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Sunrise Hospital-Udai878	

Sunrise Hospital-Udai878 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 15/07/2021 को की गई, जिसमें निम्न व्यक्ति उपस्थित रहे:-

- Dr Vivek Kumar (drvivek987@gmail com)
- Dr Dinesh Sharma (bsbynia@gmail com)
- Meenakshi Dadhich (sunrisehospitaludr@gmail com)

बैठक में **Sunrise Hospital-Udai878** ने न्यू इंडिया एश्योरेंस कंपनी द्वारा गलत किए गए 22 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	15
2	Re-open & Query	0
3	Rightly Rejected	7

अपील की पालना के सम्बन्ध में दिशानिर्देश: -

A. बीमा कम्पनी के लिए:-

बीमा कंपनी को यह भी निर्देशित किया गया कि इस संबंध में की गई कार्यवाही से दिनांक 01/09/2021 तक अद्योहस्ताक्षरकर्ता को अवगत कराएं। यदि बीमा कंपनी द्वारा उक्त निर्णय की पालना इस आदेश के जारी होने से दिनांक 01/09/2021 तक नहीं की जाकर सूचित नहीं किया जाता है, तो RSHAA द्वारा अनुबंध के प्रावधान संख्या 1.28.4 के अनुसार कार्यवाही की जाएगी।

B. अस्पताल के लिए:-

यदि बीमा कंपनी द्वारा दिनांक 01/09/2021 तक उपरोक्त निर्णयानुसार कार्यवाही संपादित नहीं की जाती है, तो अस्पताल को अद्योहस्ताक्षरकर्ता को तत्काल अवगत करावें ताकि अग्रिम कार्यवाही की जा सके।



