

F 008(9) Rejection Appeal-I 202 97

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Soni Manipal Hospital-Jaip 300	

Soni Manipal Hospital-Jaip1300 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 14/06/2021 को की गई, जिसमें निम्न व्यक्ति उपस्थित रहे:-

- Dr Kavita Bansiwala (mo3 bsbyraj@gmail com)
- Dr Dinesh Sharma (bsbynia@gmail com)
- saahil gupta (bsbynia@gmail com)
- mohd Juber Khan (creditcell smh@manipalhospital com)

बैठक में **Soni Manipal Hospital-Jaip1300** ने न्यू इंडिया एश्योरेंस कंपनी द्वारा गलत किए गए 147 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	36
2	Re-open & Query	16
3	Rightly Rejected	95

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 28/07/2021 तक अद्योहस्ताक्षरकर्ता को अवगत कराएं। यदि बीमा कंपनी द्वारा उक्त निर्णय की पालना इस आदेश के जारी होने से दिनांक 28/07/2021 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 28/07/2021 तक उपरोक्त निर्णयानुसार कार्यवाही संपादित नहीं की जाती है, तो अस्पताल को अद्योहस्ताक्षरकर्ता को तत्काल अवगत करावें ताकि अग्रिम कार्यवाही की जा सके।



(J 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	T2803196037134	2019/121036	29180005A - 00	15000	Prabhu Daya	as per documents hospitals not provide live discharge capture lama photo ,hence case rejected 7	In case of Lama there is no requirement of live photo, Annexure 7 is applicable for this its already uploaded kindly reopen the case.	Reopen & Pay	ann 7 and LAMA consent uploaded by hospital , as per RFP lama live photo not required. All documents uploaded by hospital to justify this package hence reopen and pay.
2	T3004196374806	2019/119099	29170003A - 00	10000	Asgar Ali	Gastrojejunostomy done by laproscope , not payable separately laproscope . hence rejected7	staging lap. is done to see for the stage of cancer and to see for operability so kindly reopen the case we will justify.	Reopen & Pay	as per provided documents blocked package justified , all mandatory documents uploaded hence reopen and pay
3	T1705183025678	2018/081637	29120046A - 00	90000	nemi chandr	As per rfp live photo of pt at the time of discharge not provided, hence rejected7	IN CASE OF NORMAL DISCHARGE WITHOUT DISCHARGE PHOTO CLAIM CAN NOT SUBMIT SO ITS A TECHNICAL ERROR , REQUEST YOU TO REOPEN THE CASE WE WILL PROVIDE THE DISCHARGE PHOTO.	Rightly Rejected	As per RFP , live photo at the time of discharge not provided , hence rightly rejected
4	T1001195330342	2019/106622	29060059A - 00	94000	Sushila	Post op x ray film not provided, which is mandatory as per MDP hence rejected7	As per MDP we have post op x-ray film but at the time of discharge its not uploaded by mistake so request you kindly reopen the case we will provide you	Re-Open & Query	(MDP-RQ) Without Query Rejected. Post operative X-RAY document is a part of Minimum Document protocol for the booked package. Insurance Company shall reopen the claim and shall query for above mentioned document only.

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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
5	T1009184190598	2018/091653	29180010A - 00	110000	Amar Singh	No live photo of patient taken on date of discharge shown as lama , hence as per RFP rejected 7	In case of LAMA there is no requirement of Discharge photo . and LAMA consent (annexure 7) already uploaded kindly consider fir further processing.	Reopen & Pay	In case of LAMA there is no requirement of Discharge photo . and LAMA consent (annexure 7) already uploaded , hence payment settle to 75% Of 33 fractions of IMRT
6	T0511184738225	2019/101215	29180010A - 00	110000	Vijendra Singh	Despite query LAMA consent paper not provided, also live discharge patient photo not provided, hence rejected.7	In case of lama there is no requirement of live photo Annexure 7 is applicable for lama cases its already replied by query reply.	Rightly Rejected	after query hospital not provided LAMA consent papers hence rightly rejected
7	T1105182962353	2018/081648	29120009A - 00	25000	Damodar Prasad	as per RFP, live photo at the time of discharge not provided. hence rejected 7	REQUEST YOU TO CONSIDER FOR FURTHER PROCESSING BOTH PHOTO OF PATIENT ARE DIFFERENT , BOTH ARE CAPTURED IN HOSPITAL PREMISES .	Rightly Rejected	As per RFP , live photo at the time of discharge not provided , hence rightly rejected

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1	2	3	4	5	6	7	8	9	10
8	T1403195910085	2019/110308	29120045A - 00	90000	Santosh	as MV replacement done while pkg blocked for repair7	Dear sir we have done procedure MVR but at the time of admission wrong package selected kindly see on prescription procedure Name is MVR but wrong code entered of procedure written by doctor we are already submitted Mitral Valve Sticker Kindly consider the case.	Rightly Rejected	wrong package selected , blocked package not done hence rightly rejected
9	T2504182816769	2018/081796	19100007A - 00	750	Mangi Lal Jat	as per RFP pt live p[hoto at the time of discharge not provided hence rejected 7	REQUEST YOU TO CONSIDER BECAUSE BOTH PHOTO OF PATIENT ARE CAPTURED IN HOSPITAL PERMISIS ,AND IN DISCHARGE PHOTO BANDAGE IS VISIBLE .	Re-Open & Query	without query rejected hence reopen and query for post operative 2 D echo ,OT notes ,prosthetic valve sticker . All other documents already provided by hospital.

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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
10	T0411198441226	2020/163294	29180010A - 00	110000	DILDAR	Bhamashah card and NFSA link is not provided hence rejected . 7	Dear sir the BSBY card is provided by patient and hospital doesn't have any website or portal which are showing details of NFSA & Bhamashah linking date status that Bhamashah card and NFSA link is issued before 13-09-2019 or not we are already provide NFSA Ration taken dates with NFSA tranjection details from food department website with was earlier than 13-09-2019 so this case is wrong rejected kindly reopen the case and pay	Reopen & Pay	30# out of 30# of IGRT given to patient .All documents uploaded by hospital to justify this package hence reopen and pay for 30# of IGRT.

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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	T2405183100282	2018/081665	19100007A - 00	750	dev prakash	As per RFP live photo at the time of discharge is not provided , hence rejected 7	"IN NEW GUIDELINE TAT FOR SUBMISSION IS 3 DAYS SO THAT WE SUBMIT THE CLAIM ACCORDING THAT GUIDELINE. BOTH PHOTO OF PATIENT ARE DIFFERENT, KINDLY CONSIDER AND PROCESS THE CLAIM AND BOTH PHOTO CAPTURED IN HOSPITAL, AND IN DISCHARGE PHOTO BANDAGE IS VISIBLE." "	Rightly Rejected	As per RFP , live photo at the time of discharge not provided , hence 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
12	T2405183100282	2018/081662	19100008A - 05	1500	dev prakash	As per RFP live photo at the time of discharge is not provided , hence rejected 7	"IN NEW GUIDELINE TAT FOR SUBMISSION IS 3 DAYS SO THAT WE SUBMIT THE CLAIM ACCORDING THAT GUIDELINE. BOTH PHOTO OF PATIENT ARE DIFFERENT, KINDLY CONSIDER AND PROCESS THE CLAIM AND BOTH PHOTO CAPTURED IN HOSPITAL, AND IN DISCHARGE PHOTO BANDAGE IS VISIBLE. "	Rightly Rejected	As per RFP , live photo at the time of discharge not provided , hence rightly rejected
13	T2504182816769	2018/081799	19100008A - 02	1500	Mangi Lal Jat	as per RFP pt live p[hoto at the time of discharge not provided hence rejected 7	REQUEST YOU TO CONSIDER BECAUSE BOTH PHOTO OF PATIENT ARE CAPTURED IN HOSPITAL PERMISIS ,AND IN DISCHARGE PHOTO BANDAGE IS VISIBLE .	Re-Open & Query	without query rejected hence reopen and query for post operative 2 D echo ,OT notes ,prosthetic valve sticker . All other documents already provided by hospital.

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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	T2708197679711	2019/134660	29160109A - 00	17000	Savitri Devi	Rejection due to wrong package selection.7	We have selected correct package Platin+Nab Paclitaxel and same drug was already given to patient . chemo drug Inj. Albumin bound paclitaxel (Nab-Paclitaxel) 100mg+Carboplatin 200 mg is already mentioned in chemo chart and discharge summary.cisplatin and carboplatin is same cast drug patient are showing good result from carboplatin with Nab paclitaxel if you need any justification kindly raise query .	Reopen & Pay	all mandatory documents uploaded and blocked package justified (same chemo provided to patient as mentioned in package) hence reopen and pay
15	T0509197795760	2019/139933	29120081A - 00	50000	Hari Prasad Meena	As per enclosed procedure detail & hospital reply synthetic graft not used, hence rejected.7	Dear sir we have done procedure Femoro Distal Bypass and Femoro-Popliteal bypass in both procedure Vein graft was used so In view of procedure Both are different if you need any clarification kindly raised query. kindly reopen the case and pay	Rightly Rejected	As per enclosed procedure detail & hospital reply synthetic graft not used, hence 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
16	T1705183025678	2018/081636	29120007A - 00	5000	nemi chandr	As per rfp live photo of pt at the time of discharge not provided, hence rejected7	IN CASE OF NORMAL DISCHARGE WITHOUT DISCHARGE PHOTO CLAIM CAN NOT SUBMIT SO ITS A TECHNICAL ERROR , REQUEST YOU TO REOPEN THE CASE WE WILL PROVIDE THE DISCHARGE PHOTO.	Rightly Rejected	As per RFP , live photo at the time of discharge not provided , hence rightly rejected
17	T1804196247729	2019/119402	29160052A - 00	3500	Sugani	as only part pkg drug given and pkg is for combination hence rejected not payable 7	Cyclophosphamide is generaic name we have given to patient Endoxen (Cyclophosphamide) 950 mg +Doxorubicin 95mg so kindly reopen the case and pay.	Reopen & Pay	wrongly rejected ,as per provided documents blocked package justified (cyclophosphamide given)hence reopen and pay

