

F (9) Rejection Appeal-I 2 2 7

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F (9) Rejection Appeal-I 2 2 7

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CHC Binota Chittorgarh-Chit 396	

CHC Binota Chittorgarh-Chit1396 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 11/08/2021 को की गई, जिसमें निम्न व्यक्ति उपस्थित रहे:-

- DR HOTI LAL GUPTA (hlgupta7@yahoo co in)
- dr vaibhav (vaibhavkuldeep@gmail com)
- exparty (pch binota@yahoo com)

बैठक में **CHC Binota Chittorgarh-Chit1396** ने न्यू इंडिया एश्योरेंस कंपनी द्वारा गलत किए गए 52 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	28
2	Re-open & Query	0
3	Rightly Rejected	24

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।



(C O R HAA)

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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	T2603196014440	2019/112985	19100002A - 00	750	Madhu Nath	As per RFP, live photo at the date and time of lama discharge is not provided. Hence rejected. 7	MADHU NATH NAAM KA PATIENT LAMA HO GAYA HE USKA LIVE PHOTO LENA SHAMBHV NHI HE	Rightly Rejected	pkg is not justified , hence rightly rejected
2	T2204196283213	2019/116124	19100002A - 00	750	Sampat Bai	PATIENT stay less then 24 hours hence rejected7	patient ki ek din ka pakegae code badaya tha par time or fdate galti se 22 -04-2019 hi dal diya tha baki to patient ko 20-04-2019 ko admit kiya tha	Rightly Rejected	pkg is not justified , hence rightly rejected
3	T0507183513521	2018/027035	19100002A - 00	750	Road Singh	HOSPITALISAION OF PATINT IS LESS THAN 24 HOURS HENCE REJECTED7	19100002	Rightly Rejected	pkg is not justified , hence rightly rejected
4	T1004196172969	2019/113060	19100002A - 00	750	Uda Ji	patient stay in hospital less than 24 hrs7	par patient ki deteal ke anuser to shi time par admit or discharge kar diya tha fir bhi reject kar diya cleam ko wo bhi 24 hourse ke bad hi	Reopen & Pay	pkg is justified , hence reopen & pay
5	T1203195881639	2019/111905	19010183A - 00	350	Madan Lal Gurjar	as per rfp discharge time live photo not provide, hence reject7	MADAN GUAR KE PATIENT KA LIVE PHOTO LIYA GAYA THA	Rightly Rejected	pkg is not justified , hence rightly rejected
6	T2203195972054	2019/112955	19100002A - 00	750	Lala Bhil	As per RFP live photo at the time of admission is not provided hence rejected7	PAR PATIENT KA ADMISION KE TIME PAR LIVE PHOTO LIYA THA As per RFP live photo at the time THA FIR BHI REJAECT KAR DIYA	Reopen & Pay	pkg 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
7	T0905196459249	2019/117765	19100002A - 00	750	Sharada Bai	Patient stay less than 24 hr hence rejected 7	PATIENT LAMA HO GAYA THA JIS DIN ADMIT KIYA THA USKE 1 GANTE BAD HI	Rightly Rejected	pkg is not justified , hence rightly rejected
8	T2803196037016	2019/112956	19100002A - 00	750	Anita Jatiya	pt. stay less then 24 hour in the hospital hence case rejected 7	ANITA JATIYA LAMA HO GAYI HE FIR 24 HOURS ME DISCHARGE KARTE HE KAYA	Rightly Rejected	pkg is not justified , hence rightly rejected
9	T0205196391786	2019/119466	19100002A - 00	750	Sharada Bai	AS PER RFP LIVE PHOTO AT THE TIME OF DISCHARGE IS NOT PROVIDE HENCE CASE REJECTED 7	CHC SE PATIENT BINA BATYE CHC SE CHALA GAYA THA JISAKA LIVE PHOTO LEE BHAMBHV NHI THA	Reopen & Pay	pkg is justified ,lama case payable 75% , hence reopen & pay
