
F 8(9) Rejection Appeal-I 2 2 37

9 2 2

2 Paliwal Eye Hospital-Jodh 637

-

Paliwal Eye Hospital-Jodh 637

2 7 2 2

Paliwal Eye Hospital-Jodh 637

F 8(9) Rejection Appeal-I 2 2 37

9 2 2

-

2
3

- -



Paliwal Eye Hospital-Jodh 637	

Paliwal Eye Hospital-Jodh1637 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 12/07/2021 को की गई, जिसमें निम्न व्यक्ति उपस्थित रहे:-

- Dr Kamlesh Sharma (drkamleshsharma @gmail com)
- Mohit Airan (bsbynia@gmail com)

बैठक में **Paliwal Eye Hospital-Jodh1637** ने न्यू इंडिया एश्योरेंस कंपनी द्वारा गलत किए गए 28 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	0
2	Re-open & Query	0
3	Rightly Rejected	28

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 08/09/2021 तक अद्योहस्ताक्षरकर्ता को अवगत कराएं। यदि बीमा कंपनी द्वारा उक्त निर्णय की पालना इस आदेश के जारी होने से दिनांक 08/09/2021 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 08/09/2021 तक उपरोक्त निर्णयानुसार कार्यवाही संपादित नहीं की जाती है, तो अस्पताल को अद्योहस्ताक्षरकर्ता को तत्काल अवगत करावें ताकि अग्रिम कार्यवाही की जा सके।



(J E RSHAA)



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	T0708197472977	2019/136517	19070023A - 00	6500	Hari Giri	After reminder the complete previous treatment history with documented proof is not provided hence not payable 7	Deceleration of patient, that he is not taking any treatment previously was given in query document, also not in MDP.	Rightly Rejected	PACKAGE NOT JUSTIFIED ALREADY RIGHTLY REJECTED
2	T0507197097837	2019/130060	19070051A - 00	6000	Chuna Ram	after reminder the clear visible clinical photo with face of patient is not provided hence not payable7	All Docs attached,As Showen in Clinical pic there is a clear pterygium shown in Left eye, kindly re-check it	Rightly Rejected	PACKAGE IS NOT JUSTIFIED CLINICAL PHOTO IS NOT PROVIDED BY THE HOSPITAL
3	T1806196898642	2019/130057	19070051A - 00	6000	Mangi Devi	as per provided clinical photo there is no pterygium justify hence not payable7	All Docs attached,As Showen in Clinical pic there is a clear pterygium shown in eye, kindly re-check it	Rightly Rejected	PACKAGE NOT JUSTIFIED ALREADY RIGHTLY REJECTED
4	T1502182242578	2018/040133	19070036A - 00	3300	Hiraram Vishnoi	clinical photo wasn't provided hence REJECTED7	At that time there is no MDP so no clinical pic was taken pre operatively, otherwise all formalities done completely	Rightly Rejected	PACKAGE NOT JUSTIFIED ALREADY RIGHTLY REJECTED
5	T0507197098211	2019/136521	19070023A - 00	6500	KAMALA	After reminder the complete previous treatment history with documented proof is not provided hence not payable 7	previous treatment history doc not mentioned in MDP, Although we provide decleration of patient that he was not under any previous treatment.	Rightly Rejected	PACKAGE NOT JUSTIFIED ALREADY RIGHTLY REJECTED

