FP NETWORK PRACTICE GUIDE

2026



AECI®
MEDICAL AID SOCIETY

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INTRODUCTION

Dear Family Practitioner

In the past, fragmented healthcare has led to inefficient and costly treatment for our beneficiaries. To address this, we introduced care coordination because we believe it not only improves the quality of care for each patient but also helps reduce overall health costs.

As one of our valued Network FPs, we deeply appreciate the vital role you play in caring for our beneficiaries. Our aim is to make your work as smooth and effective as possible, which is why we have prepared this guide. It provides all the key information you need to deliver the best possible care to AECI beneficiaries, including an overview of AECI's value-add programmes designed to complement and enhance the services you provide.

Please note that the AECI FP tariff rates will increase by 4.6%, effective 1 January 2026.

If you have any questions, please call the Healthcare Provider Contact Centre on 0861 112 666.

Thank you for your continued commitment to delivering high-quality care. We look forward to working together to shape the future of healthcare in 2026.

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FAMILY PRACTITIONER NETWORK FEES

The AECI FP Network reimbursement models differ per Option. The applicable reimbursement rates are outlined below:

FP Network Reimbursement Model for the AECI Comprehensive and the Comprehensive Select Options:

The AECI Medical Aid Society FP Network reimbursement model for 2026 will include an enhanced fee in accordance with your REPI² category score.

FAMILY PRACTITIONER CONSULTATION RATES (0190 - 0192)	
AECI Medical Aid Society FP Network consultation fee	R529.50
Enhanced consultation fee for REPI² category 1 FP Network practices	R112.50
Enhanced consultation fee for REPI² category 2 FP Network practices	R50.70

Important Billing Note:
Please do not manually add the enhanced consultation fee to your AECI Medical Aid Society FP Network consultation fee **(R529.50)**. This enhanced fee will be automatically allocated to qualifying practices upon payment of consultations. Your remittance advice will reflect a **code 247** comment for each consultation that qualifies for an enhanced fee. Please note that the enhanced fee amount will not appear on individual claim lines. Instead, the total value of all enhanced fees will be consolidated and displayed as a single amount, marked with code 247 and the description **"Enhanced Fees"**, at the beginning of the claim summary.

Example:
50 (consultations) X R112.50 (enhanced fee) = R5 625.00

FP Network Reimbursement Model for the AECI Value Option:

Practitioners are reimbursed based on their dispensing status. Those with a dispensing license receive a higher consultation fee, which includes the cost of any medication provided during the visit. As such, dispensing practitioners should not issue prescriptions for members to collect medication from a pharmacy, as these claims will be declined.

TARIFF CODE	TARIFF CODE DESCRIPTION	DISPENSING FP TARIFF
0190 – 0192	Dispensing doctors: Consultation fee including acute medication	R543.30
0190 – 0192	Non-dispensing doctors: Consultation fee excluding acute medication (consultations only)	R492.90
0130	Telephone consultation (all hours) including writing of scripts	R354.90
0132	Consultation services, e.g. writing of scripts (only to be billed in the absence of any consultation tariff, e.g. 0190, 0191 and 0192)	R160.50

Network Compliance
To protect members from out-of-pocket expenses, please ensure that the network rates are correctly loaded onto your Practice Management Software (PMS).





FAMILY PRACTITIONER NETWORK FEES

Additional Tariff Codes - All Options

We will reimburse you for performing certain procedures in your rooms instead of referring patients to a hospital for these interventions. The following procedures may be billed **in addition to consultation codes**, with material costs included:

