOSPITAL, HENCE REJECTED.7	PT.DISCHARGE 15-08-19 BUT SOFTWARE BY MISTAKE WRONG DATE SELECT PLEASE	Rightly Rejected	blocked pkg & treatment is not justified(live discharge pt photo not provide)
26	T0612185019766	2018/091225	29120111A - 00	30000	Lal Chand	as per rfp live pt. photo at the time of discharge not provide hence rejected7	PT.DISCHARGE TIME REFER SO LIVE PHOTO NOT REQUIRED & ANN4 ALREADY SUBMIT	Rightly Rejected	live pt photo at time of admission not provided. (anx 4 not provided)



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
27	T2608197675100	2019/136038	19100006A - 02	750	Kishan Singh Rajput	hospital not provide BT & plasma sticker (cross match sticker not consider 7	wrong rejection already icp paper mention stiker	Reopen & Pay	Blocked pkg & treatment justified .
28	T2608197675100	2019/136041	19100006A - 05	750	Kishan Singh Rajput	hospital not provide BT & plasma sticker (cross match sticker not consider 7	wrong rejection already icp paper mention stiker	Reopen & Pay	Blocked pkg & treatment justified .
29	T1004182682867	2018/036524	19100002A - 00	750	Kulvant singh	As per RFP, live photo at the time of admission and discharge is not provided hence Rejected. 7	web cam not working properly at that time so we have live photo upload	Reopen & Pay	Pkg & treatment is justified.
30	T1408197546692	2019/139352	19100002A - 02	750	Bachchu Singh	AS PER RFP LIVE PHOTO OF THE PATIENT AT THE TIME OF DISCHARGE IS NOT PROVIDED BY HOSPITAL, HENCE REJECTED.7	PT.DISCHARGE 15-08-19 BUT SOFTWARE BY MISTAKE WRONG DATE SELECT PLEASE	Rightly Rejected	blocked pkg & treatment is not justified(live discharge pt photo not provide)
31	T2012171911617	2018/049960	19100002A - 00	750	Shambhu Singh	not provided annexure 2 and pt id proof hence rejected7	Withour query rejection in this case. No answer.	Rightly Rejected	Blocked pkg not justify (Tid not generated with in 1 hrs)
32	T1004182682867	2018/041428	19100002A - 03	750	Kulvant singh	As per RFP, live photo at the time of admission and discharge is not provided hence Rejected. 7	web cam not working properly at that time so we have live photo upload	Reopen & Pay	Pkg & treatment is justified.
33	T2506183419499	2018/091256	19100002A - 01	750	Pahlabi	as per RFP live photo at time of admission is not provided hence rejected 7	PT ADMISSION TIME PHOTO BUT UPLOADED BY SECOND DAY	Rightly Rejected	live pt photo at time of admission not provided.



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
34	T0907183557729	2018/092462	19100002A - 02	750	Ramrati	as per rfp live photos at the time of admission not provided,hence case rejected .hospital not provide annex 4 for bed side phot ,hence case rejected7	PT LIVE PHOTO BUT BED SIDE SO PLEASE RE OPEN AND RE QUERY THIS CASE	Rightly Rejected	live pt photo at time of admission not provided. (anx 4 not provided)
35	T2911184951111	2019/100532	19100009A - 00	15000	Jaibuna	CT report / Chest X ray not provided hence rejected7	WITHOUT QUERY REJECTION	Rightly Rejected	Blocked pkg & treatment not justified .(chest x ray/ct not provide)
36	T3005183161974	2018/049954	19100002A - 02	750	Miskeena	admission is less than 24 hrs 7	Patient stay 24 hours in hospital. By our mistake we have selected wrong time, Cheak out it from claim subission time.	Rightly Rejected	Blocked pkg & treatment not justified
37	T1004182682867	2018/041430	19100002A - 01	750	Kulvant singh	As per RFP, live photo at the time of admission and discharge is not provided hence Rejected. 7	web cam not working properly at that time so we have live photo upload	Reopen & Pay	Pkg & treatment is justified.
38	T1304182711270	2018/050022	19020029A - 00	4000	Mahesh	As per RFP, patients live photo not provided at admission and /or discharge time hence claim rejected 7	We have all photo captured. If system not shown captured, may be technical problem.	Rightly Rejected	blocked pkg & treatment is not justified(MDP documents not provided)
39	T2608197675100	2019/136044	19100008A - 02	1500	Kishan Singh Rajput	hospital not provide BT & plasma sticker (cross match sticker not consider 7	wrong rejection already icp paper mention stiker	Reopen & Pay	Blocked pkg & treatment justified .



