

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.

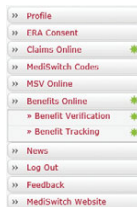
How it works

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.

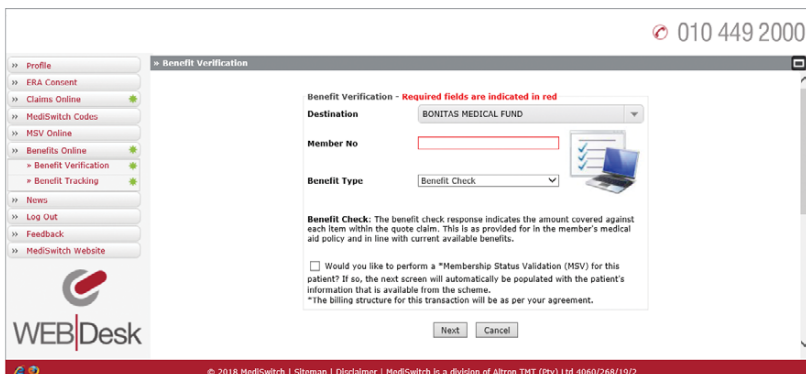
Steps to Using Benefit Verification

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 (CHF) for all MHG administered schemes. If you want to do verification for a scheme where we do not have CHF's e.g. GEMS, **ALL the upcoming mandatory fields** will need to be populated manually to complete the process.

A screenshot of a web browser window showing the 'Benefit Verification' page. The browser's address bar shows '010 449 2000'. On the left is a sidebar menu with 'Benefit Verification' selected. The main content area has a title 'Benefit Verification - Required fields are indicated in red'. Below this is a form with a 'Destination' dropdown menu set to 'BONITAS MEDICAL FUND', a 'Member No' text input field with a red border, and a 'Benefit Type' dropdown menu set to 'Benefit Check'. A note below the form explains the 'Benefit Check' process. At the bottom of the form is a checkbox for 'Would you like to perform a *Membership Status Validation (MSV) for this patient?' and 'Next' and 'Cancel' buttons. The footer of the browser window shows '© 2018 MediSwitch | Sitemap | Disclaimer | MediSwitch is a division of Altron TMT (Pty) Ltd 4060/268/19/2'.

- 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 CHF’s 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 CHF’s, 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”.

010 449 2000

Benefit Verification - Required fields are indicated in red

Destination: GOVERNMENT EMPLOYEES MEDICAL SCHEME (GEMS EMERALD OPTION)

Member No: [Empty]

Benefit Type: Benefit Check

Benefit Check: The benefit check response indicates the amount covered against each item within the quote claim. This is as provided for in the member's medical aid policy and in line with current available benefits.

Next Cancel

Please note that we currently don't charge for Benefit Checks. We will advise when a fee for this service will be implemented.

Disclaimer for Benefit Verification

- MedSwitch or any affiliated person, organisation or other related entity accepts no responsibility for any application, use or interpretation of information with regard to benefit verification on this WEBDesk and disclaims all liability for direct, indirect or consequential damage or loss resulting from the use of this information.
- MedSwitch makes every effort to ensure that the information it makes available is accurate. However, it cannot guarantee the accuracy of such information, nor can it guarantee that such information is always complete and up to date.
- The information with regard to benefit verification is loaded up from files provided by the medical schemes or

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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”

010 449 2000

Benefit Verification - Required fields are indicated in red

Patient - Required fields are indicated in red

First Name: [Empty] Destination: BONITAS MEDICAL FUND

Inits: [Empty] Member No: 123456789

Last Name: [Empty] Dependent Code: [Empty]

Date of Birth: [Empty] Gender: Male

ID No: [Empty] Passport No: [Empty]

Benefit Check - Required fields are indicated in red

Treating Practice No: 0237205 Patient Admitted: Yes No

Referring Practice No: [Empty]

Primary ICD10: [Empty]

Place of Service: Not Specified

Add Item Cancel

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

010 449 2000

Profile > Benefit Verification

Profile

FRA Consent

Claims Online

MediSwitch Codes

MSV Online

Benefits Online

> Benefit Verification

Benefit Tracking

News

Log Out

Feedback

MediSwitch Website

WEBDesk

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Patient - Required fields are indicated in red

First Names Destination GOVERNMENT EMPLOYEES MEDICAL SCHEME (GEMS EMERALD OPTION)

Initials Member No 123156789

Last Name Dependent Code

Date of Birth ccyy/mm/dd

ID No

Benefit Check - Required fields are indicated in red

Treating Practice No 0237205

Referring Practice No

Primary ICD10 Diagnosis Type Primary

Place of Service Not Specified Service Date ccyy/mm/dd

Treatment Type	Code	Quantity	Amount	Additional Info
Tariff Medical	0190	1.00 Unit	R 190.00	
Total Amount:			R 190.00	

Add Item Submit Cancel

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- 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'

Add Item

Treatment Type Tariff Medical

Tariff Code Type NHRPL

Tariff Code

Quantity 1

Unit Type Units

Amount

Add Cancel

- 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**.