(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	T1203195881480	2019/119284	29060066A - 00	8000	Devi Lal	pre patient photo is two days late hence rejected7	DEAR SIR / MAM THE REASON FOR THE REJECTION WE HAVE ANSWERED IN THE QUERY SENT BY YOU . YOU WILL CHECK IT . PLEASE SIR / MAM CHECK AGAIN CASE AND APPROVED AND PAY ACCORDINGLY	Rightly Rejected	As per enclosed Documents booked package is not justified Hence claim rejected
2	T0406196757238	2019/133214	29060060A - 00	85000	Saamira Ram	ot notes not provided with standard protocol with not mentioning time of start of surgery and completing time hence rejected7	DEAR SIR , WE MISTAKENLY FORGET TO INSERT TIME INSIDE THE OT NOTES , SO WE REQUEST YOU TO SEND US BACK THIS IN QUERY PANNEL , THEREAFTER WE WILL SEND YOU OT NOTES WITH TIME , THIS A GEUNINE CASE , PLEASE CONSIDER IT AND PAY ACCORDINGLY	Reopen & Pay	As per Enclosed document booked package is justified hence reopen &pay
3	T2605183123662	2020/190270	29060066A - 00	8000	Dilip Ninama	TID generated through MOIC route Pt ID & annexure 2 not provided, hence rejected7	without query reject case please re-open case	Rightly Rejected	As per enclosed Documents booked package is not justified Hence claim 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
4	T0406196756657	2019/133215	29060060A - 00	85000	Hakali	ot notes not provided with standard protocol with not mentioning time of start of surgery and completing time hence rejected 7	DEAR SIR , WE MISTAKENLY FORGET TO INSERT TIME INSIDE THE OT NOTES , SO WE REQUEST YOU TO SEND US BACK THIS IN QUERY PANNEL , THEREAFTER WE WILL SEND YOU OT NOTES WITH TIME , THIS A GEUNINE CASE , PLEASE CONSIDER IT AND PAY ACCORDINGLY	Reopen & Pay	As per Enclosed document booked package is justified hence reopen &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
5	T0406196757137	2019/133208	29060060A - 00	85000	Gajari Bai	ot notes not provided with standard protocol with not mentioning time of start of surgery and completing time hence rejected 7	DEAR SIR , WE MISTAKENLY FORGET TO INSERT TIME INSIDE THE OT NOTES , SO WE REQUEST YOU TO SEND US BACK THIS IN QUERY PANNEL , THEREAFTER WE WILL SEND YOU OT NOTES WITH TIME , THIS A GEUNINE CASE , PLEASE CONSIDER IT AND PAY ACCORDINGLY	Reopen & Pay	As per Enclosed document booked package is justified hence reopen &pay
6	T0406196754760	2019/133217	29060060A - 00	85000	Miri Bai	ot notes not provided with standard protocol with not mentioning time of start of surgery and completing time hence rejected 7	DEAR SIR , WE MISTAKENLY FORGET TO INSERT TIME INSIDE THE OT NOTES , SO WE REQUEST YOU TO SEND US BACK THIS IN QUERY PANNEL , THEREAFTER WE WILL SEND YOU OT NOTES WITH TIME , THIS A GEUNINE CASE , PLEASE CONSIDER IT AND PAY ACCORDINGLY	Reopen & Pay	as per enclose documents this package is justify 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
7	T1203195881480	2019/119285	29060066A - 01	8000	Devi Lal	pre patient photo is two days late hence rejected7	DEAR SIR / MAM THE REASON FOR THE REJECTION WE HAVE ANSWERED IN THE QUERY SENT BY YOU . YOU WILL CHECK IT . PLEASE SIR / MAM CHECK AGAIN CASE AND APPROVED AND PAY ACCORDINGLY	Rightly Rejected	As per enclosed Documents booked package is not justified Hence claim rejected
8	T0406196756952	2019/133209	29060060A - 00	85000	Kamali Bai	ot notes not provided with standard protocol with not mentioning time of start of surgery and completing time hence rejected 7	DEAR SIR , WE MISTAKENLY FORGET TO INSERT TIME INSIDE THE OT NOTES , SO WE REQUEST YOU TO SEND US BACK THIS IN QUERY PANNEL , THEREAFTER WE WILL SEND YOU OT NOTES WITH TIME , THIS A GEUNINE CASE , PLEASE CONSIDER IT AND PAY ACCORDINGLY	Reopen & Pay	As per Enclosed document booked package is justified hence reopen &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
9	T2305196620826	2019/129137	29060060A - 00	85000	Shankar Sinh	29060053 payable for spinal fixation as per post op x ray as no detail of fixation given in OT notes7	Kindly note that we have performed MISS as mentioned in Operation notes. The spinal fixation surgery was done before in another hospital , as evident by pre and post Xrays. Kindly do not get misguided by old surgery.	Reopen & Pay	As per Enclosed document booked package is justified hence reopen &pay
10	T1702195667796	2019/105377	29030016A - 00	72000	Shankar Padmawat	implant sticker is not provided hence rejected7	DEAR SIR/MAM CASE IS REJECTED WITHOUT QUERY WHICH IS UNJUSTIFIED . PLEASE APPROVE THE CASE AND PAY ACCORDINGLY. IF ANY DOCUMENT REQUIRED WE CAN PROVIDE.	Reopen & Pay	As per Enclosed document booked package is justified hence reopen &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
11	T0406196756341	2019/133216	29060060A - 00	85000	Rana Ram	ot notes not provided with standard protocol with not mentioning time of start of surgery and completing time hence rejected 7	DEAR SIR , WE MISTAKENLY FORGET TO INSERT TIME INSIDE THE OT NOTES , SO WE REQUEST YOU TO SEND US BACK THIS IN QUERY PANNEL , THEREAFTER WE WILL SEND YOU OT NOTES WITH TIME , THIS A GEUNINE CASE , PLEASE CONSIDER IT AND PAY ACCORDINGLY	Reopen & Pay	As per Enclosed document booked package is justified hence reopen &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