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
40	T0907183557729	2018/092461	19100002A - 01	750	Ramrati	as per rfp live photos at the time of admission not provided,hence case rejected .hospital not provide annex 4 for bed side phot ,hence case rejected7	PT LIVE PHOTO BUT BED SIDE SO PLEASE RE OPEN AND RE QUERY THIS CASE	Rightly Rejected	live pt photo at time of admission not provided. (anx 4 not provided)
41	T1004182682867	2018/041427	19100002A - 04	750	Kulvant singh	As per RFP, live photo at the time of admission and discharge is not provided hence Rejected. 7	web cam not working properly at that time so we have live photo upload	Reopen & Pay	Pkg & treatment is justified.
42	T1604182738601	2018/041422	19100002A - 03	750	Babu Singh	as per RFP, live photo of pt at the time of admission & discharge not provided. hence rejected 7	web cam not working properly at that time so we have live photo upload	Reopen & Pay	blocked pkg & treatment justified .(settled 50% of amount payable after 72 hrs claim submission)
43	T1604182738601	2018/041419	19100002A - 00	750	Babu Singh	as per RFP, live photo of pt at the time of admission & discharge not provided. hence rejected 7	web cam not working properly at that time so we have live photo upload	Reopen & Pay	blocked pkg & treatment justified .(settled 50% of amount payable after 72 hrs claim submission)
44	T2608197675100	2019/136039	19100006A - 03	750	Kishan Singh Rajput	hospital not provide BT & plasma sticker (cross match sticker not consider 7	wrong rejection already icp paper mention stiker	Reopen & Pay	Blocked pkg & treatment justified .
45	T1004182682867	2018/041429	19100002A - 02	750	Kulvant singh	As per RFP, live photo at the time of admission and discharge is not provided hence Rejected. 7	web cam not working properly at that time so we have live photo upload	Reopen & Pay	Pkg & treatment is justified.



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
46	T1604182738601	2018/041423	19100002A - 04	750	Babu Singh	as per RFP, live photo of pt at the time of admission & discharge not provided. hence rejected 7	web cam not working properly at that time so we have live photo upload	Reopen & Pay	blocked pkg & treatment justified .(settled 50% of amount payable after 72 hrs claim submission)
47	T0907183557729	2018/092463	19100002A - 03	750	Ramrati	as per rfp live photos at the time of admission not provided,hence case rejected .hospital not provide annex 4 for bed side phot ,hence case rejected7	PT LIVE PHOTO BUT BED SIDE SO PLEASE RE OPEN AND RE QUERY THIS CASE	Rightly Rejected	live pt photo at time of admission not provided. (anx 4 not provided)
48	T1408197546692	2019/139355	19100002A - 04	750	Bachchu Singh	AS PER RFP LIVE PHOTO OF THE PATIENT AT THE TIME OF DISCHARGE IS NOT PROVIDED BY HOSPITAL, HENCE REJECTED.7	PT.DISCHARGE 15-08-19 BUT SOFTWARE BY MISTAKE WRONG DATE SELECT PLEASE	Rightly Rejected	blocked pkg & treatment is not justified(live discharge pt photo not provide)