TARIFF CODE	TARIFF CODE DESCRIPTION (INCLUDING COST OF MATERIALS)	2026 GLOBAL FEE
0255	Drainage of subcutaneous abscess onychia, paronychia, pulp space or avulsion of nail	R438.80
0259	Removal of foreign body superficial to deep fascia (except hands)	R463.80
0300	Stitching of soft-tissue injuries: Stitching of wound (with or without local anaesthesia): Including normal after care	R599.30
0301	Stitching of soft-tissue injuries: Additional wounds stitched at same session (each)	R125.20
0307	Excision and repair by direct suture; excision nail fold or other minor procedures of similar magnitude	R751.10
0887	Limb cast (excluding after care) (modifier 0005 not applicable)	R661.30
3615	Routine obstetric ultrasound at 10 to 20 weeks gestational age preferable at 10 to 14 weeks gestational age to include nuchal translucency assessment	R934.70
3617	Routine obstetric ultrasound at 20 to 24 weeks to include detailed anatomical assessment	R934.70
0206	Intravenous rehydration therapy with or without administration of intravenous antibiotics	R121.50
0241	Cauterisation of warts/chemo cryotherapy of lesions	R163.00
1232	Resting ECG (including electrodes)	R163.00
2137	Circumcision in rooms	R1 236.40
4614	HIV rapid test	R175.70
0310	Radical excision of nail bed in rooms	R783.00





SPECIALIST REFERRAL

WHY AECI REQUIRES A SPECIALIST REFERRAL

** Only applicable on the Comprehensive Select Option and Value Option*

There is an increasing trend of fragmented care, where several beneficiaries receive duplicate treatments from multiple doctors and providers. This results in a poor patient experience and compromises the delivery of safe, appropriate, and effective care.

To address this, AECI beneficiaries are **required to consult their Network Family Practitioner (FP) before scheduling an appointment with a specialist**. The FP will then obtain a referral number for the specialist consultation, ensuring that the patient is directed to the appropriate specialist.

Failure to follow this process will result in the beneficiary being liable for the full cost of the specialist claim, payable out of pocket..

HOW TO OBTAIN A SPECIALIST REFERRAL NUMBER

- FPs may obtain specialist referrals through the Healthcare Professional (HCP) Portal on the Medscheme website by following these steps:
  - Visit www.medscheme.com
  - Navigate to the **HCPs** tab at the top of the home page and log in using your provider credentials.
  - Navigate to **Main Menu > My Patients > Specialist Referral**.
  - Enter the membership number and select the appropriate **Beneficiary**.
  - If the specialist's practice number is known, enter it and select the preferred specialist from the map.
  - If the specialist practice number is unknown, select the relevant discipline, define the preferred search radius, click **Search** and choose the preferred specialist from the map.

- Alternatively, contact the Healthcare Provider Contact Centre on 0861 112 666 and use the Interactive Voice Recognition function to obtain a referral number. You will need to have the following information at hand:

Your practice number, e.g. 1234567

Your patient's membership number, e.g. 466000000.....

Your patient's beneficiary number, e.g. 00

Your patient's date of birth in the format DDMMYYYY, e.g. 31121954

The practice type, e.g. 18 for a physician

The number of months that you want the patient to visit the specialist (between 1 and 6, e.g. 3).
A referral number will automatically be created for the beneficiary on the system from the date that you created the referral and adding the number of months you have chosen to create, as well as an
end date for the referral.

- Quick reference guide for specialist practice types requiring a specialist referral:

SPECIALIST TYPE	SPECIALIST TYPE DESCRIPTION	SPECIALIST TYPE	SPECIALIST TYPE DESCRIPTION
12	Dermatologist	28	Orthopaedic Surgeon
16	Gynaecologist	30	Otorhinolaryngologist (ENT)
17	Pulmonologist	31	Rheumatologist
18	Physician	32	Paediatrician
19	Gastroenterologist	33	Cardiology Paediatrician
20	Neurologist	36	Plastic and Reconstructive Surgeon
21/33	Cardiologist and Paediatric Cardiologist	42	Surgeon
22	Psychiatrist	44	Cardiothoracic Surgeon
24	Neurosurgeon	46	Urologist

PHARMACY NETWORKS

AECI has an extensive pharmacy network that includes Clicks, Dis-Chem, MediRite, Netcare, Pharmacy Direct, Clicks Direct Medicines, Dischem Direct Pharmacy, Medipost Pharmacy, Scriptwise Courier Pharmacy and various independent pharmacies. Network pharmacies have agreed to charge contracted dispensing fees, ensuring that beneficiaries will not be liable for co-payments.