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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
18	T2405183100282	2018/081660	29120049A - 00	157000	dev prakash	As per RFP live photo at the time of discharge is not provided , hence rejected 7	"IN NEW GUIDELINE TAT FOR SUBMISSION IS 3 DAYS SO THAT WE SUBMIT THE CLAIM ACCORDING THAT GUIDELINE. BOTH PHOTO OF PATIENT ARE DIFFERENT, KINDLY CONSIDER AND PROCESS THE CLAIM AND BOTH PHOTO CAPTURED IN HOSPITAL, AND IN DISCHARGE PHOTO BANDAGE IS VISIBLE. "	Rightly Rejected	As per RFP , live photo at the time of discharge not provided , hence rightly rejected
19	T2504182816769	2018/081801	29120046A - 00	90000	Mangi Lal Jat	as per RFP pt live p[hoto at the time of discharge not provided hence rejected 7	REQUEST YOU TO CONSIDER BECAUSE BOTH PHOTO OF PATIENT ARE CAPTURED IN HOSPITAL PERMISIS ,AND IN DISCHARGE PHOTO BANDAGE IS VISIBLE .	Re-Open & Query	without query rejected hence reopen and query for post operative 2 D echo ,OT notes ,prosthetic valve sticker . All other documents already provided by hospital.

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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
20	T1005182954029	2018/059761	29200002A - 00	2000	Kamal Kishor Sharma	as per RFP live photo of patient at the time of discharge not providede hence rejected.7	IN NEW GUIDELINE TAT FOR SUBMISSION IS 3 DAYS SO THAT WE SUBMIT THE CLAIM ACCORDING THAT GUIDELINE. BOTH PHOTO OF PATIENT ARE DIFFERENT, KINDLY CONSIDER AND PROCESS THE CLAIM	Rightly Rejected	As per RFP , live photo at the time of discharge not provided , hence rightly rejected
21	T1005182958434	2018/074250	29200002A - 00	2000	Meera Devi	As per RFP live photo at the time of discharge not provided, hence rejected 7	"IN NEW GUIDELINE TAT FOR SUBMISSION IS 3 DAYS SO THAT WE SUBMIT THE CLAIM ACCORDING THAT GUIDELINE, AND WE UPLOAD THE CAPTURED PHOTO OF PATIENT IN HOSPITAL PREMISES AT THE TIME OF PREAUTH . BOTH PHOTO OF PATIENT ARE DIFFERENT, KINDLY CONSIDER AND PROCESS THE CLAIM "	Rightly Rejected	As per RFP , live photo at the time of discharge not provided , hence 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
22	T2206196945531	2019/132777	29160042A - 00	11500	Darab Khan	As per RFP live photo at the time of admission not provided, Hence rejected7	We have captured Live photo at the time of admission but application has some technical issue photo was not showing so kindly reopen the case and Pay.	Rightly Rejected	(LP-RR) As per guidelines , Live pre patient photo should be captured. Therefore , claim is rightly rejected.
23	T1410198236651	2019/149032	29200002A - 00	2000	Siraj Bhati	AFTER QUERY, NOT PROVIDED ANNE 6 OF BLOCK PT. HENCE REJECTED7	dear sir We have already provided All discharge documents included Annexure-6 at the time of query reply All in uploaded in Zip file format kindly look and Pay	Rightly Rejected	Claim has been rightly rejected due to repeated query hospital has not provided Ann6.
24	T2604182823922	2018/081812	19100007A - 03	750	kamal	as per RFP pt live p[hoto at the time of discharge not provided hence rejected 7	REQUEST YOU TO CONSIDER FOR FURTHER PROCESSING , BECAUSE BOTH PHOTO OF PATIENT ARE DIFFERENT .	Rightly Rejected	As per RFP , live photo at the time of discharge not provided , hence rightly rejected
25	T2707197345257	2019/132747	29200003A - 00	1500	Mahendra Singh Tanwar	Hosp. De-recognised for bsby by CMHO DAUSA7	Dear sir patient are getting treatment here continuously and our hospital is recognised for BSBY wrong rejection kindly reopen the case and pay	Reopen & Pay	all mandatory documents uploaded and justify the blocked package hence reopen and pay

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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	T2604182823922	2018/081821	29120046A - 00	90000	kamal	as per RFP pt live p[hoto at the time of discharge not provided hence rejected 7	REQUEST YOU TO CONSIDER FOR FURTHER PROCESSING , BECAUSE BOTH PHOTO OF PATIENT ARE DIFFERENT .	Rightly Rejected	As per RFP , live photo at the time of discharge not provided , hence rightly rejected
27	T0803195849558	2019/110306	29200002A - 00	2000	Subhash	discharge Patient Photo is not exist or corrupted hence rejected ... 7	We have already uploaded all claim document but bsby NIA team was unable to download files from bsby application its bsby application issue not by our side. we have already replied to bsby regarding queries with justification that are capturing live photo instead of save the photo. Kindly reopen the case and Approve.	Rightly Rejected	As per RFP , live photo at the time of discharge not provided , hence 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
28	T1012198810881	2020/176388	29180009A - 00	90000	Narayan	This pkg is not payable as all fractions given after end of this policy 12-12-18, Hence rejected.7	Dear sir the patient was admitted on 10/12/2019 and RT planning was done on same date As per MOU the TID which was generated before the policy year ending 12/12/2019 At 11:59.00 PM all was admissable so the case was wrong rejected kindly reopen the case and pay	Reopen & Pay	30# out of 30# of IMRT given to patient .All documents uploaded by hospital to justify this package hence reopen and pay for 30# of IMRT.
29	T1902182271064	2019/117049	29130006A - 00	35000	suresh sain	after query hospital not provide dis summary7	Dear sir we have discharge summery but at the time of query reply not uploaded by mistake so kindly Reopen the case we will provide.	Rightly Rejected	(MDP-RR) After query, hospital has not provided the MDP document discharge summery which is necessary for the booked package. Hence , Claim has been rightly rejected.
30	T1005182956627	2018/063760	29200002A - 00	2000	Ashok	As per RFP live photo at the time of discharge not provided, hence rejected 7	IN NEW GUIDELINE TAT FOR SUBMISSION IS 3 DAYS SO THAT WE SUBMIT THE CLAIM ACCORDING THAT GUIDELINE. BOTH PHOTO OF PATIENT ARE DIFFERENT, KINDLY CONSIDER AND PROCESS THE CLAIM	Rightly Rejected	As per RFP , live photo at the time of discharge not provided , hence rightly rejected

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1	2	3	4	5	6	7	8	9	10
31	T1902195688839	2019/117052	29120026A - 00	30000	Noor Ahmad	As per MDP detailed IVUS Report was not provided , Film not provided.7	We have already submitted IVUS report and FILM its enough for this package but if you need more we will provide kindly reopen the case.	Re-Open & Query	without query rejected hence reopen and query for IVUS report and justification to block this package .
32	T2604182823922	2018/081816	19100008A - 01	1500	kamal	as per RFP pt live p[hoto at the time of discharge not provided hence rejected 7	REQUEST YOU TO CONSIDER FOR FURTHER PROCESSING , BECAUSE BOTH PHOTO OF PATIENT ARE DIFFERENT .	Rightly Rejected	As per RFP , live photo at the time of discharge not provided , hence rightly rejected

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1	2	3	4	5	6	7	8	9	10
33	T0805182932760	2018/081602	19100008A - 02	1500	Kartik	As per RFP live photo of pt. at the time of discharge not provide hence rejected7	We captured two live different photos of patients at the time of admission and discharge from web camera linked with system and we have uploaded those photos on portal while submittinh the discharge and claim on portal as the discharges were submitted after patient was physically discharged from hospital. May be on next day or 2nd / 3rd day. And that too has been done as the hospitals are allowed to submit the claim within three days of discharge of patient. Request you to approve the case for this time, we have already started capturing the photos on portal now.	Rightly Rejected	As per RFP , live photo at the time of discharge not provided , hence rightly rejected

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1	2	3	4	5	6	7	8	9	10
34	T1705183025678	2018/081631	19100007A - 00	750	nemi chandr	As per rfp live photo of pt at the time of discharge not provided, hence rejected7	IN CASE OF NORMAL DISCHARGE WITHOUT DISCHARGE PHOTO CLAIM CAN NOT SUBMIT SO ITS A TECHNICAL ERROR , REQUEST YOU TO REOPEN THE CASE WE WILL PROVIDE THE DISCHARGE PHOTO.	Rightly Rejected	As per RFP , live photo at the time of discharge not provided , hence rightly rejected
35	T2604182823922	2018/081815	19100008A - 02	1500	kamal	as per RFP pt live p[hoto at the time of discharge not provided hence rejected 7	REQUEST YOU TO CONSIDER FOR FURTHER PROCESSING , BECAUSE BOTH PHOTO OF PATIENT ARE DIFFERENT .	Rightly Rejected	As per RFP , live photo at the time of discharge not provided , hence rightly rejected
36	T2609198037063	2019/139941	29200002A - 00	2000	Shrwan Kumar	Discharge type is ABSCONDED. Eligible for ZERO payment 7	Dear sir patient was normal discharge Live photo at the time of preauth and discharge was already uploaded but at the time of claim submission wrong discharge type selected kindly reopen the case and pay.	Reopen & Pay	at time of claim submission wrong discharge type selected and live discharge photo captured , as per provided documents this package justified hence reopen and pay

