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| SINGHAL HOSPITAL-Dhau 942 |  |

**SINGHAL HOSPITAL-Dhau1942** ने न्यू इंडिया एश्योरेंस कंपनी द्वारा गलत आधार पर निरस्त किए गए क्लेम के प्रकरण में संयुक्त मुख्य कार्यकारी अधिकारी, राजस्थान स्टेट हेल्थ एश्योरेंस एजेंसी के समक्ष प्रस्तुत अपील पर सुनवाई दिनांक 29/07/2021 को की गई, जिसमें निम्न व्यक्ति उपस्थित रहे:-

- Dr Sarita jairan (saritajairan 9 @gmail com)
- drvailbhav (vailbhavkuldeep@gmail com)
- EXPARTY (singhalpankaj2 2@gmail com)

बैठक में **SINGHAL HOSPITAL-Dhau1942** ने न्यू इंडिया एश्योरेंस कंपनी द्वारा गलत किए गए 9 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    | 3           |
| 2     | Re-open & Query  | 0           |
| 3     | Rightly Rejected | 6           |

अपील की पालना के सम्बन्ध में दिशानिर्देश: -

**A. बीमा कम्पनी के लिए:-**

बीमा कंपनी को यह भी निर्देशित किया गया कि इस संबंध में की गई कार्यवाही से दिनांक 02/09/2021 तक अद्योहस्ताक्षरकर्ता को अवगत कराएं। यदि बीमा कंपनी द्वारा उक्त निर्णय की पालना इस आदेश के जारी होने से दिनांक 02/09/2021 तक नहीं की जाकर सूचित नहीं किया जाता है, तो RSHAA द्वारा अनुबंध के प्रावधान संख्या 1.28.4 के अनुसार कार्यवाही की जाएगी।

**B. अस्पताल के लिए:-**

यदि बीमा कंपनी द्वारा दिनांक 02/09/2021 तक उपरोक्त निर्णयानुसार कार्यवाही संपादित नहीं की जाती है, तो अस्पताल को अद्योहस्ताक्षरकर्ता को तत्काल अवगत करावें ताकि अग्रिम कार्यवाही की जा सके।



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( EO RSHAA)

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| S.No. | TID            | Appeal No.  | Pkg Code          | Pkg Rate | Patient      | Remarks of NIA   | Remark of Hospital   | Decision         | Detailed Decision   |
|-------|----------------|-------------|-------------------|----------|--------------|--|--|------------------|---|
| 1     | 2              | 3           | 4                 | 5        | 6            | 7  | 8  | 9                | 10  |
| 1     | T1506183325123 | 2018/026783 | 19030019A<br>- 00 | 12000    | Rajan        | 3 TIMES ATTEMPT FOR BIOMETRIC IDENTIFICATION CANT BE SEEN IN THIS TID. HENCE REJECTED<br>7                   | 3 TIMES BIOMETRIC ATTEMPTS WERE DONE BY ME. SO KINDLY APPROVE THE CLAIM  | Rightly Rejected | As per provided pre and post x-ray pt. name and date not mention hence rejected.                                      |
| 2     | T1306183301317 | 2018/053037 | 19030122A<br>- 00 | 5000     | Anil         | AS PER RFP,LIVE PHOTO AT THE TIME OF ADMISSION AND DISCHARGE IS NOT PROVIDED,HENCE REJECTED<br>7             | I HAVE TAKEN LIVE PHOTO AT ADMISSION AND DISCHARGE. KIINDLY APPROVE CLAIM  | Rightly Rejected | As per provided pre and post x-ray report radiologist seal & sign not mention hence rejected.                         |
| 3     | T2404182804171 | 2018/026821 | 19030019A<br>- 00 | 12000    | Manish Kumar | annex 2 not uploaded7  | PATIENT WAS IDENTIFIED BY HIS MOTHER NOT BY MOIC ROUTE. EVEN THEN ANEXURE 2 SHOULD BE DEMANDED BY YOU IN QUERY. SO KINDLY APPROVE THE CLAIM. | Rightly Rejected | As per provided pre and post x-ray pt. name and date not mention and pt. is not varified by attendant hence rejected. |
| 4     | T0405182893149 | 2018/071030 | 19030122A<br>- 00 | 5000     | Asheesh      | completely filled annex 2 with reason mark on that not provided hence claim rejected.7                       | Reason not mark on anex 2 by mistake kindly approve the claim  | Rightly Rejected | As per provided pre and post x-ray pt. name and date not mention hence rejected.                                      |
| 5     | T3108184092744 | 2018/040751 | 19030047A<br>- 00 | 9500     | Kanchaniya   | As per discharge summary closed reduction internal fixation was done so wrong pkg selection hence rejected 7 | I HAVE SELECTED RIGHT PACKAGE FOR ULNA FRACTURE PACKAGE CODE IS 19030047A. KINDLY APPROVE THE CLAIM  | Reopen & Pay     | As per provided documents booked package justified, all documents as per MDP already provided 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  |
| 6     | T1808197576598 | 2019/143286 | 19030019A<br>- 00 | 12000    | Ram Bharosi | As per Audit Remark, Patient not found admitted at the time of investigation.No discharge ticket given by Hospital.Hence,Rejected.<br>7 | on 20 aug. 2019 package was rejected from yourside saying that pt. not found on bed but no audit has been done by yourside. on 21 aug 2019 the case revert back to analyser from yourside saying wrong remark by analyser. on 15 nov. 2019 claim rejected by analyser giving the same reason and finally on 18 nov. 2019 case rejected at supervisor level. but this case rejected wrongly as no audit has been done from yourside in this case. so kindly approve the claim | Reopen & Pay     | As per provided documents booked package justified, all documents as per MDP already provided hence reopen and pay. |
| 7     | T1406183311935 | 2018/062126 | 19030122A<br>- 00 | 5000     | Banvari     | REJECTION DUE TO LACK OF PRE AND POST X -RAY WITH PATIENT NAME7   | I HAD PROVIDED X RAY FILM WITH REPORT WITH PATIENT NAME KINDLY APPROVE THE CLAIM   | Rightly Rejected | As per provided pre and post x-ray report radiologist seal & sign not mention 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  |
| 8     | T3108184092744 | 2018/040749 | 19030046A<br>- 00 | 9500     | Kanchaniya | As per discharge summary closed reduction internal fixation was done so wrong pkg selection hence rejected 7 | I HAVE SELECTED RIGHT PACKAGE FOR RADIUS FRACTURE PACKAGE CODE IS 19030046A. KINDLY APPROVE THE CLAIM                   | Reopen & Pay     | As per provided documents booked package justified, all documents as per MDP already provided hence reopen and pay. |
| 9     | T2004182768064 | 2018/038242 | 19030019A<br>- 00 | 12000    | Neha       | Biometric non-identification reason not mentioned on annexure2. hence rejected7                              | adhar card of patient was not available biometric non identification reason not marked by mistake kindly approve claim. | Rightly Rejected | As per provided pre and post x-ray pt. name and date not mention hence rejected.                                    |

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