

Effective administrators needed

AN INCREASING number of medical schemes are looking for administrators who can assist in not only delivering the good service that all members expect, but also those who are able to offer holistic and flexible administration solutions that can cope with and adapt to the continued local legislative changes. Dr Tumi Seane, acting CEO of Sechaba Medical Solutions, said the changes aimed at increasing access and improving cost effective quality of care were headed in the right direction. He said that in SA's dynamic healthcare environment, administrators had to constantly evaluate and adapt to meet not only the demands of the medical schemes, but also the expectations of all members. While schemes and members demanded not only high service levels but also cost containment initiatives, administrators had the added role of being required to assist in identifying and proactively managing the clinical and financial risks of identifiable health risks. Seane said in an effort to ensure continuous efficiencies and provide a beneficiary-centric approach as opposed to a programme or disease management approach, Sechaba had incorporated modern clinical intelligence into relevant care processes within the administration system, ensuring it was sufficiently equipped to deal with these risks. This, coupled with its managed healthcare services, ensured a much stronger holistic solution for clients. He said Sechaba's managed healthcare services were able to leverage off the synergies between the administration and managed care functionalities, thereby significantly broadening its value services to clients. This allowed the company to provide a much stronger holistic solution for clients and play a significant role in offering healthcare service delivery across the board. After some years of uncertainty on the regulatory front, particularly with regard to National Health Insurance, SA is now moving forward rapidly to finalise this country's future healthcare framework. This opens up the way for the industry and other stakeholders to invest and develop more effective private healthcare solutions. André Meyer, CEO of Medscheme, said the Health Minister had made real progress in getting the process rolling forward. At the same time, full implementation was still some way off. He said the country could not afford to implement National Health Insurance to the level that was initially envisaged, however, there was now a more realistic vision. He said that as the national healthcare plan was implemented it was likely to further drive consolidation in the private healthcare sector as players moved to make cover more affordable for consumers. On the whole, Meyer expects National Health Insurance to be beneficial for SA and the industry. He said Medscheme had looked at a number of studies that were done on countries that had national healthcare programmes in place. Overall, these economies tended to perform better and there would also be opportunities for effective private sector players to participate.

Andrew Gillingham: Business Day, 20 June 2012