



employment & labour

Department:
Employment and Labour
REPUBLIC OF SOUTH AFRICA

To : MediSwitch

Implementation of the Compensation Fund's new Integrated Online Claims System: the cut-over process

The Compensation Fund has begun its modernization journey, the eCOID Project. eCOID is aimed at developing an integrated online platform for the clients of the Fund using the S4i – SAP for Insurance solution. The first phase of the project is to develop a claims management system, which we promised would be launched in the second quarter of the 2019/2020. The benefits of the new solution include an improved switching mechanism which will facilitate in invoices being processed faster.

The system go-live activities include a systematic cut-over approach that will be executed, to ensure that we successfully transition to the new system.

What does this mean for the Switching Houses?

The cut-over period for the Switching Houses commences on the 15 August 2019, and will continue until 1 October 2019. The impact of the cut-over is as follows:

1. The Compensation Fund's team will continue to process all outstanding medical invoices that were submitted on/before 15 August 2019. This allows the team to clear and pay all open invoices where liability has been accepted in preparation for migration to the new system.
2. New invoices submitted post this date will be processed from 1 October 2019, in the new online claims management system.
3. The final day on which access is granted for the use of uMehluko for all our clients is 12 September 2019.





employment & labour

Department:
Employment and Labour
REPUBLIC OF SOUTH AFRICA

4. Despite the dates above, invoices should continue to be submitted/switched to the Fund; a controlled batch management retrieval process will be implemented between the switching houses FTP sites and the Compensation Fund FTP. Feedback regarding the submitted files will only be issued from 1 October 2019 when officials start processing claims.

What happens on 1 October 2019?

The CF team will be adding capacity to process backlogs and batches received during the cut-over period to ensure that invoices are processed and paid. Switching Houses will be receiving recons as the batches are processed.

We ask for your patience and thank you for your support during this transition.

For any enquiries contact Mr. Selby Masalesa via email Selby.Masalesa@labour.gov.za

Yours faithfully,

M. Ruiters

Chief Director: Medical Benefits

Compensation Fund