

F (9) Rejection Appeal-I 2 2 9 6

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CHC Jhalapathan Jhalawar-Jhal396	

CHC Jhalapathan Jhalawar-Jhal396 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 Vijay Laxmi (mo bsbyraj@gmail com)
- Dr Alka Rajpurohit (bsbynia@gmail com)
- ex party (chcjhalrapatan@yahoo com)

बैठक में **CHC Jhalapathan Jhalawar-Jhal396** ने न्यू इंडिया एश्योरेंस कंपनी द्वारा गलत किए गए 39 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	13
2	Re-open & Query	0
3	Rightly Rejected	26

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 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	T1112198815201	2020/156258	19110034A - 00	650	Gopal Gurjar	As per Audit Sheet, Patient not found admitted at the time of investigation. Discharge Ticket not given by Hospital. Hence, Claim is Rejected. 7	sir pts. discharge kiya he	Rightly Rejected	as per MDP X-ray film not provide case not justified hence rightly rejected
2	T2106196935765	2019/130573	19110034A - 00	650	MUKBARIK HUSAIN	As per RFP live photo of patient at the time of Discharge not provide hence rejected 7	sir pts ka live photo liya gaya he	Rightly Rejected	AFTER QUERY, CLEAR IOPA IS NOT PROVIDED.case not justified hence rightly rejected .
3	T0612198778388	2020/156303	19110034A - 00	650	Sunita	As per Audit Sheet, Patient not found admitted at the time of investigation. Discharge Ticket not given by Hospital. Hence, Claim is Rejected. 7	sir pts discharge kiya he	Rightly Rejected	as per MDP clear X-ray film not provide case not justified hence rightly rejected
4	T2102195706086	2019/119200	19110034A - 00	650	Imraan	Count of 3 biometric identification and OTP attempt could not see on this TID hence rejected. 7	sir pts ka aadhar nahi bana he parpra 2 me likha he or sing. kiye he	Rightly Rejected	Claim is right rejected as 3 count of biometric attempts are not seen in IT service failure. PT. ID proof not provide hence rightly rejected
5	T2603196020429	2019/119199	19110034A - 00	650	Ramesh Chand	After query of kindly provide clear iopa hospital not provided hence rejected.7	sir we sent iopa x ray	Rightly Rejected	(MDP-RR) After query, hospital has not provided the MDP document....clear IOPA X-RAYwhich is necessary for the booked package. Hence , Claim has been 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
6	T2408197653910	2019/137108	19100002A - 01	750	Mahesh Kandara	As per RFP Clauses 1.9.2 & 1.3.9 eligibility & identity of patient not done, thru BSBY Card ,hence rejected.7	SIR WITHOUT QUERY REJECT	Reopen & Pay	As per MDP all documents uploaded case justified hence reopen and pay
7	T1806196896168	2019/132229	19110034A - 00	650	Ramniwas Vaishnav	NO CLEAR IOPA ARE PROVIDED. HENCE THE CASE IS REJECTED.7	we provide pree and post iopa	Rightly Rejected	After query, hospital has not provided the MDP document..... CLEAR IOPA X-RAYwhich is necessary for the booked package. Hence , Claim has been rightly rejected.
8	T2002195694031	2019/112568	19010183A - 00	350	Lal Kanwar	three times biometric details was not provided by the hospital hence rejected7	SIE WE TAKE MANY TIME PTS THUMBH BUT SOFWEAR PROBLAM	Reopen & Pay	As per MDP all documents uploaded case justified hence reopen and pay
9	T0812198792192	2020/156295	19110032A - 00	500	SALMA BEE	As per Audit Sheet, Patient not found admitted at the time of investigation. Discharge Ticket not given by Hospital. Hence, Claim is Rejected. 7	sir pts dis charge kiya he	Rightly Rejected	as per MDP clear X-ray film not provide case not justified hence rightly rejected
10	T0212198746250	2020/156262	19110034A - 00	650	Vandna Kumari Bheel	As per Audit Sheet, Patient not found admitted at the time of investigation. Discharge Ticket not given by Hospital. Hence, Claim is Rejected. 7	sir pts diss charge kiya he	Reopen & Pay	As per MDP all documents uploaded case justified hence reopen and pay
