Benefit Check: Benefit Verification now live to Medscheme

You can now do benefit checks (or quote claims) for all patients on schemes administered by:

- » **Medscheme**
- » **Discovery**
- » **MHG**

Improve your cash flow and reduce risk by verifying the availability of funds before treatment is rendered through the MediSwitch benefit check or quote claim service.

How it works
Make use of this invaluable service by utilizing the benefit check functionality within your practice management application, or access the service through WEBDesk.

To access Benefit Verification, login to the WEBDesk on the MediSwitch website, click on "Access WEBDesk", where you will be prompted to enter your username and password. If it is the first time that you are accessing WEBDesk or have misplaced your login details, call our Contact Centre on **010 449 2000** and they will assist you.
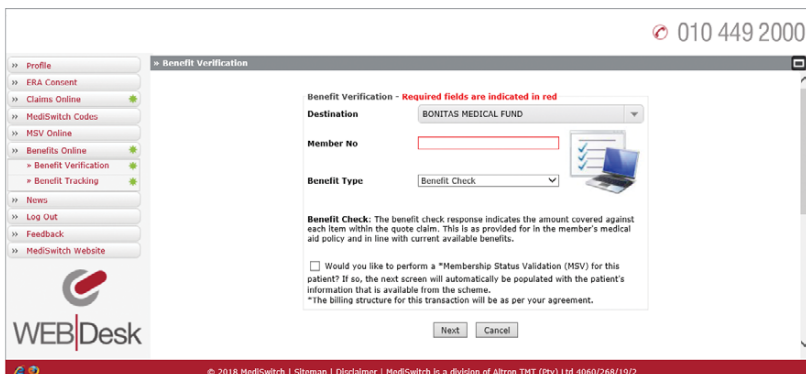
Steps to Using Benefit Verification
1. Go to "Benefit Verification" under the WEBDesk menu:
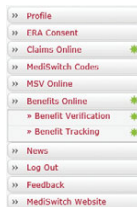
2. Select the relevant scheme from the drop-down menu.

   PLEASE NOTE that we currently do not receive Card Holder Files (CHFs) for all MHG administered schemes. If you want to do verification for a scheme where we do not have CHFs e.g. GEMS, **ALL the upcoming mandatory fields** will need to be populated manually to complete the process.

a. Capture the mandatory fields i.e. "Member No". Ensure that the Member Status Validation block is ticked. This will auto populate the patient details where we have CHFs for the scheme.

b. Click on "Next". A pop-up block will indicate if the information captured is invalid

3. For schemes where we do not receive CHFs, the fields shown in the image below need to be populated. If the scheme's cardholder file is loaded on our system, these fields will automatically be populated as shown in fig 3b and the only information the user will need to capture is the ICD 10 Code. Once all the required fields are populated, click "Add Item".

4. Select the appropriate treatment from the dropdown menu under the "Treatment Type" column.

a. Enter the quantity, amount and tariff code
b. Click "Add"

5. This is what your Benefit Verification detail screen will look like.

- To add another tariff code item
- To edit benefit check information
- To cancel the entire benefit check

a. If you wish to add additional tariff codes select 'Add Item'

b. After you have loaded all the tariff codes for which you would like to check benefits, click "Submit"
c. There is an option to edit the benefit check information by clicking on the 'spanner' in the tool bar
d. You can cancel the entire check by selecting the 'Cancel' option

6. You will receive the results of your benefit check. **Please Note** that this response from the scheme does not however guarantee payment but is simply confirmation of funds available for the procedure.

Benefit Verification allows practices to check the availability of benefits for specified treatments, procedures and or medicines.

To simplify and streamline your claims management process, contact MediSwitch today on **010 449 2000**.