

**Case Reference: INT/KOL/2024/069**

Mr. Sumanta Narayan Podder . ..... Complainant

vs

Fortis Hospital.....Respondent/ Respondents

**ORDER SHEET**

Office Note	Order No.	Date	Order
	1.	22/03/2024	<p>The complaint would relate to unethical billing. The patient had anal fissure. He was operated by Dr. Udipta Roy at Medica under a PPN package. Amount was duly realised by Medica from the insurance after the TPA approval. PPN package cost was Rs. 55,000/-.</p> <p>During follow up check up it revealed, the patient would need further surgery for seton removal coupled with fistula surgery. By that time the concerned surgeon left Medica and joined Fortis. Dr. Roy advised the patient to get admission in Fortis.</p> <p>After the surgery, Fortis, while uploading bill for TPA approval, broke it into four parts that TPA did not allow. They asked Fortis to resubmit the bill showing it as a composite surgery under PPN package. It was not</p>

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done. Hence TPA approved a lesser amount of Rs. 41,000/-. As a result, the patient had to bear an additional sum of Rs. 19,284/- for which he has approached us.

We have heard the complainant. We have also heard Mr. Sahin Biswas and Mr. Saikat Banerjee on behalf of the Fortis.

Mr. Banerjee, wants to justify the breaking up as a policy decision of the hospital. He would also say, it was done in consultation with the surgeon.

This was noticed by us in another case when we cautioned Fortis that they should change their software programming. It now appears, they have not done so.

Removal of anal fissure surgery is a single procedure that is well recognised in the medical field including the medical insurance. Medica accordingly billed and got the payment. There could be no occasion for the same surgeon to change his mind. It would be difficult for us to believe, it was done at the instance of the surgeon.

We direct Fortis to refund the amount that the

41



patient had to pay extra for such splitting up being Rs 19,284/- upon sharing of his bank details.

The complainant is also directed to cooperate with Fortis so that they can call back their bill from the insurance and submit a fresh bill showing it is as a single surgery. In case such bill is raised we would request, the insurance company may honour the same.

However, payment of refund as directed herein, would not be dependent upon recovery of the amount from the insurance company by Fortis.

Fortis is also directed to write to us after software programming is changed so that henceforth, we would not be confronted with such unpleasant and unethical bill from the concerned CE.

The complaint is disposed of accordingly.

Sd/-  
The Hon'ble Chairperson

Sd/-  
Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-  
Dr. Maitrayee Banerjee – Member

Sd/-  
Smt Madhabi Das – Member

*Handwritten initials*

*Authenticated*  
*[Signature]*  
Secretary  
West Bengal Clinical Establishment  
Regulatory Commission