10	T2304196293122	2019/117456	19100002A - 00	750	Harish Kumhar	after query hospital not provided admission time live photo7	PATIENT ADMIT KE TIME PAR USKA LIVE PHOTO LIYA GAYA THA HO GAYA THA	Rightly Rejected	pkg is not justified , hence rightly rejected
11	T1605196532028	2019/119477	19110031A - 00	150	Ramesh Suthar	as per documents wrong package selection hence rejected7	PATIENT KA GALTI WRONG PAKAGE CODE 19110031 LE LIYA THA JO NHI LENA THA PATIENT KA PATIENT KA 19110030 PAKAGE CODE LENA THA	Rightly Rejected	pkg is not justified(wrong pkg selection) , hence rightly 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
12	T1512185094088	2019/105904	19100002A - 00	750	Meva Bai	hosp not provide lama discharge photo hence rejected 7	hosp not provide lama discharge photo hence rejected JAB PATIENT LAMA HUWA TAB PATIENT KA LAMA DISCHARGE OR ANNEXTURE 7 SAT ME LAGAYA FIR BHI CASE REJECT HUWA HE	Reopen & Pay	pkg is justified ,lama case payable 75% , hence reopen & pay
13	T0603195828222	2019/112953	19100002A - 00	750	Santosh Devi Kumawat	after repeated query KINDLY PROVIDE VALID ID PROOF OF HE PATIENT hospital not replied hence rejected7	SANTOSH DEVI KA CLIAM QUERY TO DI OR SHI DOCUMENT ATTECH KIYE THE	Reopen & Pay	pkg is justified , hence reopen & pay
14	T2203195975251	2019/112974	19100002A - 00	750	kamla bai	As per rfp live photo at the time of Discharge not provided hence rejected, as per discharge summery DOD is 19/03/20197	PATIENT KA PAKAGEGE CODE BADANE PAR DATE GALAT PAD GAYI BAKI TO PAKAGE CODE KO 24HR KE BVAD HI LIYA THA	Reopen & Pay	pkg is justified , hence reopen & pay
15	T2303195984448	2019/112977	19100002A - 00	750	Bena	As per RFP, live photo at the date and time of lama discharge is not provided. Hence rejected. 7	LAMA PATIENT KA LAIVE PHOTO LENA POSIBAL NHI HE KYU KI PATIENT YAHA SE CHALA JATA HE	Rightly Rejected	pkg is not justified , hence rightly rejected
16	T2105196586527	2019/120631	19100002A - 00	750	Nasim Banu	Hospital not provide live photo at the time of LAMA claim has been rejected7	PROVIDE DETAIL KE ANUSAR PATIENT AB	Reopen & Pay	pkg is justified ,lama case payable 75% , 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
17	T2203195975251	2019/112975	19100002A - 01	750	kamla bai	As per rfp live photo at the time of Discharge not provided hence rejected, as per discharge summery DOD is 19/03/20197	PATIENT KA PAKAGEGE CODE BADANE PAR DATE GALAT PAD GAYI BAKI TO PAKAGE CODE KO 24HR KE BVAD HI LIYA THA	Reopen & Pay	pkg is justified , hence reopen & pay
18	T2903196046294	2019/118381	19100002A - 00	750	Dhapu Bai	as per rfp at the time of discharge time live photo not provide ,hence rejected7	DHAPU BAI HOSPITAL SE DISCHARGE SE PALHE CHC SE CHALI GAYI THI JISAKA LIVE PHOTO LENA SHAMBAV NHI THI ISLIYE CHC SWE ANNEXTURE 7 LAGAYA GAYA THA	Reopen & Pay	pkg is justified ,lama case payable 75% , hence reopen & pay
19	T1601195376181	2019/105858	19100002A - 00	750	Mangi Bai Meena	patient stay less than 24 hr. hence rejected7	patient stay less than 24 hr. hence rejected PAR PATIENT KO 24 HOURS KE BAD HI DISCHARGE KIYA HE FIR BHI REJECT KYU	Rightly Rejected	pkg is not justified , hence rightly rejected