Printed On : 19-09-2021 09:44:41 PM



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
6	T2202195723333	2019/110182	19070023A - 00	6500	Saradin Khan	IOP report not provided hence rejected.7	the IOP report was provided in the original doctors prescription please look in to it carefully	Rightly Rejected	PACKAGE NOT JUSTIFIED ALREADY RIGHTLY REJECTED
7	T2203182518335	2018/040149	19070026A - 00	10000	Deva Ram	Hospital not Provide OCT slit Hence Rejected7	Case rejected without query, we have B-Scan Report of Patient.	Rightly Rejected	PACKAGE NOT JUSTIFIED ALREADY RIGHTLY REJECTED
8	T2701182109838	2018/040132	19070005A - 00	1350	jiwani devi	rejection due to not mention reason of MOIC in annexure 2 7	When Anx 2 submitted, itself means finger prints are not able to process	Rightly Rejected	PACKAGE NOT JUSTIFIED ALREADY RIGHTLY REJECTED
9	T0507197098211	2019/136520	19070051A - 00	6000	KAMALA	AS per provided clinical photo the donor site conjunctval graft clinical photo not clearly showing so claim settle for pkg under pterygium removal 7	as mentioned in MDP we provide clinical pic in which conjunctival graft seen,	Rightly Rejected	PACKAGE NOT JUSTIFIED ALREADY RIGHTLY REJECTED
10	T0802182193766	2018/040130	19070024A - 00	2000	taro devi	Rejection due to wrong package selection.7	Correct package was locked for , s.no 424- Iridectomy Yag-Laser,Pkg code 19070024, but packe rejected withour any query.	Rightly Rejected	PACKAGE NOT JUSTIFIED ALREADY RIGHTLY REJECTED

Printed On : 19-09-2021 09:44:41 PM



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	T0803195852627	2019/110162	19070051A - 00	6000	Sua Devi	discharge live photo is not exist or corrupted.....hence rejected7	we had provided the live photo and the same was uploaded while discharging the patient so the error is on the software or system part, and not an error on hospital end	Rightly Rejected	PACKAGE IS NOT JUSTIFIED CLINICAL PHOTO IS NOT PROVIDED BY THE HOSPITAL
12	T1904182761462	2018/040151	19070051A - 00	6000	Rupo	hospital not send annexure2 so rejected 7	Case rejected without query, we have anx 2	Rightly Rejected	PACKAGE NOT JUSTIFIED ALREADY RIGHTLY REJECTED
13	T2701182110813	2018/040129	19070051A - 00	6000	Sayari	Annexure 2 for opting MOIC route & clinical photo of affected eye in support of diagnosis (Pterigium) not uploaded hence rejected 7	without any query, claim was rejected directly, we have both the docs.	Rightly Rejected	PACKAGE NOT JUSTIFIED ALREADY RIGHTLY REJECTED
14	T0405182897571	2018/040152	19070005A - 00	1350	Sayar Devi	TID generated through MOIC route & annexure-2 not provided,hence rejected7	Claim Rejected without query we have anx 2	Rightly Rejected	PACKAGE NOT JUSTIFIED NOT PROCEDURE NOTES AND DETAILS PROVIDED BY THE HOISPITAL
15	T3012171954255	2018/040127	19070051A - 00	6000	Surto	clinical photo not provided hence rejected 7	Previously we'd received query for OT notes which were provided, clinical photo wasn't demanded(MDP was not existing at that time)	Rightly Rejected	PACKAGE NOT JUSTIFIED ALREADY 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
16	T0803195852111	2019/110165	19070051A - 00	6000	Labu Ram	discharge live photo is not exist or corrupted.....hence rejected 7	we had provided discharge photo and the same was uploaded while discharging the patient, the error is on software part and not an human error	Rightly Rejected	PACKAGE IS NOT JUSTIFIED CLINICAL PHOTO IS NOT PROVIDED BY THE HOSPITAL
17	T3012171954169	2018/040136	19070051A - 00	6000	ANACHI	as clinical photo not provided by hospital7	At that time there is no MDP so no clinical pic was taken pre operatively, otherwise all formalities done completely	Rightly Rejected	PACKAGE NOT JUSTIFIED ALREADY RIGHTLY REJECTED
18	T0803195852567	2019/110172	19070051A - 00	6000	Veerki	discharge live photo is not exist or corrupted.....hence rejected 7	we had provided discharge photo and the same was uploaded while discharging the patient, the error is on software part and not an human error	Rightly Rejected	PACKAGE IS NOT JUSTIFIED CLINICAL PHOTO IS NOT PROVIDED BY THE HOSPITAL
19	T2203182518335	2018/040150	19070053A - 00	8800	Deva Ram	Hospital not Provide OCT slit Hence Rejected7	Case rejected without query, we have B-Scan Report of Patient.	Rightly Rejected	PACKAGE NOT JUSTIFIED ALREADY RIGHTLY REJECTED
20	T0803195852358	2019/110164	19070051A - 00	6000	Babu Devi	discharge live photo is not exist or corrupted.....hence rejected 7	we had provided discharge photo and the same was uploaded while discharging the patient, the error is on software part and not an human error	Rightly Rejected	PACKAGE IS NOT JUSTIFIED CLINICAL PHOTO IS NOT PROVIDED BY THE HOSPITAL

