



Unit 16, Northcliff Office Park
203 Beyers Naude Drive, Northcliff, 2115
Tel: (+27)(11) 340 9000, Fax: (+27)(11) 782 0270
Email: surgicom@healthman.co.za
PO Box 2127, Cresta, Johannesburg, 2118

Dear Doctor

How to deal with Practice Related Queries

The Surgicom/HealthMan Helpdesk is available to assist Surgicom members with unresolved practice related queries, e.g medical scheme problems, non-payment of PMB's, rejections of accounts or specific codes, etc. The practice should in the first instance attempt to resolve its own account queries and where these cannot be resolved, then the Surgicom Helpdesk will gladly assist with escalated problems.

Practice queries have been dealt with - and resolved effectively - over a period of many years. In the event of a query, the following process should generally be followed:

1. All account queries should be submitted in writing to the Surgicom Helpdesk on surgicom@healthman.co.za or faxed to 011 782 0270.
2. The following information should be included:
 - Account with Practice Number, Scheme Name, Member Name and Date of Birth, Membership Number, Service Date, ICD10 code, etc.
 - Remittance Advice
 - Pre-Authorisation number (if applicable)
 - Short explanation of the problem
 - Query reference number where it was queried with the scheme
3. The query will be logged on the Surgicom Query database and followed-up with the scheme.
4. If the query cannot be resolved via the Scheme Helpdesk, it will be escalated to a senior person at Provider Relations.
5. In the event of a complex clinical or coding issue, the query will be referred to the Surgicom Coding Committee for comment.
6. Feedback will be provided to the practice.

Kind regards

SURGICOM