20	T2406196963132	2019/129900	19100002A - 00	750	Pushpa	clear scan pt. id proof of the pt. not provided 7	PAR PATIENT KA ID POORF LAGAYA THA BHAMASHA CARD OR ADDAR KARD LAGA RAKHA	Reopen & Pay	pkg is justified , hence reopen & pay
21	T2909184367586	2019/117583	19100002A - 00	750	Kanhaiya Lal	pt.stay less then 24 hours in the hospital hence case rejected 7	PATIENT KA 24	Rightly Rejected	pkg is not justified , hence rightly 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
22	T1303195895524	2019/112986	19010146A - 00	200	Gafuran Banu	Count of three biometric identification and OTP attempts could not seen in this TID hence rejected7	GULFIRNAN BANU KA MOIC ROUTE SE AMDAMIT KIYA THA	Rightly Rejected	pkg is not justified(wrong pkg selection) , hence rightly rejected
23	T1604196226970	2019/119472	19100002A - 00	750	Hudi Bai	as per rfp live photo at the time and date of discharge is not proavide. hence rejected 7	PATIENT LAMA HO GAYA THA CHC SEC JISAKA KA LIVE PHOTO LENA SHAMBHAV NHI THA	Reopen & Pay	pkg is justified ,lama case payable 75% , hence reopen & pay
24	T2803196037918	2019/111855	19100002A - 00	750	Babri Bai	pt. stay less than 24 hrs. hence rejected 7	PATIENT TIME SE PAHALE BHAG GAYA THA	Reopen & Pay	pkg is justified ,lama case payable 75% , hence reopen & pay
25	T3003196058000	2019/111767	19100002A - 00	750	Champa Lal Bhil	as per RFP pt live photo of discharge not provide hence rejected 7	jab patient chc se lama ho gaya the to uska live pohto lena shambhav nhi tha	Reopen & Pay	pkg is justified ,lama case payable 75% , hence reopen & pay
26	T0205196391569	2019/119471	19100002A - 00	750	Jamani Bai	as per rfp live photo at the time and date of discharge is not proavide. hence rejected 7	PATIENT LAMA	Reopen & Pay	pkg is justified ,lama case payable 75% , hence reopen & pay
27	T2505196635622	2019/120630	19100002A - 00	750	Kailash Kunwar	wrong package selection7	PATIENT KA GALT SE 19100002 KA PACKAGE CODE HO GAYA THA PAR PACKAGE CODE 19110008 KA PACKAGE CODE LENA THA	Rightly Rejected	pkg is not justified(wrong pkg selection) , hence rightly 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
28	T2806197011319	2019/129899	19100002A - 00	750	Amaru Lal Jogi	AS PER RFP LIVE PHOTO OF THE PATIENT AT THE TIME OF DISCHARGE IS NOT PROVIDED BY HOSPITAL, HENCE REJECTED.7	PATIENT KO DISCHARGE KARTE TIME PAR USKA LIVE PHOTO LIYA GAYA PAR NET PROBLEM KI WAJAH SE PHOTO CHEPACHR NHI HUWA	Reopen & Pay	pkg is justified , hence reopen & pay
29	T0405182891276	2019/114059	19100002A - 00	750	Raju Bai Nayak	Counts of three Bio-metric identification attempts could not be seen in this TID,Hence rejected 7	MOICVerificationDoc ument SE PATIEN KI TID JANRET KI THI	Reopen & Pay	pkg is justified , hence reopen & pay
30	T1203195885012	2019/112954	19100002A - 00	750	Mangi Bai	Hospital not provide live photo at the time of LAMA claim has been rejected 7	PAR JO PATIENT LAMA HO JATA HEW USKA LIVE PHOTO KAHA SE LE YE POSIBAL NHI HE	Reopen & Pay	pkg is justified ,lama case payable 75% , hence reopen & pay
31	T0101195240426	2019/105860	19010127A - 00	750	Bhagwati Bai Kumawat	pt.stay less than 24 hr. in hospital hence rejected7	PATENT KA 24 HORES KE BAD HI DISCHARGE KIYA PAR FIR REJECT	Rightly Rejected	pkg is not justified , hence rightly rejected