Please find information below regarding designated service providers, preferred provider networks and co-payments:

CHRONIC MEDICATION	BENEFIT RULES
PHARMACY NETWORK **Pharmacy Direct is the DSP for HIV meds on Comprehensive Select*	• AECI has agreements with Clicks, Dis-Chem, MediRite, Netcare, Pharmacy Direct, Clicks Direct Medicines, Dischem Direct Pharmacy, Medipost Pharmacy, Scriptwise Courier Pharmacy and various independent pharmacies. AECI beneficiaries should be reminded to make use of one of these pharmacies.
HOW TO APPLY FOR CHRONIC MEDICINE	• Please call the AECI Contact Centre on 0861 100 220 or email aecicmm@medscheme.co.za
CHANGES OR UPDATES	• Changes or updates to chronic medication are done telephonically by contacting the AECI Contact Centre on 0861 100 220
CHRONIC FORMULARIES AND DISEASE BASKETS	• Formularies can be viewed at medscheme.com > Log in as HCP on the home page > Click on the Main Menu > Click on Documents Look Up Tool > Click on Medicine Management > Select the AECI folder > Select the relevant formulary folder. • Disease baskets can be viewed at www.medscheme.com > Login as a provider > click lookup tool > disease basket lookup.
CO-PAYMENTS	• Co-payments can be avoided by: - Ensuring beneficiaries on the Comprehensive Option makes use of the contracted pharmacies; voluntary use of non-network pharmacy will result in a 10% co-payment - Prescribing in-formulary drugs; and - Ask the pharmacist to substitute expensive medications with a generic equivalent that will not attract a MPL co-payment. • Chronic Medication on the Comprehensive Select Option is subject to Prescribed Minimum Benefit Conditions only and is only available through Pharmacy Direct. Voluntary use of any pharmacy other than Pharmacy Direct will result in a 100% co-payment. • Chronic Medication on the Value Option is subject to Prescribed Minimum Benefit Conditions only and subject to the use of network pharmacies. Voluntary use of non-network pharmacy will result in a 100% co-payment.

Please contact the AECI Contact Centre on 0861 100 220 for any other chronic medication queries.

ACUTE MEDICATION	BENEFIT RULES
PHARMACY NETWORK ** Acute meds subject to network for Comprehensive Select option*	• AECI has agreements with Clicks, Dis-Chem, MediRite, Netcare,Pharmacy Direct, Clicks Direct Medicines, Dischem Direct Pharmacy, • Medipost Pharmacy, Scriptwise Courier Pharmacy and various independent pharmacies. AECI • To find out which pharmacies have agreements with AECI, please call 0860 002 103
ACUTE FORMULARIES	• Formularies can be viewed at medscheme.com > Log in as HCP on the home page > Click on the Main Menu > Click on Documents Look Up Tool > Click on Medicine Management > Select the AECI folder > Select the relevant formulary folder.
CO-PAYMENTS	• Co-payments can be avoided by: - Ensuring the patient makes use of the contracted pharmacies; - Prescribing in-formulary drugs; and - Asking the pharmacist to substitute expensive medications with a generic equivalent that will not attract an MPL co-payment. • Acute Medication on the Comprehensive Select Option is subject to a list in-formulary drugs and use of contracted pharmacies. • Acute Medication on the Value Option is subject to a list in-formulary drugs and use of contracted pharmacies.

Please contact the AECI Contact Centre on 0861 100 220 for any other acute medication queries.



VALUE-ADD PROGRAMMES/SERVICES

The following programmes/services have been put in place to enhance AECI's offering to beneficiaries and to ensure quality care at an affordable price. As FP, you can encourage AECI beneficiaries to make use of these programmes and services, where appropriate.

