

Our Ref : B/JB/dgm
 Contact : MR BARNARDT
 Date : August 14, 2007



A registered medical scheme
 Registration no. 29/4/2/1068

Dear Provider

As from 1 September 2007 Careware Pharmaceutical Benefit Management (PBM) will be providing medicine adjudication services for De Beers Benefit Society.

Eligibility will be performed at Point Of Sale for real-time claims.

Please contact De Beers Benefit Society on 053 807 3401 for membership eligibility verification on EDI and paper claims.

The following details are required to enable efficient claims processing.

Medical Scheme	De Beers Benefit Society
Mediswitch Destination Code	DBDB0000
Pricing Structure	<u>Pharmacy:</u> <i>Registered products:</i> Single Exit Price (SEP) plus 30% mark-up. <i>Non registered products:</i> Single Exit Price (SEP) plus 36% mark-up <u>Dispensing Doctor:</u> Single Exit Price (SEP) plus 16% mark-up to a maximum of R16 per claim line
Levies / Surcharges	As per point of sale

MINIMUM CLAIM INPUT REQUIREMENTS

- Provider BHF number
- Scheme code
- Date of service
- Membership number (as per De Beers Benefit Society Membership Card (always include leading zero's if applicable))
- Dependant code
- Date of birth
- Gender
- Rx-number
- Prescribing Doctor's practice number (BHF number)
- ICD10 code (valid and complete)
- NAPPI code claim details
- Days-of-treatment applicable to each of the claim lines

All correspondence to be addressed to "The Principal Officer" 84 Dutoitspan Road, Kimberley 8301

P O Box 1922, Kimberley, 8300
 Tel : 053 - 8073111 Fax : 053 - 8073499

Please ensure that you comply with the above mentioned requirements to avoid rejection of real-time claims.

IMPORTANT:

- Exclusions and levies, as indicated per point of sale (De Beers Benefit Society Rules can be viewed at www.dbbs.co.za).
- Reversals period is 24 hours from date filled (same day reversals).
- Members/providers must apply for chronic authorization at De Beers Benefit Society Clinical Department on 086 000 4747 between 8am and 4:30pm Monday to Friday.
- Provider Call Centre 086 000 4747 8am to 4:30pm Monday to Friday.
- Technical Enquiries can be made to MEDISWITCH call Centre 24-hours per day on Toll Free: 0800 111 703
- Chronic authorization line: 086 000 4747
- Payment queries: 053 807 3401 (8am to 4:30pm Monday to Friday)

CLAIMS SUBMISSIONS:

If you will be submitting your claims real-time, please **DO NOT** submit claims via EDI or paper.

USER INFORMATION GUIDE:

To ensure a successful claim is processed for payment, please check the following issues:

1. Ensure that you have the most up to date download from your software vendor, as this will include the needed system set-up to submit your De Beers Benefit Society claims directly to De Beers Benefit Society.
2. If you have not received an update from your Practice Management Software Vendor your claims to De Beers Benefit Society will be rejected.
3. If you receive any connection error or communication error please contact your Practice Management Software Vendor or Mediswitch for more information. They will help to enable your Practice Management Software (PMS).
4. Please note that all Software Vendors have been notified of the planned change and that you may call Mediswitch or your software vendor for assistance in this regard.
5. The De Beers Benefit Society Mediswitch destination code, as described above, is DBDB0000.
6. If you receive any of the following error messages please note that the destination code has not been loaded within your system, so please contact your Practice Management Software Vendor or Mediswitch directly on :
 - a. "Host not available"
 - b. "Connection error"
 - c. "Payload Error"
 - d. Or any other relevant communications "error" displayed by your practise management software.
7. De Beers Benefit Society will determine, based on pre-authorisations loaded in Careware PBM, if a patient qualifies for a specific benefit. Careware PBM carries full history of valid authorizations previously requested and granted and will return the appropriate benefit applied to you. Please note that patients do not need to re-register / apply for authorizations. If you encounter any problems in this regard please contact the De Beers Benefit Society Clinical Department on 053 807 3311.
8. Please note that your general rules of engagement with De Beers Benefit Society do not change, other than with respect to the route of submission

of De Beers Benefit Society Claims and a centralized call centre service for your use. All information, management, query resolution and payments of De Beers Benefit Society medicine claims will be handled by De Beers Benefit Society directly on 053 807 3401.

Yours faithfully

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PRINCIPAL OFFICER

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