32	T2105196588787	2019/120527	19100002A - 00	750	Rakesh Khatik	As per documents DOD is 20-05-19 and provided discharge time photo is of 21-0519, As per RFP live photo of discharge time not provided, Hence rejected.7	PATIENT KA LIVE PHOTO LIYA GAYA THA 11:48 PAR 21-05-2019	Reopen & Pay	pkg is justified , hence reopen & pay
33	T1812185120022	2019/105857	19100002A - 00	750	Nandu Bai Regar	Count of 3 bio metric Identification of patient not seen in this TID hence rejected7	PATIENT KA FINGER NOT FOUND AYA	Reopen & Pay	pkg 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
34	T0404196114190	2019/119375	19100002A - 00	750	Manohar Lal Kumawat	count of 3 bio metric identification & OTP attempts could not be seen in this TID hence rejected 7	MANOHAR LAL KUMWAT KA THREE BAR BIOMETIRC ATTEMP HUWA THA	Reopen & Pay	pkg is justified , hence reopen & pay
35	T1705196546692	2019/119376	19110031A - 00	150	Sunil Kumawat	REJECTION DUE TO WRONG PACKAGE SELECTION.7	PATIENT KA PAKAGE CODE 19001130 LENA THA PAR GALT SE 19110031 LE LIYA	Rightly Rejected	pkg is not justified(wrong pkg selection) , hence rightly rejected
36	T1806196895500	2019/129898	19010127A - 00	750	Bheru Singh	Patient stayed less than 24 hours in hospital hence rejected. 7	PATIENT KA PAKAGE CODE 19010127 LIYA THA JO KI DAY CARE WALA THA FIE BHI COMP SE CLAEAM REJAEC KAR DIYA	Rightly Rejected	pkg is not justified , hence rightly rejected
37	T0404196112168	2019/119469	19100002A - 00	750	Kasni Bai	as per rfp live photo at the time and date of discharge is not proavide. hence rejected 7	PATIENT CHC SE LAMA HO GAYA THI USKAE KARAN LIVE PHOTO NHI LIYA GAYA DISCHARGE KE TIME PAR ANNEXTURE 7 LAGAYA GAYA THA	Rightly Rejected	pkg is not justified , hence rightly rejected
38	T1912185126666	2019/105906	19100002A - 00	750	Parwati	As per Audit Sheet, Patient not found admitted at the time of investigation. Discharge ticket not given by hospital. Hence, Claim is rejected. 7	PAR PATEINT KO DISCHARGE KE TIME PAR DISCHARGE OR FORM ATTCHC KIYA THA	Rightly Rejected	pkg is not justified , hence rightly 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
39	T1001195322583	2019/105859	19100002A - 00	750	Kavita	pt. stay less then 24 hour the hospital hence case rejected 7	pt. stay less then 24 hour the hospital hence case rejected PAR PATIENT KO TO TIME KE BAD HI DISCHARGE KIYA THA FIR BHI REJECT KYU KAR DIYA	Rightly Rejected	pkg is not justified , hence rightly rejected
40	T1901195401668	2019/105907	19100002A - 00	750	Sampat Bai	patient stay less than 24 hr. hence rejected7	PATIENT KO TO 24 HAR KE BAD HI DISCHARGE KIYA THA FIR BHI CASE REJAECT HUWA	Rightly Rejected	pkg is not justified , hence rightly rejected
41	T0105196377527	2019/117421	19100002A - 00	750	Kailash	Less than 24 Hrs7	KAILASH KO 01-05-2019 KO 9:00 BAJE ADMIT KIYA OR 02-05-2019 KO 09:44 PAR DISCHARGE KIYA FIR BHI REJECT KYU KIYA	Reopen & Pay	pkg is justified , hence reopen & pay
42	T0203195793436	2019/111713	19100002A - 00	750	Sundra Bai Prajapat	Hospital not provide live photo at the time of LAMA claim has been rejected7	jab sundar bai lama ho gai he to ukxa live pohoto kaha se upload kare jab sundar bai bina bataye yaha se chali gai he to live photo kaha se le	Reopen & Pay	pkg is justified ,lama case payable 75% , hence reopen & pay