HIP AND KNEE REPLACEMENTS

The Hip and Knee Programme manages primary, one-sided hip and knee arthroplasty. replacements. Our partners for the programme are Improved Clinical Pathway Services (ICPS) and JointCare. ICPS and JointCare. Arthroplasty is performed via standardised clinical care pathways (developed in accordance with evidence-based outcomes) and/or expert-led Peer Panels and Peer Reviews.

ICPS and JointCare are the Designated Service Providers for AECI members and members will be liable for a R10 000 co-payment for the voluntary use of a non DSP provider. ICPS and JointCare are networks of orthopaedic surgeons who specialise in hip and knee replacements according to standardised clinical care pathways. These care pathways have been developed in accordance with evidence-based guidelines/outcomes and/or expert led Peer Panels and Peer Reviews, to ensure that the quality of the hip and/or knee replacement is of the highest standard and to ensure the best health outcomes.

ICPS or JointCare will ensure payment in full for the procedure, which will include the following:

- All hospital costs
- Surgeons and anaesthetist fees
- Prosthesis (subject to prosthesis benefit)
- Physiotherapist (pre-, intra- and post-operative)

If you have a patient who requires a hip and knee replacement, please call the AECI Provider Contact Centre on **0861 112 666** for details of ICPS or JointCare orthopaedic surgeons close to the beneficiary, and for a specialist referral number.

DOCUMENTATION BASED CARE (DBC) BACK AND NECK REHABILITATION PROGRAMME

The Back and Neck Programme helps members living with chronic back and neck pain treat the cause of their pain and improve their quality of life. Run by Documentation Based Care (DBC), the programme incorporates the best protocols to improve functional ability and work capability, successfully and effectively, with minimum pain.

All qualifying AECI beneficiaries have access to this programme. Beneficiaries who are eligible for the programme are proactively identified by the AECI beneficiary risk management team. Eligible beneficiaries can also be identified by their FP, or they can self-refer.

AECI may impose a R5 000.00 co-payment should a member be admitted for back or neck surgery without consulting DBC.

The cost of the programme is covered by the Back and Neck Rehabilitation Benefit. Please note that this excludes the cost of any other investigations or medication prescribed by a physiotherapist or medical practitioner, in which case acute benefits and Society rules will apply.

Should you wish to enrol your patient in the Back and Neck Rehabilitation Programme, please call the AECI Call Centre on **0860 002 103** to determine whether your patient qualifies to be enrolled on this programme.

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MENTAL HEALTH PROGRAMME

Patient activation and empowerment is becoming an important focus area in the management of chronic diseases. However, this may be a particularly difficult achievement in the patient with a mental disorder. In recognition of this, AECI offers a Mental Health Programme that employs innovative solutions for empowerment, and leverages off social, family and workplace support.

Benefits of the programme, compared to usual care, are as follows:

- Greater reduction in mental health symptoms
- Greater rates of care for mental health
- Improvement in quality of life
- Less functional impairment
- Better patient satisfaction
- Better provider satisfaction
- Significant benefits in terms of absenteeism reduction

The Mental Health Programme follows an internationally successful model of integrating mental health care into the primary care setting, through effective collaboration between family practitioners, specialists and auxiliary caregivers, and the introduction of a Care Manager to help co-ordinate the process.

Should you require more information about the Mental Health Programme, or wish to confirm whether your patient meets the criteria of the AECI Mental Health Programme, please call **0860 106 155.**

PAED-IQ BABYLINE

The BabyLine benefit is available on all AECI option for children under three years. It is a 24/7 children's health advice line.

Parents or caregivers can simply call 0860 999 121 and they will be put through to a paediatric trained registered nurse. The nurse will ask a series of questions depending on the concern raised by the parent or caregiver. The member must have their AECI membership number on hand. The parent/caregiver will then be given professional advice on what to do next and whether the symptoms are urgent enough to visit the ER or maybe their doctor or specialist. If necessary, the nurse will advise who is the most appropriate healthcare provider to see the child.