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1	2	3	4	5	6	7	8	9	10
37	T2405183100282	2018/081661	29120046A - 00	90000	dev prakash	As per RFP live photo at the time of discharge is not provided , hence rejected 7	"IN NEW GUIDELINE TAT FOR SUBMISSION IS 3 DAYS SO THAT WE SUBMIT THE CLAIM ACCORDING THAT GUIDELINE. BOTH PHOTO OF PATIENT ARE DIFFERENT, KINDLY CONSIDER AND PROCESS THE CLAIM AND BOTH PHOTO CAPTURED IN HOSPITAL, AND IN DISCHARGE PHOTO BANDAGE IS VISIBLE." "	Rightly Rejected	As per RFP , live photo at the time of discharge not provided , hence rightly rejected
38	T1005182953309	2018/059759	29200002A - 00	2000	Mainejari Yadav	As per RFP, live photo at the time of discharge is not provided.hence rejected 7	IN NEW GUIDELINE TAT FOR SUBMISSION IS 3 DAYS SO THAT WE SUBMIT THE CLAIM ACCORDING THAT GUIDELINE. BOTH PHOTO OF PATIENT ARE DIFFERENT, KINDLY CONSIDER AND PROCESS THE CLAIM	Rightly Rejected	As per RFP , live photo at the time of discharge not provided , hence rightly rejected

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1	2	3	4	5	6	7	8	9	10
39	T1704182746336	2018/053613	29120007A - 00	5000	Laxmi Narayan Jangid	As per RFP , live photo at the time of admission not provided , hence reject 7	IT IS A SITE ERROR BECAUSE WITHOUT ADMISSION PHOTO OF PATIENT CAN NOT GENERATE PERAUTH .	Rightly Rejected	As per guidelines , Live photo should be captured. Therefore , claim is rightly rejected.
40	T1904182763850	2018/091722	29200002A - 00	2000	Mahendra Singh Tanwar	As per RFP live photo at the time of admission & \ or discharge not provided hence rejected7	"IN NEW GUIDELINE TAT FOR SUBMISSION IS 3 DAYS SO THAT WE SUBMIT THE CLAIM ACCORDING THAT GUIDELINE. BOTH PHOTO OF PATIENT ARE DIFFERENT, KINDLY CONSIDER AND PROCESS THE CLAIM. "	Rightly Rejected	admission type is normal and TID not generated on same day of admission hence rightly Rejected
41	T1108183898655	2018/091654	29180010A - 00	110000	Shyam Lal	hospital not provide live photo at the time of discharge hence rejected 7	In case of LAMA there is no requirement of Discharge photo . and LAMA consent (annexure 7) already uploaded kindly consider fir further processing.	Reopen & Pay	In case of LAMA there is no requirement of Discharge photo . and LAMA consent (annexure 7) already uploaded, hence payment settle for 33 fraction of IMRT 79,750/-

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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
42	T2405183100282	2018/081664	19100007A - 01	750	dev prakash	As per RFP live photo at the time of discharge is not provided , hence rejected 7	"IN NEW GUIDELINE TAT FOR SUBMISSION IS 3 DAYS SO THAT WE SUBMIT THE CLAIM ACCORDING THAT GUIDELINE. BOTH PHOTO OF PATIENT ARE DIFFERENT, KINDLY CONSIDER AND PROCESS THE CLAIM AND BOTH PHOTO CAPTURED IN HOSPITAL, AND IN DISCHARGE PHOTO BANDAGE IS VISIBLE." "	Rightly Rejected	As per RFP , live photo at the time of discharge not provided , hence 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
43	T0805182932760	2018/081604	19100008A - 04	1500	Kartik	As per RFP live photo of pt. at the time of discharge not provide hence rejected7	We captured two live different photos of patients at the time of admission and discharge from web camera linked with system and we have uploaded those photos on portal while submittinh the discharge and claim on portal as the discharges were submitted after patient was physically discharged from hospital. May be on next day or 2nd / 3rd day. And that too has been done as the hospitals are allowed to submit the claim within three days of discharge of patient. Request you to approve the case for this time, we have already started capturing the photos on portal now.	Rightly Rejected	As per RFP , live photo at the time of discharge not provided , hence 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
44	T1705183029483	2018/081652	29120047A - 00	112000	Indu Bala	As per RFP live photo at the time of discharge is not provided , hence rejected 7	REQUEST YOU TO CONSIDER FOR FURTHER PROCESSING BOTH PHOTO OF PATIENT ARE DIFFERENT , BOTH ARE CAPTURED IN HOSPITAL PREMISES .AND IN DISCHARGE PHOTO BANDAGE IS CLEARLY SHOWING.	Rightly Rejected	As per RFP , live photo at the time of discharge not provided , hence rightly rejected
45	T2703196030128	2019/116794	29170028A - 00	10000	Bimala Devi	This package already included in above package hence rejected7	Buccal mucosa wide excision can not be a part of neck dissection so this surgery is totally different from neck dissection so can not be included in above package.	Reopen & Pay	all mandatory documents uploaded and justify the blocked package hence reopen and pay

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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
46	T1705183029483	2018/081653	29120046A - 00	90000	Indu Bala	As per RFP live photo at the time of discharge is not provided , hence rejected 7	REQUEST YOU TO CONSIDER FOR FURTHER PROCESSING BOTH PHOTO OF PATIENT ARE DIFFERENT , BOTH ARE CAPTURED IN HOSPITAL PREMISES .AND IN DISCHARGE PHOTO BANDAGE IS CLEARLY SHOWING.	Rightly Rejected	As per RFP , live photo at the time of discharge not provided , hence rightly rejected
47	T2604182823922	2018/081813	19100008A - 00	1500	kamal	as per RFP pt live p[hoto at the time of discharge not provided hence rejected 7	REQUEST YOU TO CONSIDER FOR FURTHER PROCESSING , BECAUSE BOTH PHOTO OF PATIENT ARE DIFFERENT .	Rightly Rejected	As per RFP , live photo at the time of discharge not provided , hence rightly rejected
48	T0304182619834	2018/091598	29200002A - 00	2000	Pariksha Singh	LIVE DISCHARGE PHOTO DATED 06.04.18 NOT PROVIDED, HENCE REJECTED7	IN NEW GUIDELINE TAT FOR SUBMISSION IS 3 DAYS SO THAT WE SUBMIT THE CLAIM ACCORDING THAT GUIDELINE. BOTH PHOTO OF PATIENT ARE DIFFERENT, KINDLY CONSIDER AND PROCESS THE CLAIM	Rightly Rejected	admission type is normal and TID not generated on same day of admision hence 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
49	T1705183029483	2018/081655	19100007A - 00	750	Indu Bala	As per RFP live photo at the time of discharge is not provided , hence rejected 7	REQUEST YOU TO CONSIDER FOR FURTHER PROCESSING BOTH PHOTO OF PATIENT ARE DIFFERENT , BOTH ARE CAPTURED IN HOSPITAL PREMISES .AND IN DISCHARGE PHOTO BANDAGE IS CLEARLY SHOWING.	Rightly Rejected	As per RFP , live photo at the time of discharge not provided , hence 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
50	T2910198384086	2020/163296	29180009A - 00	90000	Puran	claimant beneficiary Bhamashah card and NFSA link is issued before 13-09-2019 is not confirmed through given hospital reply hence rejected7	Dear sir the BSBY card is provided by patient and hospital doesn't have any website or portal which are showing details of NFSA & Bhamashah linking date status that Bhamashah card and NFSA link is issued before 13-09-2019 or not we are already provide NFSA Ration taken dates with NFSA tranjection details from food department website with was earlier than 13-09-2019 so this case is wrong rejected kindly reopen the case and pay	Reopen & Pay	18# out of 35# of IMRT given to patient .All documents uploaded by hospital to justify this package hence reopen and pay for 18# of IMRT.

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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
51	T2403182536090	2018/092251	29180005A - 00	15000	Manbhar	As per RFP live photo at the time of discharge is not provided. Hence Rejected. 7	"IN NEW GUIDELINE TAT FOR SUBMISSION IS 3 DAYS SO THAT WE SUBMIT THE CLAIM ACCORDING THAT GUIDELINE. BOTH PHOTO OF PATIENT ARE DIFFERENT, KINDLY CONSIDER AND PROCESS THE CLAIM"	Reopen & Pay	before 30 april 2018 live photo not required, all other required documents uploaded to justify this package hence reopen and pay
52	T2504182816769	2018/081798	19100007A - 02	750	Mangi Lal Jat	as per RFP pt live p[hoto at the time of discharge not provided hence rejected 7	REQUEST YOU TO CONSIDER BECAUSE BOTH PHOTO OF PATIENT ARE CAPTURED IN HOSPITAL PERMISIS ,AND IN DISCHARGE PHOTO BANDAGE IS VISIBLE .	Re-Open & Query	without query rejected hence reopen and query for post operative 2 D echo ,OT notes ,prosthetic valve sticker . All other documents already provided by hospital.