43	T0205182869959	2019/117841	19100002A - 00	750	Sundra Bai Prajapat	Counts of 3 Biometric identification and OTP attempts could not be seen in this TID. Hence Rejected. 7	SUNDRA BAI KA THREE BAR BIOMETRIC COUNT HUWA THA	Reopen & Pay	pkg 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
44	T0401195269544	2019/105905	19100002A - 00	750	Devlibai	PATIENT STAY LESS THAN 24 HR. HENCE REJECTED 7	PAR PATIENT KO 24 HOURS KE BAD HI DISCHARGE KIYA THA	Rightly Rejected	pkg is not justified , hence rightly rejected
45	T0404196112316	2019/111720	19100002A - 00	750	Nirmala Sen	PT STAY LESS THEN 24 HR HENCE REJECTED7	nirmala sen ka worang package code select ho gaya he inka 19010146 ka pakage code select karna tha par galti se ganral waord package code selest ho gaya	Rightly Rejected	pkg is not justified , hence rightly rejected
46	T2704196339073	2019/119377	19100002A - 00	750	Kanchan Prajapat	hosp not provide lama discharge photo hence rejected7	JAB PATIENT DISCHARGE SE PAHALE CHC SE BINA BATAYE CHALA GAYA THA JISKE KARAN USKA LIVE PHOTO NHI LE SHAKE	Reopen & Pay	pkg is justified ,lama case payable 75% , hence reopen & pay
47	T1104196180812	2019/119470	19100002A - 00	750	Amba Lal	as per rfp live photo at the time and date of discharge is not proavide. hence rejected 7	PATIENT CHC SE LAMA HO GAYA THA JISKA LIVE PHOTO NHI LE SAKE ISLIYE CHC SE PATIENT KO LAMA DISCHARGE KE TIME PAR ANNEXTURE 7 LAGAYA	Reopen & Pay	pkg is justified ,lama case payable 75% , hence reopen & pay
48	T2202195717592	2019/117416	19100002A - 00	750	Narayani bai	Count of 3 biometric identification and OTP attempt could not see on this TID hence rejected. 7	PATIENT KA 3 BAR BIOMETRIC FINGAR COUNT HUWA HE OR NOT VERIFY AYA HE	Reopen & Pay	pkg 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
49	T1903195954780	2019/111719	19010127A - 00	750	Gita	after query,hospital not provide patient I.D card.rejected Also note : Adhar card is available than OTP count must be greater than three , other wise claim is to be treated as Repudiated . 7	jab gita bai ka admision kiya gaya tab gita by ke pas sirf bhamasha card hi tha or gita bai ka finger nhi a rhe the to moic roue me bhamasha se kar diya to bhamasha se tid grente nhi kar sakte kaya	Rightly Rejected	pkg is not justified , hence rightly rejected
50	T1303182438931	2019/117992	19100002A - 01	750	Aasha Bai	Annexure 2 wasn't filled completely hence REJECTED7	ASHA BAI ANNEXTURE LAGA RAKHA HE	Reopen & Pay	pkg is justified , hence reopen & pay
51	T2105196588787	2019/120528	19100002A - 01	750	Rakesh Khatik	As per documents DOD is 20-05-19 and provided discharge time photo is of 21-0519, As per RFP live photo of discharge time not provided, Hence rejected.7	PATIENT KA LIVE PHOTO LIYA GAYA THA 11:48 PAR 21-05-2019	Reopen & Pay	pkg is justified , hence reopen & pay
52	T0510184429956	2019/117813	19100002A - 00	750	Naval Kunvar	as per rfp the live photo during Admission is not provided hence rejected7	PATIENT KALIVE PHOTO LIYA THA NET PROBLEM KI VAJAH SE NHI HUWA HOGA	Rightly Rejected	pkg is not justified , hence rightly rejected

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