

2018 Family Practitioner (FP) Quick Reference Guide

A Member of AfroCentric Group



SERVICE	PURPOSE	TELEPHONE	FAX	EMAIL ADDRESS
Healthcare Professional Contact Centre (IVR) including Website Assistance	Benefits and claims, remittance, statement and Medscheme website enquiries, as well as Specialist Referral number requests.	0861 112 666	011 671 3830	Dental: dentistry@medscheme.co.za Optometry: optical@medscheme.co.za Family Practitioner (FP): gp@medscheme.co.za Pharmacy: pharmacy@medscheme.co.za Specialist: specialist@medscheme.co.za Dental (Polmed): dental.polmed@medscheme.co.za Polmed: polmedhcp@medscheme.co.za Hosmed: providerenquiry@hosmed.co.za
Network Contract Management (NCM)	Agreement, Annexure and REPI2 category queries	0861 112 666	Family Practitioner (FP): 0860 244 738 Specialist: 0860 222 453	Family Practitioner (FP): nc@medscheme.co.za Specialist: ncspecialists@medscheme.co.za
REPI²	Peer Management and Upgrade Motivations	None	None	REPIcorrespondence@medscheme.co.za
Aid for AIDS	HIV/Aids related queries	0800 227 700	0800 600 773	afa@afadm.co.za
BonCap Call Centre	All Bonitas BonCap option related queries	0861 239 333	0800 222 210	boncap@bonitas.co.za
Chronic Medicine Management	Submissions and queries	0861 100 220	0800 223 670 0800 223 680	AECI Medical Aid Society: aecicmm@medscheme.co.za Bonitas Medical Fund – General: chronicmeds@bonitas.co.za Bonitas Medical Fund – Diabetes: diabetesmeds@bonitas.co.za BonCap option only: boncapchronic@bonitas.co.za Fedhealth Medical Fund: cmm@fedhealth.co.za MBMED Medical Aid Fund: mbmedcmm@medscheme.co.za Nedgroup Medical Aid Scheme - Biologicals: nedgroupcmm@medscheme.co.za Nedgroup Medical Aid Scheme - Chronic: nedgroup@scriptpharm.co.za Old Mutual Staff Medical Aid Fund: omsmafcm@medscheme.co.za POLMED: polmedcmm@medscheme.co.za SABC Medical Aid Scheme: sabccmm@medscheme.co.za SAMWUMED: samwumed@medscheme.co.za Sasolmed: sasolmedcmm@medscheme.co.za GEMS: chronicaults@gems.gov.za fraud@medscheme.co.za
Fraud Hotline	Fraud related matters	0800 112 811	None	fraud@medscheme.co.za

**Healthcare Professionals Contact Centre
And Interactive Voice Recording (IVR)
0861 112 666**

SPECIALIST REFERRAL PROCESS

A Specialist Referral Authorisation is required when a FP who belongs to a Scheme network refers a member of that Scheme to a Specialist.

Please follow these easy steps in order to obtain a Specialist Referral Number:

1. Call 0861 112 666.
2. For the Healthcare Professional Contact Centre press 1.
3. Enter your 7 digit practice number followed by the # key.
4. For a Specialist Referral Number press 5.
5. Follow the prompts to obtain a specialist referral authorisation.

Specialist Referral can also be done via the web:
Visit www.medscheme.com > login as a provider > click on Specialist Referral (and complete all required information).

Take note: Specialist Referrals and authorisations are not required for your patient's first visit to a Gynaecologist in a year, nor for a child below two years of age to consult a Paediatrician.

E-CONTRACTING

Minimize your carbon footprint by accepting the contracts on our website.

1. Go to: www.medscheme.com
2. Click Login as a Provider or register as a new provider by creating your own personal Username and Password.
3. Click Lookup tool > E- contracts.
4. Below the Unsigned contracts tab, find the relevant Medscheme Agreement

All practices to bill at Scheme Rate		Automatically added when a consult is processed	
Schemes	REPI2 Category 3 Scheme Rate	REPI2 Category 1 Enhanced fee	REPI2 Category 2 Enhanced fee
AECI	R361.70	R108.50	R36.20
Bonitas	R357.80	R43.70	R21.90
Fedhealth	R355.90	R35.60	R17.80
MBMED	R357.50	R80.00	R30.00
Sasolmed	R356.50	R86.20	R59.70
Nedgroup	R363.00	R40.00	R0
Polmed	R400.00	Non-network – R368	
Fedhealth: Blue Door Plus option		2018 Rate	
Dispensing		R355.90	
Non-Dispensing		R259.10	
Bonitas: BonCap option		2018 Rate	
Dispensing		R404.40	
Non-Dispensing		R340.90	
Hosmed		2018 Rate	
Dispensing		R355.60	
Non-Dispensing		R244.90	
GEMS: S&B Options		2018 Rate	
		Dispensing doctor tariff	Non-dispensing doctor tariff
Level 1		R368.00	R277.20
Level 2		R353.20	R277.20
Level 3		R321.80	R257.70
		Authorisation	
		After 6 th visit within network	
GEMS: Ruby, Emerald and Onyx (REO) Options		2018 Rate	
GEMS REO GP network consultation fee (Scheme rate)		R361.50	
Enhanced consultation fee applicable to category 1 FP Network practices		R51.50	
Enhanced consultation fee applicable to category 2 FP Network practices*		R23.40	

*Not applicable for first quarter of 2018

Billing:

Medscheme manages FP Networks for AECI, Bonitas, Fedhealth, Hosmed, MBMED, Nedgroup, Polmed and Sasolmed: Please submit your claims at the Scheme rate and Medscheme will add the enhanced fee on a separate line where applicable.

GEMS Sapphire and Beryl FP Network:

Please submit your claims according to your GEMS Sapphire and Beryl score. A GEMS Sapphire and Beryl level 1 dispensing network FP should therefore bill for a consultation during the relevant period. Refer to your latest GEMS Sapphire and Beryl quarterly adherence report for your score and more information.