11	T0112198738424	2019/150447	19110008A - 00	100	Raju	as per rfp live photo at the time of admission & discharge is not provided hence case rejected 7	WE SENT LIVEPHOTO	Rightly Rejected	both photo (pre and post pt. photo) different person case 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
12	T0211198423348	2019/150448	19110030A - 00	200	Mohit Rathor	After Query pre & post Op Clinical photo not provide hence rejected 7	WE SENT LIVE PHOTO	Rightly Rejected	as per MDP pre and post clinical photo not provide case not justified hence rightly rejected
13	T1212198823319	2020/156314	19110034A - 00	650	Sunita	As per Audit Sheet, Patient not found admitted at the time of investigation. Discharge Ticket not given by Hospital. Hence, Claim is Rejected. 7	sir pts diss charge kiya he	Reopen & Pay	As per MDP all documents uploaded case justified hence reopen and pay
14	T0512198776249	2020/156260	19110025A - 00	250	Harsh Vardhan	As per Audit Sheet, Patient not found admitted at the time of investigation. Discharge Ticket not given by Hospital. Hence, Claim is Rejected. 7	sir pts discharge kiya he	Rightly Rejected	as per MDP clear X-ray film not provide case not justified hence rightly rejected
15	T1309197882370	2019/140541	19110034A - 00	650	KHUSHABU	not provide discharge summery hence rejected 7	sir we sent query answar diss charge sammary	Rightly Rejected	as per MDP IOPA film and discharge summary not provide case not justified hence rightly rejected
16	T1809197947238	2019/139105	19110034A - 00	650	Parveen Bano	as per rfp live admission photo is not provided hence rejected 7	sir we sent live photo	Rightly Rejected	As per RFP live photo of the patient at the time of admission not provided case not justified hence rightly rejected
17	T2203195974772	2019/112567	19110030A - 00	200	Chitra Kasera	after query hospital not provide intraoral pre and post clinical photo of the restored teeth,hence case rejected 7	WE PROVIDE INTAORAL CLINICAL PHOTO	Rightly Rejected	pre and post clinical photo not provide after query to hospital case 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
18	T2708197678636	2019/140542	19110034A-00	650	Salma Bee	pre op. X ray is not provided hence case rejected 7	sir salma bee is prengnet so no iopa x ray	Rightly Rejected	as per MDP IOPA film not provide case not justified hence rightly rejected
19	T0909197832550	2019/138044	19110034A-00	650	Rais Mohammad	reason on annexure 2 not justified.. hence rejected7	SIR RD SERVICE FAILURE SO PTS NOT VERIFY THUMB	Rightly Rejected	Claim is right rejected as 3 count of biometric attempts are not seen in IT service failure. PT. ID proof not provide hence rightly rejected
20	T2211198643280	2020/156317	19110034A-00	650	Ranu Khanam	IOPA not provided hence case rejected 7	sir ranu is pregnant so we not provide x ray	Rightly Rejected	as per MDP clear X-ray film not provide case not justified hence rightly rejected
21	T1708197571803	2019/138045	19100002A-00	750	Samreen	satisfaction voucher not found7	SIR PTS REFFAR AND WE ATTECH REFFARAL CARD	Reopen & Pay	As per MDP all documents uploaded case justified hence reopen and pay
22	T0507197091370	2019/132227	19110034A-00	650	Chhote Lal	AFTER QUERY, CLEAR IOPA IS NOT PROVIDED. HENCE REJECTED.7	we provide post iopa	Reopen & Pay	As per MDP all documents uploaded case justified hence reopen and pay
23	T2803196035670	2019/114114	19100002A-00	750	MUKESH REGAR	pt admit less 24 hrs7	24	Rightly Rejected	(24 Hrs- RR) Claim has been rightly rejected as patient stay is less than 24 hrs.
24	T0612198778258	2020/156300	19110034A-00	650	Ram Dayal Luhar	As per Audit Sheet, Patient not found admitted at the time of investigation. Discharge Ticket not given by Hospital. Hence, Claim is Rejected. 7	sir pta dis charge kiya he	Reopen & Pay	As per MDP all documents uploaded case justified hence reopen and pay

