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F 8( 5) Rejection Appeal-I 2 2 828

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2 VINITA NURSING HOME HINDAUN-Kara 275

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HINDAUN-Kara 275

VINITA NURSING HOME

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| VINITA NURSING HOME HINDAUN-Kara 275 |  |

**VINITA NURSING HOME HINDAUN-Kara1275** 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 29/07/2021 को की गई, जिसमें निम्न व्यक्ति उपस्थित रहे:-

- Dr Vivek Kumar (drvivek 87@gmail com)
- Dr Piyush Sharma (piyush sharma@vidalhealthtpa com)
- Bupendar Singh (Vineetanh @gmail com)

बैठक में **VINITA NURSING HOME HINDAUN-Kara1275** ने न्यू इंडिया एश्योरेंस कंपनी द्वारा गलत किए गए 13 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    | 12          |
| 2     | Re-open & Query  | 0           |
| 3     | Rightly Rejected | 1           |

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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( EO 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     | T1904182765298 | 2018/025206 | 49040008A<br>- 00 | 9500     | Sunita Jatav  | As per RFP, live photo at the time of admission and/ or discharge is not provided.Hence Rejected.7                                  | due to software problem which was discussed by every hospital that it was unable to capture photograph so patient photo was uploaded as usual, so that was software problem not ours, now we are able to capture the photograph so its done now. | Reopen & Pay | As per Enclosed documents booked Package Is Justified Hence claim Reopen &pay |
| 2     | T1504182725259 | 2018/025192 | 19040033A<br>- 00 | 4250     | Khelanta Devi | Counts of 3 Biometric identification and OTP attempts could not be seen in this TID. Hence Rejected. (Lack of essential documents)7 | patients all the fingers checked but were not matching so it was done by MOIC route which is our opportunity and in the rules, we also submitted the annexure-2 which is submitted when we are unable to identify the patient by biometric rute. | Reopen & Pay | As per Enclosed documents booked Package Is Justified Hence claim 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                                                                                  |
| 3     | T1404182724589 | 2018/025204 | 19040033A<br>- 00 | 4250     | Rajkumari<br>Devi | as per RFP, live photo<br>at the time of<br>admission and/or<br>discharge is not<br>provided.hence<br>rejected<br>7 | due to software<br>problem which was<br>discussed by every<br>hospital that it was<br>unable to capture<br>photograph so<br>patient photo was<br>uploaded as usual,<br>so that was software<br>problem not ours,<br>now we are able to<br>capture the<br>photograph so its<br>done now. | Reopen &<br>Pay | As per Enclosed documents booked<br>Package Is Justified Hence claim<br>Reopen &pay |
| 4     | T1304182714875 | 2018/025209 | 49040008A<br>- 00 | 9500     | Anju              | as per RFP, live photo<br>at the time of<br>admission and<br>discharge is not<br>provided .hence<br>rejected<br>7   | due to software<br>problem which was<br>discussed by every<br>hospital that it was<br>unable to capture<br>photograph so<br>patient photo was<br>uploaded as usual,<br>so that was software<br>problem not ours,<br>now we are able to<br>capture the<br>photograph so its<br>done now. | Reopen &<br>Pay | As per Enclosed documents booked<br>Package Is Justified Hence claim<br>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     | T1604182737650 | 2018/025205 | 49040008A<br>- 00 | 9500     | Sayra Bano | AS PER RFP<br>PATIENT PHOTO<br>UPLOADED DURING<br>ADMISSION AND<br>DISCHARGE WERE<br>NOT PROVIDED<br>HENCE REJECTED<br>7 | due to software<br>problem which was<br>discussed by every<br>hospital that it was<br>unable to capture<br>photograph so<br>patient photo was<br>uploaded as usual,<br>so that was software<br>problem not ours,<br>now we are able to<br>capture the<br>photograph so its<br>done now. | Reopen &<br>Pay | As per Enclosed documents booked<br>Package Is Justified Hence claim<br>Reopen &pay |
