
F 00 (9) Rejection Appeal-I 202 02

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NAMOKAR HOSPITAL-Tonk2703	

NAMOKAR HOSPITAL-Tonk2703 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 28/07/2021 को की गई, जिसमें निम्न व्यक्ति उपस्थित रहे:-

- Dr santosh kumar (dr santosh physician@gmail com)
- Dr Mithlesh Rewaria (bsbynia@gmail com)
- ex party (nhdcdeoli@gmail com)

बैठक में **NAMOKAR HOSPITAL-Tonk2703** ने न्यू इंडिया एश्योरेंस कंपनी द्वारा गलत किए गए 4 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	4
2	Re-open & Query	0
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 13/09/2021 तक अद्योहस्ताक्षरकर्ता को अवगत कराएं। यदि बीमा कंपनी द्वारा उक्त निर्णय की पालना इस आदेश के जारी होने से दिनांक 13/09/2021 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 13/09/2021 तक उपरोक्त निर्णयानुसार कार्यवाही संपादित नहीं की जाती है, तो अस्पताल को अद्योहस्ताक्षरकर्ता को तत्काल अवगत करावें ताकि अग्रिम कार्यवाही की जा सके।

(0 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	T0309197770745	2019/140934	29080001A - 00	24000	Ratan Lal Gurjar	hospital not provide refer time photo7	Dear Sir/Madam,In query you asked only referred card of the patient which we provided on 12 sep 2019,and you never asked for reffere photo of the patient,then how the case was rejected on behalf of reffer photo of patient.This is unfair.Kindly consider and give the payment of the patient.	Reopen & Pay	Treatment justified .

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
2	T1107197164210	2019/138731	29080001A - 00	24000	Uasha Devi	As per provide DOB claim package settle for ICU7	dear sir/madam, b/usha was a case of SAIO,ABD.DISTENSION,NEC,SEPTICEMIA,FTT,PYREXIA,AC VOMITINGS. IT WAS TREATED ACCORDINGLY AND RESPONDED WELL TO THE TREATMENT GIVEN.PT REMAIN HOSPITALISED FOR 6DAYS IN NEONATAL ICU.FULLY INVESTIGATED AND TREATED WITH BEST POSSIBLE MEDICINE AND TREATMENT MODALITIES. PRE AUTH WAS TAKEN AND PACKAGE BOOKED. it is very surprising for us that after giving best treatment and pt discharged happily, at time of claim payment you gave us 1500 rs only .that too on grounds of date of birth of a pt that it was 1 month and 6 days child!is there any	Reopen & Pay	Asper documents case settle 1 day ICU wards.

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
							difference in treatment of a one month old child who is suffering from above mentioned conditions and a child who is one month and 6 days old.can you justify this payment for such case with so much treatment?? this is only a dirty trick to escape from payment of an hospital who is doing work with highest level of ethics,honesty and dedication.this is unjustified,unethical and unacceptable. we stongly oppose and condem this act on your part. kindly consider and make payments as per the case booked and pre auth approved.otherwise it will not be possible for us to provide treatment for the needy under this scheme. thanks and regards.		

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
3	T2006196927553	2019/141895	29080001A - 00	24000	Rodu Lal Kumawat	As per ABG report & treatment chart case settle package code 19080013.7	Dear Sir/Madam,We strongly oppose the conversion of tertiary package to secondary package and settlement.Thanx	Reopen & Pay	As per documents case settle package code 19030019.

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	T1608197559084	2019/135039	29080001A - 00	24000	Papita Devi Meena	As per complain of baby pkg settled on 190800137	dear sir/madam in pediatric practice complain is narrated by the parents or relatives.whatever they observe they tell to attending pediatrician and pediatrician make the diagnosis after sign, symptoms,gpe andinvestigation.in this case it was a 6 days old baby and i made the diagnosis as nnj,neonatal siezures,hypocalcem ia with septicemia and baby was treated accordingly.all the documents were supporting the diagnosis.pre auth was given without any query. it is said to know that you have changed the package without taking our view.this is not justifiable. kindly look in to the matter and pay the claim as it was originally taken for. thanks and regards	Reopen & Pay	As per documents case settle package code 19030019.