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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
53	T0805182932760	2018/081605	29120046A - 00	90000	Kartik	As per RFP live photo of pt. at the time of discharge not provide hence rejected7	We captured two live different photos of patients at the time of admission and discharge from web camera linked with system and we have uploaded those photos on portal while submittinh the discharge and claim on portal as the discharges were submitted after patient was physically discharged from hospital. May be on next day or 2nd / 3rd day. And that too has been done as the hospitals are allowed to submit the claim within three days of discharge of patient. Request you to approve the case for this time, we have already started capturing the photos on portal now.	Rightly Rejected	As per RFP , live photo at the time of discharge not provided , hence 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
54	T2305183090552	2018/092248	29200002A - 00	2000	Vijay Anand	As per RFP, live photo at the time of discharge is not provided.Hence Rejected. 7	"IN NEW GUIDELINE TAT FOR SUBMISSION IS 3 DAYS SO THAT WE SUBMIT THE CLAIM ACCORDING THAT GUIDELINE. BOTH PHOTO OF PATIENT ARE DIFFERENT, KINDLY CONSIDER AND PROCESS THE CLAIM"	Rightly Rejected	As per RFP , live photo at the time of discharge not provided , hence rightly rejected
55	T0808197485899	2019/136919	29120046A - 00	90000	Fulachand	after query hospital not provide ot notes of TV repair7	Details of TV repair is already mentioned in Provided OT notes in procedure heading and in query reply we have provided doctor justification with updated OT notes however case rejected wrong rejection kindly reopen and Pay.	Reopen & Pay	wrongly rejected all mandatory documents uploaded , justification given for blocked package and justify the blocked package hence reopen and pay

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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
56	T1005182953808	2018/059760	29200002A - 00	2000	Rohit Shah	as per RFP live photo of patient at the time of discharge not provided hence rejected.7	IN NEW GUIDELINE TAT FOR SUBMISSION IS 3 DAYS SO THAT WE SUBMIT THE CLAIM ACCORDING THAT GUIDELINE. BOTH PHOTO OF PATIENT ARE DIFFERENT, KINDLY CONSIDER AND PROCESS THE CLAIM	Rightly Rejected	As per RFP , live photo at the time of discharge not provided , hence rightly rejected
57	T0201195252426	2019/105093	29130001A - 00	25000	RAMSHING YADAV	included in the above package7	composite resection was not performed in this patient as he is a case of carcinoma larynx. flap is required for pharyngoplasty neck dissection is done for nodes.	Rightly Rejected	this package not payable with major package 29170025 hence rightly rejected
58	T2104182778649	2019/119444	29200002A - 00	2000	Mahendra Singh	As per rfp live photo at the time of discharge not provided hence rejected 7	IN NEW GUIDELINE TAT FOR SUBMISSION IS 3 DAYS SO THAT WE SUBMIT THE CLAIM ACCORDING THAT GUIDELINE. BOTH PHOTO OF PATIENT ARE DIFFERENT. KINDLY PROCESS THE CASE.	Reopen & Pay	before 30 april 2018 live photo not required, all other required documents uploaded to justify this package hence reopen and pay

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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
59	T2207183684122	2018/063580	29120016A - 00	78000	Prem Singh	annex 1 is not provided hence rejected7	No requirement of annexure 1 in this case , because its a emergency case so we can generate TID of patient with in 72 hrs. and we generated with in 24 hrs .	Reopen & Pay	No requirement of annexure 1 in this case , because its a emergency case so TID can be generated within 72 hrs and here TID generated with in 24 hrs .
60	T1212198825672	2020/176398	29180009A - 00	90000	Ratan Lal	This pkg is not payable as all fractions given after end of this policy 12-12-18, Hence rejected. 7	Dear sir the patient was admitted on 12/12/2019 and RT planning was done on same date As per MOU the TID which was generated before the policy year ending 12/12/2019 At 11:59.00 PM all was admissable so the case was wrong rejected kindly reopen the case and pay	Reopen & Pay	32# out of 32# of IMRT given to patient .All documents uploaded by hospital to justify this package hence reopen and pay for 32# of IMRT.
61	T1605183013789	2018/081625	19100008A - 04	1500	Tarachand Meel	as per rfp live photo of pt at the time of discharge not provided, hence rejected7	REQUEST YOU TO CONSIDER THE CLAIM BECAUSE BOTH PHOTO OF PATIENT ARE DIFFERENT AND IN DISCHARGE PHOTO CLEARLY SHOWING BANDAGE .	Rightly Rejected	As per RFP , live photo at the time of discharge not provided , hence 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
62	T1705183025678	2018/081638	29120049A - 00	157000	nemi chandr	As per rfp live photo of pt at the time of discharge not provided, hence rejected7	IN CASE OF NORMAL DISCHARGE WITHOUT DISCHARGE PHOTO CLAIM CAN NOT SUBMIT SO ITS A TECHNICAL ERROR , REQUEST YOU TO REOPEN THE CASE WE WILL PROVIDE THE DISCHARGE PHOTO.	Rightly Rejected	As per RFP , live photo at the time of discharge not provided , hence rightly rejected
63	T2604182823922	2018/081809	19100007A - 00	750	kamal	as per RFP pt live p[hoto at the time of discharge not provided hence rejected 7	REQUEST YOU TO CONSIDER FOR FURTHER PROCESSING , BECAUSE BOTH PHOTO OF PATIENT ARE DIFFERENT .	Rightly Rejected	As per RFP , live photo at the time of discharge not provided , hence rightly rejected
64	T0708197474091	2019/132786	29100014A - 00	3500	Mohari Devi	this package included in above package ,hence case rejected7	Dear sir Bone Marrow biopsy is Investigation and Bone marrow Aspiration is Procedure so both are different different so kindly reopen the case we will provide Bone marrow Biopsy report.	Re-Open & Query	(MDP-RQ) Without Query Rejected. Bone marrow biopsy document is a part of Minimum Document protocol for the booked package. Insurance Company shall reopen the claim and shall query for above mentioned document only.

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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
65	T2604182823922	2018/081811	19100007A - 02	750	kamal	as per RFP pt live p[hoto at the time of discharge not provided hence rejected 7	REQUEST YOU TO CONSIDER FOR FURTHER PROCESSING , BECAUSE BOTH PHOTO OF PATIENT ARE DIFFERENT .	Rightly Rejected	As per RFP , live photo at the time of discharge not provided , hence rightly rejected
66	T2504182816769	2018/081800	19100008A - 03	1500	Mangi Lal Jat	as per RFP pt live p[hoto at the time of discharge not provided hence rejected 7	REQUEST YOU TO CONSIDER BECAUSE BOTH PHOTO OF PATIENT ARE CAPTURED IN HOSPITAL PERMISIS ,AND IN DISCHARGE PHOTO BANDAGE IS VISIBLE .	Re-Open & Query	without query rejected hence reopen and query for post operative 2 D echo ,OT notes ,prosthetic valve sticker . All other documents already provided by hospital.

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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
67	T0803195850569	2019/110307	29200002A - 00	2000	Daya Chand	discharge Patient Photo is not exist or corrupted hence rejected ... 7	We have already uploaded all claim document but bsby NIA team was unable to download files from bsby application its bsby application issue not by our side. we have already replied to bsby regarding queries with justification that are capturing live photo instead of save the photo. Kindly reopen the case and Approve.	Rightly Rejected	As per RFP , live photo at the time of discharge not provided , hence rightly rejected
68	T1105182962353	2018/081650	29120026A - 00	30000	Damodar Prasad	as per RFP, live photo at the time of discharge not provided. hence rejected 7	REQUEST YOU TO CONSIDER FOR FURTHER PROCESSING BOTH PHOTO OF PATIENT ARE DIFFERENT , BOTH ARE CAPTURED IN HOSPITAL PREMISES .	Rightly Rejected	As per RFP , live photo at the time of discharge not provided , hence 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
69	T1605183013789	2018/081628	29120046A - 00	90000	Tarachand Meel	as per rfp live photo of pt at the time of discharge not provided, hence rejected7	REQUEST YOU TO CONSIDER THE CLAIM BECAUSE BOTH PHOTO OF PATIENT ARE DIFFERENT AND IN DISCHARGE PHOTO CLEARLY SHOWING BANDAGE .	Rightly Rejected	As per RFP , live photo at the time of discharge not provided , hence rightly rejected
70	T0503195822109	2019/110304	29120016A - 00	78000	Meym	Despite query discharge patient photo is not provided, enclosed one is not downloading, hence rejected, as its mandatory.7	We have already uploaded all claim document but bsby NIA team was unable to download files from bsby application its bsby application issue not by our side. we have already replied to bsby regarding queries with justification that are capturing live photo instead of save the photo. Kindly reopen the case and Approve.	Rightly Rejected	(LP-RR) As per guidelines , discharge 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
71	T2003182501081	2019/117527	29200002A - 00	2000	Sharda Panwar	counts of 3 biometric identification and OTP attempts could not be seen in this TID hence rejected 7	In case of biometric attempts Annexure-2 and Patient photo ID aadhar card is enough for this same was also uploaded and that time portal not have any sign for that IT error kindly reopen the case and process.	Rightly Rejected	it is a day care package , admission done after 2 days of TID generation, hence rightly rejected
72	T2207183684122	2018/063579	29120007A - 00	5000	Prem Singh	annex 1 is not provided hence rejected7	No requirement of annexure 1 in this case , because its a emergency case so we can generate TID of patient with in 72 hrs. and we generated with in 24 hrs .	Reopen & Pay	No requirement of annexure 1 in this case , because its a emergency case so TID can be generated within 72 hrs and here TID generated with in 24 hrs .

