

SERVICE	PURPOSE	TELEPHONE	FAX	EMAIL ADDRESS
<b>Healthcare Professional Contact Centre (IVR) including Website Assistance</b>	Benefits and claims, remittance, statement and Medscheme website enquiries, as well as Specialist Referral number requests.	0861 112 666	011 671 3830	<b>Dental:</b> <a href="mailto:dentistry@medscheme.co.za">dentistry@medscheme.co.za</a> <b>Optometry:</b> <a href="mailto:optical@medscheme.co.za">optical@medscheme.co.za</a> <b>Family Practitioner (FP):</b> <a href="mailto:gp@medscheme.co.za">gp@medscheme.co.za</a> <b>Pharmacy:</b> <a href="mailto:pharmacy@medscheme.co.za">pharmacy@medscheme.co.za</a> <b>Specialist:</b> <a href="mailto:specialist@medscheme.co.za">specialist@medscheme.co.za</a> <b>Dental (Polmed):</b> <a href="mailto:dental.polmeddental@medscheme.co.za">dental.polmeddental@medscheme.co.za</a> <b>Polmed:</b> <a href="mailto:polmedhcp@medscheme.co.za">polmedhcp@medscheme.co.za</a>
<b>Network Contract Management (NCM)</b>	Agreement, Annexure and REPI2 category queries	0861 112 666	Family Practitioner (FP): 0860 244 738 Specialist: 0860 222 453	<b>Family Practitioner (FP):</b> <a href="mailto:nc@medscheme.co.za">nc@medscheme.co.za</a> <b>Specialist:</b> <a href="mailto:ncspecialists@medscheme.co.za">ncspecialists@medscheme.co.za</a>
<b>REPI<sup>2</sup></b>	Peer Management and Upgrade Motivations	None	None	<a href="mailto:REPIcorrespondence@medscheme.co.za">REPIcorrespondence@medscheme.co.za</a>
<b>Aid for AIDS</b>	HIV/Aids related queries	0800 227 700	0800 600 773	<a href="mailto:afa@afadm.co.za">afa@afadm.co.za</a>
<b>BonCap Call Centre</b>	All Bonitas BonCap option related queries	0861 239 333	0800 222 210	<a href="mailto:boncap@bonitas.co.za">boncap@bonitas.co.za</a>
<b>Chronic Medicine Management</b>	Submissions and queries	0861 100 220	0800 223 670 0800 223 680	<b>AECI Medical Aid Society:</b> <a href="mailto:aecicmm@medscheme.co.za">aecicmm@medscheme.co.za</a> <b>Barloworld Medical Aid:</b> <a href="mailto:barloworldcmm@medscheme.co.za">barloworldcmm@medscheme.co.za</a> <b>Bonitas Medical Fund – General:</b> <a href="mailto:chronicmeds@bonitas.co.za">chronicmeds@bonitas.co.za</a> <b>Bonitas Medical Fund – Diabetes:</b> <a href="mailto:diabetesmeds@bonitas.co.za">diabetesmeds@bonitas.co.za</a> <b>BonCap option only:</b> <a href="mailto:boncapchronic@bonitas.co.za">boncapchronic@bonitas.co.za</a> <b>Fedhealth Medical Fund:</b> <a href="mailto:cmm@fedhealth.co.za">cmm@fedhealth.co.za</a> <b>Horizon Medical Scheme:</b> <a href="mailto:horizoncmm@medscheme.co.za">horizoncmm@medscheme.co.za</a> <b>MBMED Medical Aid Fund:</b> <a href="mailto:mbmedcmm@medscheme.co.za">mbmedcmm@medscheme.co.za</a> <b>Medshield Medical Aid Scheme:</b> <a href="mailto:medshieldcmm@medscheme.co.za">medshieldcmm@medscheme.co.za</a> <b>Nedgroup Medical Aid Scheme - Biologicals:</b> <a href="mailto:nedgroupcmm@medscheme.co.za">nedgroupcmm@medscheme.co.za</a> <b>Nedgroup Medical Aid Scheme - Chronic:</b> <a href="mailto:nedgroup@scriptpharm.co.za">nedgroup@scriptpharm.co.za</a> <b>Old Mutual Staff Medical Aid Fund:</b> <a href="mailto:omsmafcm@medscheme.co.za">omsmafcm@medscheme.co.za</a> <b>PARMED Medical Aid Scheme:</b> <a href="mailto:parmedcmm@medscheme.co.za">parmedcmm@medscheme.co.za</a> <b>POLMED:</b> <a href="mailto:polmedcmm@medscheme.co.za">polmedcmm@medscheme.co.za</a> <b>SABC Medical Aid Scheme:</b> <a href="mailto:sabccmm@medscheme.co.za">sabccmm@medscheme.co.za</a> <b>SAMWUMED:</b> <a href="mailto:samwumed@medscheme.co.za">samwumed@medscheme.co.za</a> <b>Sasolmed:</b> <a href="mailto:sasolmedcmm@medscheme.co.za">sasolmedcmm@medscheme.co.za</a> <b>GEMS:</b> <a href="mailto:chronicauths@gems.gov.za">chronicauths@gems.gov.za</a>
<b>Fraud Hotline</b>	Fraud related matters	0800 112 811	None	<a href="mailto:fraud@medscheme.co.za">fraud@medscheme.co.za</a>

