



bestMed

21 November 2016

Dear Family Practitioner,

BESTMED FAMILY PRACTITIONER TARIFF INCREASE FOR 2017

Over the past four years Bestmed has established a number of healthcare service provider networks - one of these being the geographically well-represented Bestmed Family Practitioner network with more than 3 200 contracted family practitioners (FPs) as providers.

This letter serves the purpose to advise that your practice will be remunerated at Category 1 Tariff for 2017.

The 2017 Category 1 consultation tariff is R415, which is 20.3% higher than the non-network consultation tariff.

The new fees are applicable starting from 1 January 2017 to 31 December 2017.

Bestmed has promoted, and will continue to promote the FPs who have joined the network by using our best endeavours to build a constructive and interactive relationship, minimising the administrative impact of managed care interventions, reimbursing the FPs directly at the rate agreed upon within one week, actively channelling members to the network through operational interfaces including call centre and authorisation processes, and offering a one stop dedicated provider consultant service for network FPs to access in case of lengthy, multiple and complicated member related matters.

Communication and specific questions regarding the Family Practitioner Network may be directed to Ria Fourie from our dedicated provider consultant service. Tel: 012 818 9080, e-mail: providers@bestmed.co.za

Should you wish to discuss your profile, please contact Riaan Smit at 011 541 0900 or riaans@insight.co.za.

Contact details for treatment, claims and queries are:

Claims queries: Tel: **086 000 2378**, e-mail: service@bestmed.co.za

Claims submissions: e-mail: claims@bestmed.co.za

Hospital authorisations: Tel: **0800 22 0106**, e-mail: authorisations@bestmed.co.za

Service providers: Tel: 012 **818 9080**, e-mail: providers@bestmed.co.za

We trust you will find this information useful. Your wellbeing, as a valued healthcare provider, is important to us at Bestmed.

Kind regards

AM la Grange
Chief Executive Officer