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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
73	T2608197674736	2019/139945	29120046A - 00	90000	Sunita	Previously uploaded OT notes & Discharge summary do not mention detail steps of Tricuspid repair procedure, after query new OT notes with detail of same is provided, Hence rejected.7	Dear sir We have already provide updated OT notes with doctor justification at the time of query reply This is to inform you that Details of TV is already mentioned in detailed OT notes in Procedure Heading but we missed to mentioned in details procedure steps its have human mistakes so kindly reopen the case and pay if you need any clarification kindly raised query we aill justify.	Reopen & Pay	as per provided documents this package justified, TV repair mentioned in OT notes and in discharge ticket hence reopen and pay
74	T2611184921315	2019/101224	29180010A - 00	110000	Manbhar Devi	as no LAMA consent and LAMA time photo provided hence rejected7	In case of Lama there is no requirement of live photo, Annexure 7 is applicable for this its already uploaded kindly reopen the case.	Rightly Rejected	after query hospital not provided LAMA consent hence 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
75	T2302182304864	2019/117515	19020081A - 00	5000	Santra Devi	laryngoscopy report is not provided hence rejected7	As per your requirement procedure details for Direct Laryngoscopy examination already mentioend in OT notes if you required seperately we will provide so kindly reopen the case.	Rightly Rejected	(MDP-RR) After query, hospital has not provided the MDP document discharge patient photo, clinical photo and laryngoscopy report which is necessary for the booked package. Hence , Claim has been rightly rejected.
76	T1912171908240	2019/106617	29170024A - 00	32000	Suva Devi	As per provided clinical photos packages not justified , hence rejected7	As per query at the time of discharge we missed to take Post op photo of patient and the surgery was done in 2017 and the photo of patient given to you of 2019 so kindly reopen the case and process the claim.	Rightly Rejected	as per provided documents and discharge patient photo blocked package not justified hence rightly rejected
77	T1001195326716	2019/106604	29180004A - 00	34000	Sanwar Mal	lama time photo/ ann 7 not provided hence claim rejected 7	In case of LAMA Annexure-7 is availabe but at the time of discharge not uploaded by mistake so kindly reopen the case we will provide.	Re-Open & Query	(MDP-RQ) Without Query Rejected. Annx 7 document is a part of Minimum Document protocol for the booked package. Insurance Company shall reopen the claim and shall query for above mentioned document only.



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
78	T1912171908240	2019/106616	29130001A - 00	25000	Suva Devi	As per provided clinical photos packages not justified , hence rejected7	As per query at the time of discharge we missed to take Post op photo of patient and the surgery was done in 2017 and the photo of patient given to you of 2019 so kindly reopen the case and process the claim.	Rightly Rejected	as per provided documents and discharge patient photo neck dissection not justified hence rightly rejected
79	T2612185191858	2019/113054	29180009A - 00	90000	Mukesh Kumar Samota	As per RFP Live discharge patient photo not provided, which is mandatory in case of LAMA, else claim will be treated as absconded, hence rejected.7	In case of LAMA Annexure-7 and LAMA consent is already uploaded so kindly consider the case and reopen the case.	Reopen & Pay	on 20 feb patient declared LAMA with lama consent and ann 7. as per RFP in LAMA case discharge patient photo not required . 24# out of 30# given to patient which is justified by uploaded documents hence reopen and pay for 24# of IMRT.
80	T0304196097886	2019/117205	29200002A - 00	2000	Mainejari Yadav	even after query latest RFT report(within month) not provided, Hence rejected7	We have RFT report of patient within a month but at the time of query reply old report was reuploaded so kindly reopen the case we will provide latest RFT report (Within a month).	Rightly Rejected	(MDP-RR) After query, hospital has not provided the MDP document RFT report done within 30 days which is necessary for the booked package. Hence , Claim has been rightly rejected.



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
81	T0602195565341	2019/105731	29160078A - 00	8000	Bismilla	As per query hospital not provide complete blocked chemo drugs hence rejected . 7	Lenalidomide OR thalidomide injection was not given in case of she had renal failure so BCD (Bortezomib+Dexamethasone+cyclophosphamide) protocol followed so kindly reopen the case and Approve.	Reopen & Pay	as per provided documents thalidomide not given.(borte+dexa+cyclophos given)claim package settle for 29160081 Amount 5000/-, hence reopen and pay.
82	T1605183013789	2018/081627	19100008A - 05	1500	Tarachand Meel	as per rfp live photo of pt at the time of discharge not provided, hence rejected7	REQUEST YOU TO CONSIDER THE CLAIM BECAUSE BOTH PHOTO OF PATIENT ARE DIFFERENT AND IN DISCHARGE PHOTO CLEARLY SHOWING BANDAGE .	Rightly Rejected	As per RFP , live photo at the time of discharge not provided , hence 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
83	T1109197863805	2019/139940	29120016A - 00	78000	Kishan Singh	after repeated query provide recent CAG report hospital not replied hence rejected 7	Dear sir we have already provided justification for your query that patient Last CAG was done on 23-07-2019 same was also provided no letest CAG was done patient Has TVD PTCA to LAD was done on 23-07-2019 and Now on 11-09-2019 admitted for PTCA to RCA with 2DES. if you need any clarification kindly reopen and Pay.	Reopen & Pay	as per provided CAG report this package justified hence reopen and pay
84	T1305196506570	2019/121517	29120047A - 00	112000	Hemraj	as valve sticker not provided hence rejected7	Dear sir, we have valve sticker but we missed to upload at the time of claim submission and query for regarding valve sticker was not raised from your side so kindly reopen the case we will provide.	Re-Open & Query	(MDP-RQ) Without Query Rejected. Valve sticker document is a part of Minimum Document protocol for the booked package. Insurance Company shall reopen the claim and shall query for above mentioned document only.

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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
85	T2605183122823	2018/081840	29120016A - 00	78000	Basrat Beg Mugal	As per RFP, live photo at the time of discharge is not provided. Hence Rejected.7	REQUEST YOU TO CONSIDER BECAUSE BOTH PHOTO OF PATIENT ARE CAPTURED IN HOSPITAL AND BOTH ARE DIFFERENT . AS WE WERE NOT CAPTURING THE LIVE PHOTO PREVIOUSLY BUT NOWADAYS WE ARE CAPTURING THE LIVE PHOTO.	Rightly Rejected	As per RFP , live photo at the time of discharge not provided , hence rightly rejected
86	T0803195847175	2019/110305	29160122A - 00	2000	PRABHUNA RAYAN	discharge live photo is not exist or currupted. hence rejected . 7	We have already uploaded all claim document but bsby NIA team was unable to download files from bsby application its bsby application issue not by our side. we have already replied to bsby regarding queries with justification that are capturing live photo instead of save the photo. Kindly reopen the case and Approve.	Rightly Rejected	As per RFP , live photo at the time of discharge not provided , hence 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
87	T0711198486352	2020/163293	29180009A - 00	90000	Tara Chand	claimant beneficiary Bhamashah card and NFSA link is issued before 13-09-2019 is not confirmed through given hospital reply hence rejected7	Dear sir the BSBY card is provided by patient and hospital doesn't have any website or portal which are showing details of NFSA & Bhamashah linking date status that Bhamashah card and NFSA link is issued before 13-09-2019 or not we are already provide NFSA Ration taken dates with NFSA tranjection details from food department website with was earlier than 13-09-2019 so this case is wrong rejected kindly reopen the case and pay	Reopen & Pay	25# out of 25# of IMRT given to patient .All documents uploaded by hospital to justify this package hence reopen and pay for 25# of IMRT.

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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
88	T1705183025678	2018/081633	19100007A - 02	750	nemi chandr	As per rfp live photo of pt at the time of discharge not provided, hence rejected7	IN CASE OF NORMAL DISCHARGE WITHOUT DISCHARGE PHOTO CLAIM CAN NOT SUBMIT SO ITS A TECHNICAL ERROR , REQUEST YOU TO REOPEN THE CASE WE WILL PROVIDE THE DISCHARGE PHOTO.	Rightly Rejected	As per RFP , live photo at the time of discharge not provided , hence rightly rejected
89	T0406196751461	2019/121861	29160062A - 00	5000	SHYOPAT RAM	required documents not provided7	In query reply we have already provided All claim document Like FEED, BILL, Discharge summary, Chemo chart of patient Mr. Shyopat kindly reopen the case and pay.	Rightly Rejected	As per RFP , live photo at the time of discharge not provided , hence rightly rejected
90	T0407197082356	2019/131897	29120007A - 00	5000	Bhanwar Lal	As per query hospital reply No blood and FFP was transfused to patient hence not payable . 7	We have blocked CAG and same was also done on 02/07/2019 and CAG report was already uploaded at the time ofclaim submission so wrong Rejected kindly reopen and Pay.	Rightly Rejected	As per RFP , live photo at the time of discharge not provided , hence 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
91	T1902182271064	2019/117050	29130001A - 00	25000	suresh sain	after query hospital not provide dis summary7	Dear sir we have discharge summery but at the time of query reply not uploaded by mistake so kindly Reopen the case we will provide.	Rightly Rejected	(MDP-RR) After query, hospital has not provided the MDP document discharge summery which is necessary for the booked package. Hence , Claim has been rightly rejected.
92	T2604182823922	2018/081820	19100008A - 03	1500	kamal	as per RFP pt live p[hoto at the time of discharge not provided hence rejected 7	REQUEST YOU TO CONSIDER FOR FURTHER PROCESSING , BECAUSE BOTH PHOTO OF PATIENT ARE DIFFERENT .	Rightly Rejected	As per RFP , live photo at the time of discharge not provided , hence rightly rejected
93	T0603195830555	2019/122359	29180010A - 00	110000	Subhash Chand	As per RFP & MOU Live discharge patient photos not provided, (so it seems patient has been absconded, which is not payable) Hence rejected.7	In case of lama As per RFP live photo at the time of Lama not required Annexure-7 and lama consent enough for this kindly consider the case and pay.	Reopen & Pay	ann 7 and LAMA consent uploaded by hospital , as per RFP lama live photo not required. 15# out of 30# of IGRT given to patient .All documents uploaded by hospital to justify this package hence reopen and pay for 15# of IGRT.



