

6 December 2007

Dear Provider

As from 01 January 2008 CarewarePBM will be providing medicine adjudication services for Selfmed Medical Scheme.

Please note that all Selfmed claims must be submitted under the option, **Selfmed**, irrespective of the Scheme Option the member belongs to.

Eligibility will be performed at Point Of Sale for real-time claims. Please contact Selfmed on 0860 105 508 for membership eligibility verification on EDI and paper claims.

The following are the details required to enable efficient claims processing.

<u>Medical Scheme</u>	Selfmed Medical Scheme
<u>Scheme code (use when submitting claim for all options)</u>	Selfmed (All options)
<u>DHS Destination Code</u>	SHSF0000
<u>Zieto Destination Code:</u>	25AZ
<u>Pricing Structure</u>	<p><u>Pharmacy:</u> <u>Registered products:</u> Single Exit Price (SEP) plus 26% mark-up to a maximum of R26 (excl VAT) per claim line. <u>Un-registered products:</u> Single Exit Price (SEP) plus 26% mark-up.</p> <p><u>Dispensing Doctor:</u> <u>Registered products:</u> Single Exit Price (SEP) plus 16% mark-up to a maximum of R16 (excl VAT) per claim line. <u>Un-registered products:</u> Single Exit Price (SEP) plus 26% mark-up.</p>
<u>Levies / Surcharges</u>	As per point of sale

Please Note that Selfmed will implement the Department of Health proposed tier-based pricing structure as per Department of Health's requirements, when published.

MINIMUM CLAIM INPUT REQUIREMENTS

- Provider BHF number
- Scheme code
- Date of service
- Membership number (as per Selfmed Membership Card (always include leading zero's if applicable))
- Dependant code
- Date of birth
- Rx-number
- Doctor's practice number (Prescriber BHF number)
- ICD10 code (valid and complete, as per legislated requirements)

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

Important:

- Exclusions and levies, as indicated per point of sale (list as per Selfmed Rules, can be viewed on www.Selfmed.co.za)
- Reversals period is 120 days from date filled. Reversal claim format must equal the submitted claim exactly, i.e. the same NAPPI code and dispensed quantity.

- Members/providers must apply for chronic authorization at Selfmed Clinical Department on 0860 247 288 between 8am and 4:30pm (Monday to Friday) or per Fax to 0860 633 277.
- Provider Call Centre 0860 247 288 (8am to 6pm Monday to Thursday, 8am to 4:30pm Fridays)
- Technical Enquiries can be made to DHS call Centre 24-hours per day on Toll Free: 0800 111 703
- Chronic authorization line: 0860 247 288
- Payment queries must be made directly to Selfmed Call Centre: 0860 105 508 (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:

If you require any assistance to ensure a successful claim processed for payment please ensure that you have completed the following:

1. Please 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 Selfmed claims directly to Selfmed.
2. If you have not received an update from your Practice Management Software Vendor your claims to Selfmed will be rejected.
3. If you receive any connection error or communication error please contact your Practice Management Software Vendor or DHS for more information. They will help to enable your Practice Management Software (PMS) to submit claims electronically to Selfmed from 1 January 2008 via Careware BPM.
4. Please note that all Software Vendors have been notified of the planned change and that you may call DHS or your software vendor for assistance in this regard.
5. The Selfmed DHS destination code, as described above, is SHSF0000.
6. Pharmacies may also submit real-time claims directly to Selfmed via Zieto. The destination code for Zieto is 25AZ. Please ask your Practice Management Software (PMS) Vendor for more information on this option.
7. 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 DHS directly on :
 - a. "Host not available"
 - b. "Connection error"
 - c. "Payload Error"
 - d. Etc. (this is dependant on the type of Practice Management Software you use.)
8. If you have successful claims processed via CarewarePBM, please note that Selfmed will apply MMAP (similar to Generic Based Reference Pricing). This reference price is set to industry approved levels. When applied, Generic Based Reference Pricing will be identifiable with the message on your claims: "Generic Reference Pricing Applied".
9. Selfmed will determine, based on pre-authorisations loaded in CarewarePBM, if a patient qualifies for a specific benefit. CarewarePBM carries full history of valid authorizations previously requested and granted. Please note that patients do not need to re-register / apply for authorizations. If you encounter any problems in this regard please contact the Selfmed Chronic Medicine Call Centre on 0860 247 288.
10. Please note that your general rules of engagement with Selfmed Medical Scheme do not change, other than with respect to the route of submission of Selfmed Claims and a centralized call centre service for you use. All information, management, query resolution and payments of Selfmed medicine claims will be handled by Selfmed directly.

We trust you will find this new and exciting venture for Selfmed will enhance our business environment and enable prompt and efficient claims processing.

Please do not hesitate to contact us on 0860 105 508 or email us directly on expert@selfmed.co.za if you have any queries or concerns.

Regards
Selfmed Medical Scheme