

## CLAIMING BEFORE AND AFTER YEAR-END

Services	MMI Health (previously ONECARE Health)	Medscheme
<b>Healthcare provider claims submissions (General Practitioner, Specialists and Allied Healthcare Professionals)</b>	The previous administrator will continue to process all claims for treatment rendered prior to and including <b>31 December 2017</b> .	Claims with service dates from <b>1 January 2018</b> should be submitted directly to Medscheme through electronic data interchange (EDI), while paper claims can be emailed to <a href="mailto:vrqcurrentclaims@medscheme.co.za">vrqcurrentclaims@medscheme.co.za</a> or posted or couriered to: PO Box 74 Vereeniging 1930  Alternatively, claims can be handed in at any of the walk-in branches.
<b>Hospital and other healthcare facilities, pre-authorisations, claims and claims queries</b>	All hospital claims, transactions and queries up to and including <b>31 December 2017</b> will be processed by the previous administrator.  All accounts for members in hospital during the transfer period must be ended on <b>31 December 2017</b> and a new authorisation must be requested from Medscheme from <b>1 January 2018</b> .	All claims submissions and transactions with a service date from <b>1 January 2018</b> will be processed by Medscheme.  Claims should be submitted through EDI, while paper claims can be posted or couriered to:  Medscheme P O Box 38632 Pinelands 7430  The Boulevard Buildings F and G Searle Street Woodstock 7925  It is compulsory to obtain a new pre-authorisation for members or dependents hospitalised from <b>1 January 2018</b> onwards.
<b>Pre-authorisation and updates for admission to hospital and other facilities</b>	Enquiries related to authorisations prior to <b>1 January 2018</b> must be referred to the previous administrator.  Future dated authorisations received prior to <b>1 January 2018</b> must be confirmed with Medscheme.	Medscheme will provide pre-authorisations for services rendered from <b>1 January 2018</b> .  Hospitals and other facilities must use the Medscheme web functionality from <b>1 January 2018</b> to send through authorisation requests for admissions from <b>1 January 2018</b> onwards.  It is compulsory to obtain a pre-authorisation for members or dependents hospitalised prior to <b>1 January 2018</b> .  <b>Hospital pre-authorisation</b> Call Centre: 0861 100 220  <b>Authorisations:</b> <a href="mailto:Nedgroup.authorisations@medscheme.co.za">Nedgroup.authorisations@medscheme.co.za</a>

37 Conrad Road, Florida North, Roodepoort 1709, PO Box 74, Vereeniging 1930, South Africa

**Enquiries:** Tel 0860 100 080 | Fax 0860 111 784 **Pre-authorisation:** Tel 0860 100 080 | Fax 0860 212 223

**Chronic Medication:** Tel 011 100 7557 | Fax 086 679 1579 **Website:** [nmas.medscheme.com](http://nmas.medscheme.com)

**Trustees:** Mr H Stephens (Chairman), Mrs N Bhoolia, Mr G Botha, Mr A Dicks, Ms K Eaton, Mr D Govender, Mrs L Masoga, Mr D McMullen, Ms S Morland, Mr D Ncala, Mr GS Nienaber, Mr TN Tlatsana, Mr WE Turton. **Principal Officer:** Mrs J Le Roux

		<b>Case management updates:</b> <a href="mailto:nedgroup.updates@medscheme.co.za">nedgroup.updates@medscheme.co.za</a>	
<b>Chronic Medicine Management (CMM) pre-authorization</b>	Scriptpharm will continue to process all claims for CMM for services rendered from <b>1 January 2018</b> onwards.		
<b>General Practitioner (GP) and Specialist networks</b>	The GP and Specialist networks will be managed by MMI Health up until <b>31 December 2017</b> .	The GP and Specialist networks will be managed by Medscheme as of <b>1 January 2018</b> .  For all GP and Specialist network-related queries as well as out-of-hospital benefit queries, please contact the HCP Call Centre on 0861 112 666.	
<b>Oncology management</b>	MMI Health will process claims for oncology services rendered prior to <b>1 January 2018</b> .  Updates to authorisations for these services must be done before close of business on <b>31 December 2017</b> . Thereafter, Medscheme will be responsible for all pre-authorization updates.	Medscheme will process all claims and provide authorisations for oncology services rendered with treatment dates from <b>1 January 2018</b> .	
<b>HIV Disease Management</b>	The previous administrator will provide pre-authorization for chronic medication until <b>31 December 2017</b> . Enquiries related to authorisations prior to <b>1 January 2018</b> must be referred to Care Works.	Aid for Aids (AfA) will provide HIV disease services from <b>1 January 2018</b> .  <b>Please note:</b> Authorisations granted by the previous administrator will be loaded on the AfA system for ongoing treatment and claims processing. Updates and new authorisations will be done by AfA from <b>1 January 2018</b> . Please contact AfA on 0800 227 700 or email <a href="mailto:afa@afadm.co.za">afa@afadm.co.za</a> for all HIV management related enquiries.	
<b>Hubs and Switches</b>	Claims with a service date prior to <b>1 January 2018</b> must be submitted directly to the previous administrator.	Claims with a service date from <b>1 January 2018</b> must be submitted directly to Medscheme.  It is therefore important to ensure that the scheme routing codes are updated in order for the claims to be routed to Medscheme.	
<b>Scheme Option Mapping</b>	<b>Map to:</b>		
	<b>OneCare option</b>	<b>Medscheme option</b>	<b>Option Code</b>
	Traditional Plus	Comprehensive	430-924

## CONTACT DETAILS

### Healthcare professional contact centre (general enquiries)

Call 0861 112 666

[specialist@medscheme.co.za](mailto:specialist@medscheme.co.za)

### Hospital pre-authorization

Call 0860 100 080

Fax 0860 21 22 23 or 021 466 1913

[Nedgroup.authorisations@medscheme.co.za](mailto:Nedgroup.authorisations@medscheme.co.za)

### Hospital and other facilities claims queries

Call 0860 002 148

[ClinixQ@medscheme.co.za](mailto:ClinixQ@medscheme.co.za)

[JMHQ@medscheme.co.za](mailto:JMHQ@medscheme.co.za)

[LifehealthQ@medscheme.co.za](mailto:LifehealthQ@medscheme.co.za)

[MediclinicQ@medscheme.co.za](mailto:MediclinicQ@medscheme.co.za)

[NetcareQ@medscheme.co.za](mailto:NetcareQ@medscheme.co.za)

[NHNQ@medscheme.co.za](mailto:NHNQ@medscheme.co.za)

Independent Hospitals: [HospQ@medscheme.co.za](mailto:HospQ@medscheme.co.za)

Alternative Care: [AltQ@medscheme.co.za](mailto:AltQ@medscheme.co.za)

DoH: [DOHQ@medscheme.co.za](mailto:DOHQ@medscheme.co.za)

**Chronic medicine management**

Call 011 100 7557

Fax 086 679 1579

[nedgroup@scriptpharm.co.za](mailto:nedgroup@scriptpharm.co.za)

**HIV management**

Member: 0860 100 646

Provider: 0800 227 700

Fax: 0800 600 773

[afa@afadm.co.za](mailto:afa@afadm.co.za)

**Oncology management**

Call 0860 100 572

Fax: 021 466 2303

[cancerinfor@medscheme.co.za](mailto:cancerinfor@medscheme.co.za)