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
94	T1705183029483	2018/081654	19100008A-05	1500	Indu Bala	As per RFP live photo at the time of discharge is not provided , hence rejected 7	REQUEST YOU TO CONSIDER FOR FURTHER PROCESSING BOTH PHOTO OF PATIENT ARE DIFFERENT , BOTH ARE CAPTURED IN HOSPITAL PREMISES .AND IN DISCHARGE PHOTO BANDAGE IS CLEARLY SHOWING.	Rightly Rejected	As per RFP , live photo at the time of discharge not provided , hence rightly rejected
95	T1211198538531	2020/163290	29120046A-00	90000	lachama devi	After query justification for doing TV repair not provided as RVSP increased from 26mmhg to 31mmhg, query reply not done, Hence claim rejected.7	Dear sir we have already replied your query but at the time of query reply the file was not attached due to server issue so kindly reopen the case we will reply with proper justification.	Rightly Rejected	(MDP-RR) After query, hospital has not provided the MDP document documents to justify TVR (tricuspid valve repair)which is necessary for the booked package. Hence , Claim has been 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
96	T2004182768976	2019/119449	29200002A - 00	2000	Manoj	As per rfp live photo at the time of discharge not provided hence rejected 7	"IN NEW GUIDELINE TAT FOR SUBMISSION IS 3 DAYS SO THAT WE SUBMIT THE CLAIM ACCORDING THAT GUIDELINE, AND WE UPLOAD THE CAPTURED PHOTO OF PATIENT IN HOSPITAL PREMISES AT THE TIME OF PREAUTH . BOTH PHOTO OF PATIENT ARE DIFFERENT, KINDLY CONSIDER AND PROCESS THE CLAIM	Reopen & Pay	before 30 april 2018 live photo not required, all other required documents uploaded to justify this package hence reopen and pay

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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
97	T0412198767971	2020/177625	29180010A - 00	110000	Kani Devi	As per D/S Patient LAMA 13/2/20 & As per LAMA summery LAMA date 1/1/20 justify 7	Dear sir We are providing Radiation Service as OPD basis instead of IPD, all matter was already mentioned in Discharge summary that the patient injured in a road accident while returning to home on 01.01.2020 and she got fracture pelvis so she was not able to come for treatment. After some days on 13.02.2020 she come to hospital and give lama consent and go LAMA. We have planned 25# sitting of radiotherapy and 20# sitting was given to patient till 01.01.2020 So kindly settle the bill accordingly .	Re-Open & Query	without query rejected hence reopen and query for justification of LAMA date variation mentioned on discharge summery and IGRT chart.

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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
98	T0805182932760	2018/081603	19100008A - 03	1500	Kartik	As per RFP live photo of pt. at the time of discharge not provide hence rejected7	We captured two live different photos of patients at the time of admission and discharge from web camera linked with system and we have uploaded those photos on portal while submitinh the discharge and claim on portal as the discharges were submitted after patient was physically discharged from hospital. May be on next day or 2nd / 3rd day. And that too has been done as the hospitals are allowed to submit the claim within three days of discharge of patient. Request you to approve the case for this time, we have already started capturing the photos on portal now.	Rightly Rejected	As per RFP , live photo at the time of discharge not provided , hence rightly rejected
99	T1902182271064	2019/117048	29170024A - 00	32000	suresh sain	after query hospital not provide dis summary7	Dear sir we have discharge summery but at the time of query reply not uploaded by mistake so kindly Reopen the case we will provide.	Rightly Rejected	(MDP-RR) After query, hospital has not provided the MDP document discharge summery which is necessary for the booked package. Hence , Claim has been 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
100	T2407197319815	2019/139881	29120082A - 00	20000	Rameshwar Lal	As per detail procedure notes enclosed, blocked procedure is not payable. 7	As per OT Notes Thromboembolecto my to SFA was done package was justified if you need any clarification kindly raised query kindly reopen the case.	Rightly Rejected	this package not justified with other blocked major package 29120095 which is already paid hence rightly rejected
101	T1705183025678	2018/081635	19100008A - 05	1500	nemi chandr	As per rfp live photo of pt at the time of discharge not provided, hence rejected7	IN CASE OF NORMAL DISCHARGE WITHOUT DISCHARGE PHOTO CLAIM CAN NOT SUBMIT SO ITS A TECHNICAL ERROR , REQUEST YOU TO REOPEN THE CASE WE WILL PROVIDE THE DISCHARGE PHOTO.	Rightly Rejected	As per RFP , live photo at the time of discharge not provided , hence rightly rejected
102	T1812171903829	2019/119451	29200002A - 00	2000	Supyar Kamwar	Count of three biometric identification and OTP attempts could not seen in this TID hence rejected7	We tried many time to enrolled patient through Bio-metric but fingerprints of patient were not recognized ,that's why we have to choose MOIC route . Completely filled Annexure 2 and adhar card uploaded . request you to consider for further processing .	Reopen & Pay	all mandatory documents uploaded and justify the blocked package hence reopen and pay

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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
103	T2004182770769	2019/119446	29200002A - 00	2000	Shamim Bano	As per rfp live photo at the time of discharge not provided hence rejected 7	"IN NEW GUIDELINE TAT FOR SUBMISSION IS 3 DAYS SO THAT WE SUBMIT THE CLAIM ACCORDING THAT GUIDELINE, AND WE UPLOAD THE CAPTURED PHOTO OF PATIENT IN HOSPITAL PREMISES AT THE TIME OF PREAUTH . BOTH PHOTO OF PATIENT ARE DIFFERENT, KINDLY CONSIDER AND PROCESS THE CLAIM	Reopen & Pay	before 30 april 2018 live photo not required, all other required documents uploaded to justify this package hence reopen and pay
104	T0201195252426	2019/105094	29170025A - 00	30000	RAMSHING YADAV	included in the above package7	composite resection was not performed in this patient as he is a case of carcinoma larynx. flap is required for pharyngoplasty neck dissection is done for nodes.	Reopen & Pay	wrongly rejected ,as per provided documents blocked package justified hence reopen and pay

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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
105	T0805182932760	2018/081600	19100007A - 00	750	Kartik	As per RFP live photo of pt. at the time of discharge not provide hence rejected7	We captured two live different photos of patients at the time of admission and discharge from web camera linked with system and we have uploaded those photos on portal while submittinh the discharge and claim on portal as the discharges were submitted after patient was physically discharged from hospital. May be on next day or 2nd / 3rd day. And that too has been done as the hospitals are allowed to submit the claim within three days of discharge of patient. Request you to approve the case for this time, we have already started capturing the photos on portal now.	Rightly Rejected	As per RFP , live photo at the time of discharge not provided , hence 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
106	T0805182932760	2018/081606	29120050A - 00	65000	Kartik	As per RFP live photo of pt. at the time of discharge not provide hence rejected7	We captured two live different photos of patients at the time of admission and discharge from web camera linked with system and we have uploaded those photos on portal while submittinh the discharge and claim on portal as the discharges were submitted after patient was physically discharged from hospital. May be on next day or 2nd / 3rd day. And that too has been done as the hospitals are allowed to submit the claim within three days of discharge of patient. Request you to approve the case for this time, we have already started capturing the photos on portal now.	Rightly Rejected	As per RFP , live photo at the time of discharge not provided , hence 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
107	T2604182823922	2018/081810	19100007A - 01	750	kamal	as per RFP pt live photo at the time of discharge not provided hence rejected 7	REQUEST YOU TO CONSIDER FOR FURTHER PROCESSING , BECAUSE BOTH PHOTO OF PATIENT ARE DIFFERENT .	Rightly Rejected	As per RFP , live photo at the time of discharge not provided , hence rightly rejected
108	T1105182962353	2018/081649	29120016A - 00	78000	Damodar Prasad	as per RFP, live photo at the time of discharge not provided. hence rejected 7	REQUEST YOU TO CONSIDER FOR FURTHER PROCESSING BOTH PHOTO OF PATIENT ARE DIFFERENT , BOTH ARE CAPTURED IN HOSPITAL PREMISES .	Rightly Rejected	As per RFP , live photo at the time of discharge not provided , hence rightly rejected
109	T2605183122823	2018/081841	29120031A - 00	50000	Basrat Beg Mugal	As per RFP, live photo at the time of discharge is not provided. Hence Rejected.7	REQUEST YOU TO CONSIDER BECAUSE BOTH PHOTO OF PATIENT ARE CAPTURED IN HOSPITAL AND BOTH ARE DIFFERENT . AS WE WERE NOT CAPTURING THE LIVE PHOTO PREVIOUSLY BUT NOWADAYS WE ARE CAPTURING THE LIVE PHOTO.	Rightly Rejected	As per RFP , live photo at the time of discharge not provided , hence rightly rejected