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1	2	3	4	5	6	7	8	9	10
25	T1012198807370	2020/156291	19110034A - 00	650	Dipika Sen	As per Audit Sheet, Patient not found admitted at the time of investigation. Discharge Ticket not given by Hospital. Hence, Claim is Rejected. 7	sir pts dis charge kiya he	Rightly Rejected	as per MDP clear X-ray film not provide case not justified hence rightly rejected
26	T3108197728051	2019/138043	19100002A - 02	750	ANJUM BANO	pt. stay less then 24 hr7	sir pts ke 24 hourse pure ho chuke he	Reopen & Pay	As per MDP all documents uploaded case justified hence reopen and pay
27	T1212198823654	2020/156434	19110034A - 00	650	Bhagwati Bai	As per Audit Sheet, Patient not found admitted at the time of investigation. Discharge Ticket not given by Hospital. Hence, Claim is Rejected. 7	sir pts diss charge kiya he	Reopen & Pay	As per MDP all documents uploaded case justified hence reopen and pay
28	T0107197046931	2019/132231	19110034A - 00	650	Rukhsar Qureshi	NOT PROVIDE IOPA XRAY 7	sir pts ruksar is pregnant so we not take x ray	Rightly Rejected	After query, hospital has not provided the MDP document..... CLEAR IOPA X-RAYwhich is necessary for the booked package. Hence , Claim has been rightly rejected.
29	T2508197656043	2019/140540	19110034A - 00	650	Yashoda Bai	Not provide post obturative iopa hence Rejected7	sir pts yashoda bai is prengnent so not avlebale iopa	Rightly Rejected	as per MDP IOPA film not provide case not justified hence rightly rejected
30	T1804196252742	2019/119198	19110032A - 00	500	Gaytri Devi	As per RFP live photo of the patient at the time of admission not provided hence rejected7	sir we send admit time phooto and discharge time live photo	Rightly Rejected	As per RFP live photo of the patient at the time of admission not provided case 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
31	T1112198816518	2020/156409	19110034A - 00	650	Rijwana B	As per Audit Sheet, Patient not found admitted at the time of investigation. Discharge Ticket not given by Hospital. Hence, Claim is Rejected. 7	sir pts dis charge kiya he	Rightly Rejected	as per MDP clear X-ray film not provide case not justified hence rightly rejected
32	T1903195954342	2019/112565	19010183A - 00	350	Kalulal Prajapati	pt irv detailed of block date is not provided hence rejected7	SIR PTS COME ANY REASON NEXT DAY SO ARV NEXT DAY	Reopen & Pay	As per MDP all documents uploaded case justified hence reopen and pay
33	T0909197832027	2019/140848	19110034A - 00	650	Devendra Kumar Porwal	reason given in annex 2 not valid7	sir reason given in annex 2 mai x ray scan ho gaya he quary kare	Rightly Rejected	as per RFP clear IOPA film not provide case not justified hence rightly rejected
34	T1212198824628	2020/156312	19110034A - 00	650	Bajarang Lal	As per Audit Sheet, Patient not found admitted at the time of investigation. Discharge Ticket not given by Hospital. Hence, Claim is Rejected. 7	sir pts diss charge kya he	Rightly Rejected	as per MDP clear X-ray film not provide case not justified hence rightly rejected
35	T1012198808847	2020/156261	19110034A - 00	650	ASHOK	As per Audit Sheet, Patient not found admitted at the time of investigation. Discharge Ticket not given by Hospital. Hence, Claim is Rejected. 7	sir pts dis charge kiya he	Reopen & Pay	As per MDP all documents uploaded case justified 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
36	T0512198771703	2020/156259	19110034A - 00	650	Govind Lal	As per Audit Sheet, Patient not found admitted at the time of investigation. Discharge Ticket not given by Hospital. Hence, Claim is Rejected. 7	pts discharge kiya he	Reopen & Pay	As per MDP all documents uploaded case justified hence reopen and pay
37	T0909197832209	2019/139106	19110008A - 00	100	Tara Chand	invalid reason for admission through MOIC route.7	sir RD service failuar thi	Rightly Rejected	as per MDP X-ray film and clinical photo not provide case not justified hence rightly rejected
38	T1711198588723	2019/150446	19110030A - 00	200	Chaturbhuj Nagar	after query hospital not provide postoperative clinical photo7	WESENT CLINICAL PHOT	Rightly Rejected	as per MDP IOPA film not provide case not justified hence rightly rejected
39	T1206183289268	2019/113183	19100002A - 00	750	Mohit Sacchar	Counts of 3 Biometric identification and OTP attempts could not be seen in this TID. Hence Rejected7	24	Reopen & Pay	As per MDP all documents uploaded case justified hence reopen and pay

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