Printed On : 19-09-2021 09:44:41 PM



S.No.	TID	Appeal No.	Pkg Code	Pkg Rate	Patient	Remarks of NIA	Remark of Hospital	Decision	Detailed Decision
1	2	3	4	5	6	7	8	9	10
21	T2701182109598	2018/040148	19070023A - 00	6500	Situdi	annexure 2 not provided by hospital hence case rejected 7	In a query Only OT details was demanded and the same was provided, Annexure 2 was not demanded at all, so query for other doc and reject for other reason. We have anx 2 with us	Rightly Rejected	PACKAGE NOT JUSTIFIED ALREADY RIGHTLY REJECTED
22	T2001182068870	2018/040147	19070051A - 00	6000	Nena Ram	Hospital not provide annexure 2 hence claim rejected 7	Claim Rejected without query we have anx 2	Rightly Rejected	PACKAGE NOT JUSTIFIED ALREADY RIGHTLY REJECTED
23	T0708197468379	2019/136516	19070051A - 00	6000	Ramjot	as per discharge summary block pkg for Left eye and clinical photo provide right eye hence not payable7	Kindely recheck all correct photo of Left eye towards Left hand of patient is attached in query docs, please clear the amount	Rightly Rejected	PACKAGE IS NOT JUSTIFIED CLINICAL PHOTO IS NOT PROVIDED BY THE HOSPITAL
24	T0406183215288	2018/040156	19070051A - 00	6000	Sajano Devi	TID generated through MOIC route Pt ID & annexure 2 not provided, hence rejected7	Claim Rejected without query we have anx 2	Rightly Rejected	PACKAGE IS NOT JUSTIFIED CLINICAL PHOTO IS NOT PROVIDED BY THE HOSPITAL
25	T2911198720746	2020/160621	19070005A - 00	1350	Bhiya Ram	As per query hospital not provide the documented history of cataract surgery atleast the name of hospital and month or year of surgery hence rejected . 7	we have already provide history of cataract surgery please recheck	Rightly Rejected	PACKAGE NOT JUSTIFIED ALREADY RIGHTLY REJECTED
26	T0405182896774	2018/040153	19070051A - 00	6000	Bhikhi Devi	TID generated through MOIC route, Annexure 2 not provided. hence rejected7	Claim Rejected without query we have anx 2	Rightly Rejected	PACKAGE IS NOT JUSTIFIED CLINICAL PHOTO IS NOT PROVIDED BY THE HOSPITAL

Printed On : 19-09-2021 09:44:41 PM



S.No.	TID	Appeal No.	Pkg Code	Pkg Rate	Patient	Remarks of NIA	Remark of Hospital	Decision	Detailed Decision
1	2	3	4	5	6	7	8	9	10
27	T0605182910728	2018/040135	19070051A - 00	6000	Nenu Devi	hospital not provide annexure 27	Claim Rejected without query we have anx 2	Rightly Rejected	PACKAGE IS NOT JUSTIFIED CLINICAL PHOTO IS NOT PROVIDED BY THE HOSPITAL
28	T3012171954349	2018/040139	19070051A - 00	6000	Haraji Ram	clinical photo not provided hence rejected 7	At that time there is no MDP so no clinical pic was taken pre operatively, otherwise all formalities done completely	Rightly Rejected	PACKAGE NOT JUSTIFIED ALREADY RIGHTLY REJECTED

Printed On : 19-09-2021 09:44:41 PM