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
110	T0911184756602	2018/091643	29160122A - 00	2000	Bhanwar Lal	as per RFP live photo at the time of discharge is not provided hence rejected7	Request you to process the claim because both photo of patient was captured (live photo)	Rightly Rejected	admission type is normal and TID not generated on same day of admission hence rightly Rejected
111	T2403182537908	2019/117206	29200002A - 00	2000	Rakesh Agarwal	counts of 3 biometric identification and OTP attempts could not be seen in this TID hence rejected 7	BEHALF OF BIOMETRIC COMPLETE ANNEXURE 2 UPLOADED WITH ADAHR CARD , REQUEST YOU TO REOPEN THE CASE.	Rightly Rejected	TID has not been generated within one hour by the hospital. Hence, rightly rejected.
112	T0103182353050	2018/051507	29160078A - 00	8000	Dwarka Prasad	Counts of 3 biometric identification & OTP attempts could not be seen in this TID, hence rejected 7	BEHALF OF BIOMETRIC ,ANNEXURE 2 AND ADHAR CARD UPLADED, ANNEXURE 2 NOT FILLED COMPLETELY , REQUEST YOU TO REOPEN THE CASE WE WILL PROVIDE COMPLETELY FILLED ANNEXURE 2.	Rightly Rejected	TID not generated on same day of admission hence rightly Rejected. valid ID proof of patient not provided

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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
113	T0502195559072	2019/108112	29060061A - 00	80000	Mo Ayub	As per discharge summary blocked pkg procedure not done, hence rejected.7	Dear sir Procedure details for neurosurgery are already available in discharge summary page No-4 if you required Detailed OT notes seperately for this procedure we will provide kindly reopen the case and process for claim.	Re-Open & Query	(MDP-RQ) Without Query Rejected. Craniotomy OT notes document is a part of Minimum Document protocol for the booked package. Insurance Company shall reopen the claim and shall query for above mentioned document only.
114	T2104182778951	2019/119448	29200002A - 00	2000	Meera Devi	As per rfp live photo at the time of discharge not provided hence rejected 7	"IN NEW GUIDELINE TAT FOR SUBMISSION IS 3 DAYS SO THAT WE SUBMIT THE CLAIM ACCORDING THAT GUIDELINE, AND WE UPLOAD THE CAPTURED PHOTO OF PATIENT IN HOSPITAL PREMISES AT THE TIME OF PREAUTH . BOTH PHOTO OF PATIENT ARE DIFFERENT, KINDLY CONSIDER AND PROCESS THE CLAIM	Reopen & Pay	before 30 april 2018 live photo not required, all other required documents uploaded to justify this package hence reopen and pay

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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
115	T2404196310250	2019/119097	29130001A - 00	25000	Patasi Devi	this package including above package 7	thyroidectomy do not include neck dissection so the package is booked separately. kindly reopen the case we will justify.	Reopen & Pay	thyroidectomy and neck dissection both are payable separately, and all mandatory documents provided by hospital to justify this package hence reopen and pay
116	T2405183100282	2018/081663	19100007A - 02	750	dev prakash	As per RFP live photo at the time of discharge is not provided , hence rejected 7	"IN NEW GUIDELINE TAT FOR SUBMISSION IS 3 DAYS SO THAT WE SUBMIT THE CLAIM ACCORDING THAT GUIDELINE. BOTH PHOTO OF PATIENT ARE DIFFERENT, KINDLY CONSIDER AND PROCESS THE CLAIM AND BOTH PHOTO CAPTURED IN HOSPITAL, AND IN DISCHARGE PHOTO BANDAGE IS VISIBLE. "	Rightly Rejected	As per RFP , live photo at the time of discharge not provided , hence 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
117	T0504196131007	2019/116734	29120026A - 00	30000	Bodu Ram	After query IVUS report not provide hence rejected 7	As per query reply we have already clarified that only IVUS done but we have IVUS report same was also not attached by mistake at the time of claim submission so kindly reopen the case we will provide.	Reopen & Pay	wrongly rejected ,as per provided documents blocked package justified hence reopen and pay
118	T1005182954199	2018/059762	29200002A - 00	2000	Sharda Panwar	as per RFP, live photo at the time of admission, not provided hence rejected 7	Request you to look into the admission photo of patient that is live photo.	Rightly Rejected	As per RFP , live photo at the time of discharge not provided , hence rightly rejected
119	T2104182781228	2019/119447	29200002A - 00	2000	Rajendra Kumar Sharma	As per rfp live photo at the time of discharge not provided hence rejected 7	"IN NEW GUIDELINE TAT FOR SUBMISSION IS 3 DAYS SO THAT WE SUBMIT THE CLAIM ACCORDING THAT GUIDELINE, AND WE UPLOAD THE CAPTURED PHOTO OF PATIENT IN HOSPITAL PREMISES AT THE TIME OF PREAUTH . BOTH PHOTO OF PATIENT ARE DIFFERENT, KINDLY CONSIDER AND PROCESS THE CLAIM	Reopen & Pay	before 30 april 2018 live photo not required, all other required documents uploaded to justify this package hence reopen and pay

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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
120	T2310184605947	2019/105659	29180010A - 00	110000	Mohammed Irfan Rangrej	As per RFP live discharge patient photo not provided, hence rejected. 7	Discharge type is Lama and In case of Lama live photo is not mandatory as per RFP Annexure 7 and Lama Consent is enough for this 75% payment as per RFP.kindly reopen the case and Approve..	Re-Open & Query	(MDP-RQ) Without Query Rejected. RT chart with patient details document is a part of Minimum Document protocol for the booked package. Insurance Company shall reopen the claim and shall query for above mentioned document only.
121	T1005182956034	2018/059763	29200002A - 00	2000	Shamim Bano	As per RFP live photo at the time of discharge is not provided , hence rejected 7	IN NEW GUIDELINE TAT FOR SUBMISSION IS 3 DAYS SO THAT WE SUBMIT THE CLAIM ACCORDING THAT GUIDELINE. BOTH PHOTO OF PATIENT ARE DIFFERENT, KINDLY CONSIDER AND PROCESS THE CLAIM	Rightly Rejected	As per RFP , live photo at the time of discharge not provided , hence rightly rejected
122	T1605183013789	2018/081630	29120051A - 00	68000	Tarachand Meel	as per rfp live photo of pt at the time of discharge not provided, hence rejected7	REQUEST YOU TO CONSIDER THE CLAIM BECAUSE BOTH PHOTO OF PATIENT ARE DIFFERENT AND IN DISCHARGE PHOTO CLEARLY SHOWING BANDAGE .	Rightly Rejected	As per RFP , live photo at the time of discharge not provided , hence 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
123	T2504182816769	2018/081802	29120047A - 00	112000	Mangi Lal Jat	as per RFP pt live p[hoto at the time of discharge not provided hence rejected 7	REQUEST YOU TO CONSIDER BECAUSE BOTH PHOTO OF PATIENT ARE CAPTURED IN HOSPITAL PERMISIS ,AND IN DISCHARGE PHOTO BANDAGE IS VISIBLE .	Re-Open & Query	without query rejected hence reopen and query for post operative 2 D echo ,OT notes ,prosthetic valve sticker . All other documents already provided by hospital.
124	T2602182330409	2019/105630	29160122A - 00	2000	Ramji Lal Saini	Counts of 3 Biometric identification and OTP attempts could not be seen in this TID. Hence Rejected. 7	In case of biometric failed we already uploaded Annexure 2 kindly reopen the case, We haven't any evidence to prove it that time in bsby portal kindly reopen the case and Approve.	Rightly Rejected	admission type is normal and TID not generated on same day of admision hence rightly Rejected
125	T0612198782141	2020/163292	29180009A - 00	90000	Parveen Begam	Bhamashah card and NFSA link is not provided hence rejected . 7	Dear sir the BSBY card is provided by patient and hospital doesn't have any website or portal which are showing details of NFSA & Bhamashah linking date status so this case is wrong rejected kindly reopen the case and pay	Reopen & Pay	10# out of 10# of IMRT given to patient .All documents uploaded by hospital to justify this package hence reopen and pay for 10# of IMRT.



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
126	T1005182950892	2018/059758	29200002A - 00	2000	Salma	As per RFP, live photo at the time of Discharge not provided, hence rejected 7	IN NEW GUIDELINE TAT FOR SUBMISSION IS 3 DAYS SO THAT WE SUBMIT THE CLAIM ACCORDING THAT GUIDELINE. BOTH PHOTO OF PATIENT ARE DIFFERENT, KINDLY CONSIDER AND PROCESS THE CLAIM	Rightly Rejected	As per RFP , live photo at the time of discharge not provided , hence rightly rejected
127	T1105182964986	2018/063750	29160122A - 00	2000	Bhaan Singh	As per RFP, live photo at the time of discharge is not provided.hence rejected 7	IN NEW GUIDELINE TAT FOR SUBMISSION IS 3 DAYS SO THAT WE SUBMIT THE CLAIM ACCORDING THAT GUIDELINE. BOTH PHOTO OF PATIENT ARE DIFFERENT, KINDLY CONSIDER AND PROCESS THE CLAIM	Rightly Rejected	As per RFP , live photo at the time of discharge not provided , hence 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
128	T1304196205843	2019/119907	29160104A - 00	45000	Mali Bano	AS PER RFP LIVE PT. PHOTO AT THE TIME OF DISCHARGE IS NOT PROVIDE, HENCE CLAIM REJECTED7	As per trail mail date 13/04/19 to BSBY and NIA we have already informed by mail that we have wrongly subbmit the claim documents of other patient to this TID . we have already subbmited all claim documents including Patient discharge time photo at the time of query reply so kindly reopen the case we will justify.	Reopen & Pay	wrongly rejected all mandatory documents uploaded and justify the blocked package hence reopen and pay
129	T2606196994673	2019/139887	29050024A - 00	45000	Firoj Bano	wrong pkg selection hence not payable 7	Dear sir we have provided treatmet to patient and Done procedure Lap Nephroctomy simple justification was already provided for wrong package selection at the time of query reply kindly reopen and Pay	Rightly Rejected	wrong package selection ,mismatch in package blocked (Laposcopic Nephroureterectomy with bladder cuff excision) and procedure done Laposcopic Nephroureterectomy hence rightly rejected



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
130	T1005182958041	2018/059765	29200002A - 00	2000	Jagdish Prasad Saini	As per RFP live photo at the time of discharge is not provided and latest rft not provided , hence rejected 7	IN NEW GUIDELINE TAT FOR SUBMISSION IS 3 DAYS SO THAT WE SUBMIT THE CLAIM ACCORDING THAT GUIDELINE. BOTH PHOTO OF PATIENT ARE DIFFERENT, REQUEST YOU TO REOPEN THE CASE WE WILL PROVIDE THE REQUIRED RFT REPORT.	Rightly Rejected	As per RFP , live photo at the time of discharge not provided , hence rightly rejected
131	T1001195330342	2019/106621	29060024A - 00	15000	Sushila	Post op x ray film not provided, which is mandatory as per MDP hence rejected7	As per MDP we have post op x-ray film but at the time of discharge its not uploaded by mistake so request you kindly reopen the case we will provide you	Re-Open & Query	(MDP-RQ) Without Query Rejected. Post operative X-RAY document is a part of Minimum Document protocol for the booked package. Insurance Company shall reopen the claim and shall query for above mentioned document only.

