

F 008(9) Rejection Appeal-I 202 2

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Raj Surgical n General Hospital-Jhun706	

Raj Surgical n General Hospital-Jhun706 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 23/07/2021 को की गई, जिसमें निम्न व्यक्ति उपस्थित रहे:-

- Dr Chandra Shekhar Vashistha (jeco-rshaa@gov in)
- Dr Dinesh Sharma (bsbynia@gmail com)
- Sh Vikram sains (katewa drrajesh@gmail com)

बैठक में **Raj Surgical n General Hospital-Jhun706** ने न्यू इंडिया एश्योरेंस कंपनी द्वारा गलत किए गए 15 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	2
2	Re-open & Query	0
3	Rightly Rejected	13

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।



(JC RSHAA)

Printed On : 20-09-2021 02:30:28 AM



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	T1608197558288	2019/134792	19010185A - 00	7000	Ayub Ali	include in Approved surgery package 7	sir, this package have seprate package code so plz approved this claim as add package code. thanks.	Rightly Rejected	as per doc. Pkg not justify
2	T2912171948108	2018/029409	19010163A - 00	7000	naveen	provide annexure 2 as per hospital not provide document hence case rejected7	our computer operator was changed, he don't know about annexure 2, so we became late in providing annexure. please reopen this case and send queary and pay. Thank you.	Rightly Rejected	as per doc. Pkg not justify
3	T0202182152652	2018/037870	19010106A - 00	13000	Ghasi Ram	reason not mentioned on provided annexure-2,hence rejected7	Please reopen this case and send query again. We can given reason mentioned with annexure -2. Thank you.	Rightly Rejected	as per doc. Pkg not justify



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	T2412171926624	2018/029459	19010006A - 00	6000	Syokrn	kindly send annexure 2 ,clinical photo of affected part as per hospital not provide document hence case rejected7	Sir, Our computer operator was changed, he don't know about annexure 2, became late in providing annexure 2. please repon this case. kindly provide query again. we can given annexure 2 and clinical photo clarification. Thank you.	Rightly Rejected	as per doc. Pkg not justify
5	T0202182152652	2018/037873	19010107A - 00	10000	Ghasi Ram	reason not mentioned on provided annexure-2,hence rejected7	Please reopen this case and send query again. We can given reason mentioned with annexure -2. Thank you.	Rightly Rejected	as per doc. Pkg not justify
6	T1604182737039	2018/029545	19010106A - 00	13000	Anchi Devi	As per RFP , live photo of pt. at the time of admission and / discharge not provided hence claim rejected 7	sir, we don't read your instruction regarding live photo at the time of admission and discharge, so we did not provided live photo. please reopen this case and pay claim. Thank you.	Rightly Rejected	as per doc. Pkg not justify



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	T1004182683626	2018/029516	19010180A - 00	10000	Manju Devi	As per RFP, live photo at the time of admission and/or discharge is not provided.hence rejected7	Sir, we don't read your instruction regarding live photo at the time of admission and discharge so we did not provided live photo. Please reopen this case and pay claim. Thank you.	Rightly Rejected	as per doc. Pkg not justify
8	T2307197306237	2019/134789	19040028A - 00	10500	Firdosh Bano	Date of discharge not visible on discharge summary7	sir, This is clerical mistake so plz approved the claim.	Rightly Rejected	as per doc. Pkg not justify
9	T1604182737039	2018/029548	19010108A - 00	13000	Anchi Devi	As per RFP , live photo of pt. at the time of admission and / discharge not provided hence claim rejected 7	sir, we don't read your instruction regarding live photo at the time of admission and discharge, so we did not provided live photo. please reopen this case and pay claim. Thank you.	Rightly Rejected	as per doc. Pkg not justify
10	T2307197306237	2019/134790	49040013A - 00	15000	Firdosh Bano	Date of discharge not visible on discharge summary7	sir, This is clerical mistake so plz approved the claim.	Reopen & Pay	as per doc. Pkg check on merit grond



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	T0101181962598	2018/029441	19050013A - 00	8400	Shrikant	After query hospital not provided Annexure 2 in case of MOIC hence rejected 7	our computer operator was changed, he don't know annexure 2, so we became late in providing annexure 2. Please reopen this case . kindly provide query again. we can given annexure 2. Thank you	Rightly Rejected	as per doc. Pkg not justify
12	T0101181962598	2018/029442	19050059A - 00	5000	Shrikant	After query hospital not provided Annexure 2 in case of MOIC hence rejected 7	our computer operator was changed, he don't know annexure 2, so we became late in providing annexure 2. Please reopen this case . kindly provide query again. we can given annexure 2. Thank you	Rightly Rejected	as per doc. Pkg not justify



S.No.	TID	Appeal No.	Pkg Code	Pkg Rate	Patient	Remarks of NIA	Remark of Hospital	Decision	Detailed Decision
1	2	3	4	5	6	7	8	9	10
13	T2103182508805	2018/029528	19010107A - 00	10000	Komal Kumari	AS PER RFP,LIVE PHOTO AT THE TIME OF ADMISSION &/OR DISCHARGE IS NOT PROVIDED. HENCE REJECTED 7	Sir, we don't read your instruction regarding live photo at the time of admission and discharge so we did not provide live photo. Please reopen this case and pay claim. Thank you.	Reopen & Pay	as per doc. Pkg check on merit grond
14	T1705196545422	2019/135386	19010108A - 00	13000	PARWATI DEVI	Count of 3 biometrics not provided by the hospital. 7	sir, we attempts biometrics by 10 times, if not seen it may be due to system error. you may confirm to the patient on given mobile number 9460586338 thanks	Rightly Rejected	verified by other person not justify relation with patient
15	T1504182728109	2018/029473	19050038A - 00	2250	Munsi Khan	Tid generated though moic route and annexture 2 not provided . hence rejected 7	Sir, Our computer operator was changed, he don't know annexure 2. please reopen this case. kindly provide query again, we can given annexure-2, Thank you.	Rightly Rejected	as per doc. Pkg not justify