| 6     | T2202195722865 | 2019/106917 | 49040008A<br>- 00 | 9500     | Kamlesh    | COUNT OF 3<br>BIO-METRICS<br>IDENTIFICATION<br>AND OTP ATTEMPTS<br>COULD NOT BE<br>SEEN IN THIS TID<br>HENCE REJECTED.7  | Not Match Aadhar<br>Card Number                                                                                                                                                                                                                                                         | Reopen &<br>Pay | As per Enclosed documents booked<br>Package Is Justified Hence claim<br>Reopen &pay |
| 7     | T0904182678617 | 2018/038781 | 49040008A<br>- 00 | 9500     | Seeta Devi | As per RFP, live photo<br>at the time of<br>admission and<br>discharge is not<br>provide. hence<br>rejected7             | due to software<br>problem which was<br>discussed by every<br>hospital that it was<br>unable to capture<br>photograph so<br>patient photo was<br>uploaded as<br>usual,so that was<br>software problem not<br>ours. Now we are<br>able to capture the<br>photographs so its<br>done now. | Reopen &<br>Pay | As per Enclosed documents booked<br>Package Is Justified Hence claim<br>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                                                                            |
| 8     | T1404182724536 | 2018/025200 | 19040033A<br>- 00 | 4250     | Santara Devi | As per RFP , live photo of pt. at the time of admission and discharge not provided hence claim rejected 7                  | due to software problem which was discussed by every hospital that it was unable to capture photograph so patient photo was uploaded as usual, so that was software problem not ours, now we are able to capture the photograph so its done now. | Reopen & Pay | As per Enclosed documents booked Package Is Justified Hence claim Reopen &pay |
| 9     | T1412171889263 | 2018/025207 | 19040033A<br>- 00 | 4250     | Mamta Devi   | inspite of reminder - Annexure 2 In Case Of Moic Route at time of discharge not provided by hospital hence case rejected 7 | identify the patient by biometric route                                                                                                                                                                                                          | Reopen & Pay | As per Enclosed documents booked Package Is Justified Hence claim Reopen &pay |
| 10    | T1412171888904 | 2018/025208 | 49040001A<br>- 00 | 5000     | Sheetal      | Rejection due to document (Annexure2) not provide by hospital 7                                                            | identify the patient by biometric route                                                                                                                                                                                                          | Reopen & Pay | As per Enclosed documents booked Package Is Justified Hence claim 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                                                                            |
| 11    | T1004182686831 | 2018/038790 | 49040008A<br>- 00 | 9500     | Reena Devi   | As per RFP live photo of Pt. at the time of admission and discharge not provided hence rejected7 | due to software problem which was discussed by every hospital that it was unable to capture photograph so patient photo was uploaded as usual,so that was software problem not ours. Now we are able to capture the photographs so its done now. | Reopen & Pay | As per Enclosed documents booked Package Is Justified Hence claim Reopen &pay |
| 12    | T1004182686861 | 2018/051021 | 49040008A<br>- 00 | 9500     | Suman Kanwar | As per RFP live photo of Pt. at the time of admission and discharge not provided hence rejected7 | due to software problem which was discussed by every hospital that it was unable to capture photograph so patient photo was uploaded as usual,so that was software problem not ours. Now we are able to capture the photographs so its done now. | Reopen & Pay | As per Enclosed documents booked Package Is Justified Hence claim 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                                                                             |
| 13    | T1104182696648 | 2018/025191 | 19040033A<br>- 00 | 4250     | Jayda   | as per RFP , Live photo at the time of admission & time of discharge is not provided hence rejected<br>7 | due to software problem which was discussed by every hospital that it was unable to capture photograph so patient photo was uploaded as usual, so that was software problem not ours. | Rightly Rejected | As per Enclosed documents booked Package Is Not Justified Hence claim rejected |