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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
132	T1705183025678	2018/081632	19100007A - 01	750	nemi chandr	As per rfp live photo of pt at the time of discharge not provided, hence rejected7	IN CASE OF NORMAL DISCHARGE WITHOUT DISCHARGE PHOTO CLAIM CAN NOT SUBMIT SO ITS A TECHNICAL ERROR , REQUEST YOU TO REOPEN THE CASE WE WILL PROVIDE THE DISCHARGE PHOTO.	Rightly Rejected	As per RFP , live photo at the time of discharge not provided , hence rightly rejected
133	T0201195252426	2019/105092	19020055A - 00	11000	RAMSHING YADAV	included in the above package7	composite resection was not performed in this patient as he is a case of carcinoma larynx. flap is required for pharyngoplasty neck dissection is done for nodes.	Rightly Rejected	this package not payable with major package 29170025 hence rightly rejected
134	T0802195590707	2019/103130	29120026A - 00	30000	Kalyan Sahay	Despite query IVUS film with report not provided, hence rejected.7	we have IVUS report and Images but at the time of query reply document could not attached due to bsby Application error issue kindly reopen the case.	Rightly Rejected	after query hospital not provided IVUS report(MDP) hence 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
135	T1705183029483	2018/081656	19100007A-01	750	Indu Bala	As per RFP live photo at the time of discharge is not provided , hence rejected 7	REQUEST YOU TO CONSIDER FOR FURTHER PROCESSING BOTH PHOTO OF PATIENT ARE DIFFERENT , BOTH ARE CAPTURED IN HOSPITAL PREMISES .AND IN DISCHARGE PHOTO BANDAGE IS CLEARLY SHOWING.	Rightly Rejected	As per RFP , live photo at the time of discharge not provided , hence rightly rejected
136	T2504182816769	2018/081797	19100007A-01	750	Mangi Lal Jat	as per RFP pt live p[hoto at the time of discharge not provided hence rejected 7	REQUEST YOU TO CONSIDER BECAUSE BOTH PHOTO OF PATIENT ARE CAPTURED IN HOSPITAL PERMISIS ,AND IN DISCHARGE PHOTO BANDAGE IS VISIBLE .	Re-Open & Query	without query rejected hence reopen and query for post operative 2 D echo ,OT notes ,prosthetic valve sticker . All other documents already provided by hospital.

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1	2	3	4	5	6	7	8	9	10
137	T0805182932760	2018/081607	29120051A - 00	68000	Kartik	As per RFP live photo of pt. at the time of discharge not provide hence rejected7	We captured two live different photos of patients at the time of admission and discharge from web camera linked with system and we have uploaded those photos on portal while submittinh the discharge and claim on portal as the discharges were submitted after patient was physically discharged from hospital. May be on next day or 2nd / 3rd day. And that too has been done as the hospitals are allowed to submit the claim within three days of discharge of patient. Request you to approve the case for this time, we have already started capturing the photos on portal now.	Rightly Rejected	As per RFP , live photo at the time of discharge not provided , hence rightly rejected

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1	2	3	4	5	6	7	8	9	10
138	T1705183025678	2018/081634	19100008A-04	1500	nemi chandr	As per rfp live photo of pt at the time of discharge not provided, hence rejected7	IN CASE OF NORMAL DISCHARGE WITHOUT DISCHARGE PHOTO CLAIM CAN NOT SUBMIT SO ITS A TECHNICAL ERROR , REQUEST YOU TO REOPEN THE CASE WE WILL PROVIDE THE DISCHARGE PHOTO.	Rightly Rejected	As per RFP , live photo at the time of discharge not provided , hence rightly rejected
139	T2803196037134	2019/121040	29180005A-00	15000	Prabhu Daya	as per documents hospitals not provide live discharge capture lama photo ,hence case rejected 7	Discharge type is Lama and In case of Lama live photo is not mandatory as per RFP Annexure 7 and Lama Consent is enough for this same was already uploaded for 75% payment as per RFP In Lama Cases.kindly reopen the case and Approve..	Reopen & Pay	ann 7 and LAMA consent uploaded by hospital , as per RFP lama live photo not required. All documents uploaded by hospital to justify this package hence reopen and pay.

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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
140	T0805182932760	2018/081601	19100008A - 01	1500	Kartik	As per RFP live photo of pt. at the time of discharge not provide hence rejected7	We captured two live different photos of patients at the time of admission and discharge from web camera linked with system and we have uploaded those photos on portal while submitting the discharge and claim on portal as the discharges were submitted after patient was physically discharged from hospital. May be on next day or 2nd / 3rd day. And that too has been done as the hospitals are allowed to submit the claim within three days of discharge of patient. Request you to approve the case for this time, we have already started capturing the photos on portal now.	Rightly Rejected	As per RFP , live photo at the time of discharge not provided , hence 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
141	T2605183122823	2018/081839	29120009A - 01	25000	Basrat Beg Mugal	As per RFP, live photo at the time of discharge is not provided. Hence Rejected.7	REQUEST YOU TO CONSIDER BECAUSE BOTH PHOTO OF PATIENT ARE CAPTURED IN HOSPITAL AND BOTH ARE DIFFERENT . AS WE WERE NOT CAPTURING THE LIVE PHOTO PREVIOUSLY BUT NOWADAYS WE ARE CAPTURING THE LIVE PHOTO.	Rightly Rejected	As per RFP , live photo at the time of discharge not provided , hence rightly rejected
142	T3110198400956	2020/163295	29120010A - 00	21000	Sayri Devi	This package include in Surgery procedure 7	Dear sir the patient was admitted in CHF so cardiac refractory failure package was blocked and after admission to rule out the coronary artery disease procedure CAG was done so there is no surgery performed both packages was justified kindly reopen the case and pay	Rightly Rejected	as per provided documents this package not justified hence rightly rejected

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1	2	3	4	5	6	7	8	9	10
143	T0307197075409	2019/139879	29180010A - 00	110000	Bhagwana Ram Khatkar	lama time live photo not provide. hence rejected7	In case of LAMA there is no requirement of live discharge photo Annexure-7 and LAMA consent is already uploaded kindly reopen the case and Pay.	Reopen & Pay	ann 7 and LAMA consent uploaded by hospital , as per RFP lama live photo not required. 4# out of 35# of IGRT given to patient .All documents uploaded by hospital to justify this package hence reopen and pay for 4# of IGRT.
144	T1005182957648	2018/059764	29200002A - 00	2000	Ajit Singh	As per RFP live photo at the time of discharge is not provided and latest rft report not provide , hence rejected 7	IN NEW GUIDELINE TAT FOR SUBMISSION IS 3 DAYS SO THAT WE SUBMIT THE CLAIM ACCORDING THAT GUIDELINE. BOTH PHOTO OF PATIENT ARE DIFFERENT, REQUEST YOU TO REOPEN THE CASE WE WILL PROVIDE THE REQUIRED RFT REPORT.	Rightly Rejected	As per RFP , live photo at the time of discharge not provided , hence rightly rejected
145	T2604182823922	2018/081822	29120049A - 00	157000	kamal	as per RFP pt live p[hoto at the time of discharge not provided hence rejected 7	REQUEST YOU TO CONSIDER FOR FURTHER PROCESSING , BECAUSE BOTH PHOTO OF PATIENT ARE DIFFERENT .	Rightly Rejected	As per RFP , live photo at the time of discharge not provided , hence rightly rejected

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1	2	3	4	5	6	7	8	9	10
146	T1605183013789	2018/081629	29120048A - 00	112000	Tarachand Meel	as per rfp live photo of pt at the time of discharge not provided, hence rejected7	REQUEST YOU TO CONSIDER THE CLAIM BECAUSE BOTH PHOTO OF PATIENT ARE DIFFERENT AND IN DISCHARGE PHOTO CLEARLY SHOWING BANDAGE .	Rightly Rejected	As per RFP , live photo at the time of discharge not provided , hence rightly rejected
147	T2009197972092	2019/147864	29120010A - 00	21000	Kisturi	hospital not provide Treatment chart (drugs name)7	Dear sir we missed to uploaded drug chart at the time of claim submission but at the time of claim query its not asked to provide by our side kindly reopen the case we will provide.	Rightly Rejected	As per provided document And vital chart blocked package not justify hence rejected

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