Healthcare Professionals Contact Centre  
And Interactive Voice Recording (IVR)  
0861 112 666

### SPECIALIST REFERRAL PROCESS

A Specialist Referral Authorisation is required when a FP who belongs to a Scheme network refers a member of that Scheme to a Specialist.

Please follow these easy steps in order to obtain a Specialist Referral Number:

1. Call 0861 112 666.
2. For the Healthcare Professional Contact Centre press 1.
3. Enter your 7 digit practice number followed by the # key.
4. For a Specialist Referral Number press 5.
5. Follow the prompts to obtain a specialist referral authorisation.

Specialist Referral can also be done via the web:  
Visit [www.medscheme.com](http://www.medscheme.com) > login as a provider > click on Specialist Referral (and complete all required information).

Take note: Specialist Referrals and authorisations are not required for your patient's first visit to a Gynaecologist in a year, nor for a child below two years of age to consult a Paediatrician.

### E-CONTRACTING

Minimize your carbon footprint by accepting the contracts on our website.

1. Go to: [www.medscheme.com](http://www.medscheme.com)
2. Click Login as a Provider or register as a new provider by creating your own personal Username and Password.
3. Click Lookup tool > E- contracts.
4. Below the Unsigned contracts tab, find the relevant *Medscheme Agreement*

All practices to bill at Scheme Rate		Automatically added when a consult is processed	
Schemes	REPI <sup>2</sup> Category 3 Scheme Rate	REPI <sup>2</sup> Category 1 Enhanced fee	REPI <sup>2</sup> Category 2 Enhanced fee
<b>AECI</b>	R342.20	R102.70	R34.20
<b>Bonitas</b>	R338.20	R41.30	R20.70
<b>Fedhealth</b>	R336.40	R33.60	R16.80
<b>MBMED</b>	R337.90	R80.00	R30.00
<b>Sasolmed</b>	R337.00	R81.50	R56.40
<b>Fedhealth: Blue Door Plus option</b>		<b>2017 Rate</b>	
Dispensing		R336.40	
Non-Dispensing		R244.90	
<b>Bonitas: BonCap option</b>		<b>2017 Rate</b>	
Dispensing		R382.10	
Non-Dispensing		R322.20	
<b>GEMS: S&amp;B Options</b>		<b>2017 Rate</b>	
	Dispensing doctor tariff	Non-dispensing doctor tariff	Authorisation
Level 1	R349.10	R263.00	After 6 <sup>th</sup> visit within network
Level 2	R335.10	R263.00	
Level 3	R305.30	R244.50	
<b>GEMS: Ruby, Emerald Value, Emerald and Onyx (REO) Options</b>		<b>2017 Rate</b>	
GEMS REO FP network consultation fee (Scheme rate)		R343.00	
Enhanced consultation fee applicable to category 1 FP Network practices		R48.90	
Enhanced consultation fee applicable to category 2 FP Network practices*		R22.20	

\*Not applicable for first quarter of 2017.

### Billing:

Medscheme managed FP Networks for AECI, Bonitas, Fedhealth, MBMED, Polmed and Sasolmed:

Please submit your claims at the Scheme rate and Medscheme will add the enhanced fee on a separate line where applicable.

### GEMS Sapphire and Beryl FP Network:

Please submit your claims according to your GEMS Sapphire and Beryl score. A GEMS Sapphire and Beryl level 1 dispensing network FP should therefore bill for a consultation during the relevant period. Refer to your latest GEMS Sapphire and Beryl quarterly adherence report for your score and more information.