

F 8(9) Rejection Appeal-I 2 2 682

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Gheesibai Memorial Mittal Hospital and R-Ajme 3 6	

Gheesibai Memorial Mittal Hospital and R-Ajme1316 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 10/11/2020 को की गई, जिसमें निम्न व्यक्ति उपस्थित रहे:-

- Dr Ritesh Pandey (mo bsbyraj@gmail com)
- RSHAA (raj rshaa@gov in)
- Amit Kumar Mittal (amittal@mittalhospital com)

बैठक में **Gheesibai Memorial Mittal Hospital and R-Ajme1316** 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	7
2	Re-open & Query	2
3	Rightly Rejected	0

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।



(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	T1401209091539	2020/190015	29120009A - 00	25000	Kailash Chand Joshi	null7	Sir, As per Guidelines 2nd or 3rd procedure done same time than paid 75% of next procedure but we used Additional Stent and stent is in Implant and we purchase same cost of 1st stent so paid 75% of Additional stent is not valid, Kindly review the case and complete amount of Additional stent	Reopen & Pay	Full amount to be paid for additional stent.
2	T1203209543625	2020/186525	19100008A - 00	1500	Ram Swaroop	ONLY CABG DONE NOT USED IABP , SO PACKAGE NOT JUSTIFIED , NO SEAL OVER ANGIO REPORT 7	Sir, Rejection is not valid, approval Authority not sent this in claim Query and Reject the case without any Query	Reopen & Pay	As Blood has been transfused so blood package of rs. 1500 to be paid.
3	T1203209543625	2020/186523	19100008A - 02	1500	Ram Swaroop	ONLY CABG DONE NOT USED IABP , SO PACKAGE NOT JUSTIFIED , NO SEAL OVER ANGIO REPORT 7	Sir, Rejection is not valid, approval Authority not sent this in claim Query and Reject the case without any Query	Reopen & Pay	As Blood has been transfused so blood package of rs. 1500 to be paid.

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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	T2004209676407	2020/191364	29200002A - 00	2000	Rachna	hb report is normal. package not justifiyed hence rejected7	Sir, Claim rejected without any query, your side HB report is normal but report is HB mention 12.61 and normal value is shown 12.50 our treating Dr. suggest for Injection and we mentioned in dialysis chart so rejection is not valid. If any query about this case you can sent this case in Claim Query for any clarification and we replied with dr. Justification.	Reopen & Pay	Wrongly rejected Hence reopen and pay.
5	T0604209651977	2020/190956	29200002A - 00	2000	Rachna	hb report is normal.7	Sir, Claim rejected without any query, your side HB report is normal but report is HB mention 12.61 and normal value is shown 12.50 our treating Dr. suggest for Injection and we mentioned in dialysis chart so rejection is not valid. If any query about this case you can sent this case in Claim Query for any clarification and we replied with dr. Justification.	Reopen & Pay	Wrongly rejected 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	T2712198952374	2020/170445	29120007A - 00	5000	Ramdev	Surgery Not done7	Sir, only Angiography done and attached Angiography report with angio chart and Images of angio, wrong Rejection and we already mention at the claim submission time Only CAG Done.	Re-Open & Query	Reopen and Query for Booking packages and not doing treatment accordingly.
7	T1203209543625	2020/186524	19100008A - 01	1500	Ram Swaroop	ONLY CABG DONE NOT USED IABP , SO PACKAGE NOT JUSTIFIED , NO SEAL OVER ANGIO REPORT 7	Sir, Rejection is not valid, approval Authority not sent this in claim Query and Reject the case without any Query	Reopen & Pay	As Blood has been transfused so blood package of rs. 1500 to be paid.

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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	T1203209543625	2020/186522	29120038A - 00	87500	Ram Swaroop	ONLY CABG DONE NOT USED IABP , SO PACKAGE NOT JUSTIFIED , NO SEAL OVER ANGIO REPORT 7	Sir, Rejection is not valid, approval Authority not sent this in claim Query and Reject the case without any Query. 2nd thing we clearly mention at the of bill submission only CABG done not used IABP so process claim for only CABG wiyhout IABP and for Seal on CAG report Pt. was admitted in serious condition and CAG done at Ahemdabad (Gujrat) and not possible seal on CAG at the time of addmission, our priority is save the Pt. and at the time Preauth Approval not Query any seal on CAG and approved Preauth than we process for CABG. so Rejection is not Valid.	Reopen & Pay	Only CABG package to be paid and IABP to be 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
9	T2803209636068	2020/191368	29200002A - 00	2000	Shivkaran	HB REPORT NOT PROVIDED.7	Sir, some technical Problem OR Software Issue we Attached CBC report at the time of Preauth and Your Side PreAuth Approved Not any Query for HB Report at the time of Pre Auth Approval and Claim rejected your side without any Query,If you not find attached HB report you may sent the case in Claim Query and we sent the report but rejected without any query is not justified.	Re-Open & Query	Reopen and Query for CBC report.

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