AECI members will have access to this helpline, free of charge and can dial **0860 999 121** to make use of the service.
For more information on PAED-IQ, please visit **https://paediq.com/aboutus.html**



SMOKING CESSATION PROGRAMME

AECI offers the GoSmokeFree smoking cessation programme to members on all options. GoSmokeFree is an evidence-based programme that combines behaviour change techniques, one-on-one support and pharmacotherapy.

The programme starts with a Pre-Quit Assessment where a smoker's readiness is determined. If the smoker is a suitable candidate, a quit date is set followed by four weekly support sessions with Carbon Monoxide monitoring. AECI is encouraging members on all options who smoke to sign up for the GoSmokeFree service that is provided by trained nursing sisters or pharmacists in participating clinics at pharmacies countrywide, including Dis-Chem, Clicks, Pick n Pay and Independent Pharmacies.

All smokers can register once per beneficiary per year to have the GoSmokeFree consultation paid from the Smoking Cessation Benefit. Where members may need pharmacotherapy as part of their management plan, AECI will allow them to claim for this from the available Smoking Cessation Benefit. Extremely high nicotine dependency may however first require a referral back to the Family Practitioner for consideration of a prescription for Varenicline/Bupropion.

For more information or to locate the nearest participating pharmacy, please visit **www.gosmokefree.co.za**. Alternatively, please call the AECI Contact Centre on **0860 002 103**.

HEALTHCARE FORENSICS

Fraud, Waste and Error costs the South African healthcare industry billions of rands annually – enriching criminals and contributing to escalating healthcare costs instead of being channeled into providing quality healthcare for our members.

While fraud involves intentional deception for financial gain, waste refers to inefficient use of resources, and abuse involves actions that deviate from accepted healthcare practices.
Our Forensic team continually monitors provider and/or practice billing behavior and investigates concerns/anomalies that are identified.

Any provider or member complaints and whistleblower hotlines are regarded in a serious light and further investigated. Whilst these anomalies alert our Forensics team that there may be something a-miss, further review is required to establish if there are any valid concerns for fraud, waste or error.

A healthy claims audit and forensic capability enables AECI to strengthen our ties with all healthcare professional bodies and ensures that we continue to work towards achieving our goal for holistic patient-centric and affordable care at all times.

For any fraud-related queries, please contact the fraud hotline on 0800 112 811, WhatsApp number 031 308 4664 or email fraud@medscheme.co.za







CONTACT DETAILS

SERVICE	PURPOSE	CONTACT
HEALTHCARE PROFESSIONAL CONTACT CENTRE (IVR) INCLUDING WEBSITE ASSISTANCE / AECI PROVIDER CONTACT CENTRE	General queries related to AECI	Email: aeci@medscheme.co.za
CHRONIC MEDICINE MANAGEMENT	Chronic submissions and queries	Email: aecicmm@medscheme.co.za
DISEASE MANAGEMENT	Disease management updates	Email: diseasemanagement@medscheme.co.za
FRAUD HOTLINE	Fraud-related matters	Email: fraud@medscheme.co.za
HOSPITAL PRE-AUTHORISATION	All hospital pre-authorisations for non-emergency events	Email: aeci.authorisations@medscheme.co.za
SUBMISSION OF CLAIMS	Submissions of claims for AECI beneficiaries	Email: claimsmanagement@medscheme.co.za
QUERIES OF CLAIMS	Queries relating to a claim for a AECI beneficiary	Email: queries@aeci.co.za
ONCOLOGY SERVICES	Oncology-related queries	Email: cancerinfo@medscheme.co.za
AMBULATORY PMB	Ambulatory PMB queries	Email: aeciapmb@medscheme.co.za
AFA	HIV Management	Email: afa@afadm.co.za
MENTAL HEALTH PROGRAMME	Mental health queries	Email: membercare@medscheme.co.za