12	T0406196756797	2019/133207	29060060A - 00	85000	Megaram	ot notes not provided with standard protocol with not mentioning time of start of surgery and completing time hence rejected 7	DEAR SIR , WE MISTAKENLY FORGET TO INSERT TIME INSIDE THE OT NOTES , SO WE REQUEST YOU TO SEND US BACK THIS IN QUERY PANNEL , THEREAFTER WE WILL SEND YOU OT NOTES WITH TIME , THIS A GEUNINE CASE , PLEASE CONSIDER IT AND PAY ACCORDINGLY	Reopen & Pay	As per Enclosed document booked package is justified hence reopen &pay
13	T1203195881480	2019/119286	29060066A - 02	8000	Devi Lal	pre patient photo is two days late hence rejected7	DEAR SIR / MAM THE REASON FOR THE REJECTION WE HAVE ANSWERED IN THE QUERY SENT BY YOU . YOU WILL CHECK IT . PLEASE SIR / MAM CHECK AGAIN CASE AND APPROVED AND PAY ACCORDINGLY	Rightly Rejected	As per enclosed Documents booked package is not justified Hence claim 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
14	T0406196755144	2019/133206	29060060A - 00	85000	Mala Ram	ot notes not provided with standard protocol with not mentioning time of start of surgery and completing time hence rejected 7	DEAR SIR , WE MISTAKENLY FORGET TO INSERT TIME INSIDE THE OT NOTES , SO WE REQUEST YOU TO SEND US BACK THIS IN QUERY PANEL , THEREAFTER WE WILL SEND YOU OT NOTES WITH TIME , THIS A GENUINE CASE , PLEASE CONSIDER IT AND PAY ACCORDINGLY	Reopen & Pay	As per enclosed Documents booked Package is Justified hence reopen&pay
15	T1101182017294	2018/059618	19020017A - 00	11000	JAGDISH	front page of ID proof not provided 7	without query reject so please reopen and please approve	Rightly Rejected	As per Enclosed document booked package Is not justified 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	T0406196757046	2019/133213	29060060A - 00	85000	Diti Bai	ot notes not provided with standard protocol with not mentioning time of start of surgery and completing time hence rejected 7	DEAR SIR , WE MISTAKENLY FORGET TO INSERT TIME INSIDE THE OT NOTES , SO WE REQUEST YOU TO SEND US BACK THIS IN QUERY PANNEL , THEREAFTER WE WILL SEND YOU OT NOTES WITH TIME , THIS A GEUNINE CASE , PLEASE CONSIDER IT AND PAY ACCORDINGLY	Reopen & Pay	As per Enclosed document booked package is justified hence reopen &pay
17	T0406196754987	2019/133210	29060060A - 00	85000	Naju Bai	ot notes not provided with standard protocol with not mentioning time of start of surgery and completing time hence rejected 7	DEAR SIR , WE MISTAKENLY FORGET TO INSERT TIME INSIDE THE OT NOTES , SO WE REQUEST YOU TO SEND US BACK THIS IN QUERY PANNEL , THEREAFTER WE WILL SEND YOU OT NOTES WITH TIME , THIS A GEUNINE CASE , PLEASE CONSIDER IT AND PAY ACCORDINGLY	Reopen & Pay	As per enclosed Documents booked Package is Justified hence reopen&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	T0703195843443	2019/116339	29130006A - 00	35000	Kevaram Patel	As per flap photo package not justify7	Dear Sir/Mam we have provided each and every details regarding this case. if you required any document related to this case then kindly send your query. this is a genuine case please approve and pay accordingly	Rightly Rejected	As per Enclosed document booked pakage Is not justified 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
19	T1907197259578	2019/133205	19030023A - 00	7500	Bheru Lal	including above package 7	bOTH THE SURGICAL PROCEDURE SENT FOR APPROVAL ARE DIFFERENT SURGICAL PROCEDURE SO YOU CAN'T INCLUDE THEM IN A SINGLE PROCEDURE, APPLICATION OF HYBRID EXTERNAL FIXATOR OVER LEFT LEG IS A DIFFERENT PROCEDURE AND AS PATIENT IS A CARE OF COMPOUND CONNECTED TIBIA FRACTURE ,PATIENT HAD MULTIPLE DIRTY WOUNDS OVER LEFT LEG WHICH NEEDED THOUGH DEBRIDEMENT AND CLOSURE OF THE WOUNDS WHICH IS A DIFFERENT SURGICAL PROCEDURE , SO I WOULD REQUEST U TO PLEASE RECONSIDER AS WE HAVE ATTACHED ALL THE DETAILS.	Rightly Rejected	As per enclosed Documents booked pakage is not justified Hence claim 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
20	T0406196757265	2019/133211	29060060A - 00	85000	Kheta Ram	ot notes not provided with standard protocol with not mentioning time of start of surgery and completing time hence rejected 7	DEAR SIR , WE MISTAKENLY FORGET TO INSERT TIME INSIDE THE OT NOTES , SO WE REQUEST YOU TO SEND US BACK THIS IN QUERY PANNEL , THEREAFTER WE WILL SEND YOU OT NOTES WITH TIME , THIS A GEUNINE CASE , PLEASE CONSIDER IT AND PAY ACCORDINGLY	Reopen & Pay	As per Enclosed document booked package is justified hence reopen &pay
21	T0406196754550	2019/133218	29060060A - 00	85000	Chela Ram	ot notes not provided with standard protocol with not mentioning time of start of surgery and completing time hence rejected 7	DEAR SIR , WE MISTAKENLY FORGET TO INSERT TIME INSIDE THE OT NOTES , SO WE REQUEST YOU TO SEND US BACK THIS IN QUERY PANNEL , THEREAFTER WE WILL SEND YOU OT NOTES WITH TIME , THIS A GEUNINE CASE , PLEASE CONSIDER IT AND PAY ACCORDINGLY	Reopen & Pay	as per enclose documents this package is justify 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
22	T0406196755604	2019/133212	29060060A - 00	85000	Ramali	ot notes not provided with standard protocol with not mentioning time of start of surgery and completing time hence rejected 7	DEAR SIR , WE MISTAKENLY FORGET TO INSERT TIME INSIDE THE OT NOTES , SO WE REQUEST YOU TO SEND US BACK THIS IN QUERY PANNEL , THEREAFTER WE WILL SEND YOU OT NOTES WITH TIME , THIS A GEUNINE CASE , PLEASE CONSIDER IT AND PAY ACCORDINGLY	Reopen & Pay	As per Enclosed document booked package is justified hence reopen &pay

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