

Dear Member,

How to deal with Practice Related Queries

The SEMDSA/HealthMan Helpdesk is available to assist SEMDSA 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 SEMDSA Helpdesk on info@semdsa.org.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 SEMDSA 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.
6. Feedback will be provided to the practice.

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