



The saying goes that two heads are better than one. In today's world of information highways, integrations and globalization, there is no other way but to embrace the trend of collaboration. This ensures that you have the best practice management tools at your disposal, with the widest support network, at the best

cost and in the most efficient amount of time.

The year saw us working closer with our various business partners to create the perfect solutions for you. Our collaboration with Recomed brought you an easier way to make appointments, while our collaboration with Edgars, NuPay and Nedbank enabled you to offer your patients more ways to settle their accounts and boost your cashflow. Whether it's a basic on-the-go product or a complete clinic management system, we have you covered!

I recently read an interesting article about how millennials are changing the healthcare industry by adopting and using technology to manage their health. Our answer to this is the integration of LifeDoc, and wearable device data into HEALTHone Connect, where both healthcare practitioner and patient can have access to wellness and/or e-health records.

With tariff season just around the corner, our team is collaborating with a third party business to do our utmost to ensure tariff information reaches you as quickly as possible, while allowing us to verify scheme files or combine data files where needed.

With this in mind, it seems that the medical schemes are being pro-active around the tariff update procedure and some have already released their increases. It is imperative that you make sure that your practice is also tariff ready, contracted where required, and has all special arrangements handy when your tariff files are updated.

On the development side of the business, we introduced a number of new features into our leading products, which I am sure you would have found beneficial.

Our latest release, Simplicity, is based on Elixir Live and caters for the small or low activity practice where an on-the-go solution is all that is required.

Simplicity is a product especially developed to ease the burden of practice management for auxiliary disciplines - Physio's/Biokineticists/Nurses/Audiologists etc. The product is hosted in-the-cloud, which means you can access it on the go. Other great features include:

- » Secure access and storage of your data
- » Quote, bill and claim in one step
- » Appointment diary with fully customisable appointment types
- » Membership status validation
- » Electronic remittance advice
- » Benefit checker
- » First 50 SMSs free
- » Provision of tariff price options for all medical schemes

Elixir Live, our leading cloud-based PMA, is another way in which we prove that to us – you are king. When you decide to move your system to the cloud you will not only have a system that is available from anywhere and at any time, but you will also avoid the headache of regular back-ups, product updates and third party integrations. With Elixir Live this is all neatly packaged for you and all you need to do is login and start working from wherever you have access to the Internet.

I would also like to remind you that you can make a difference in your patient's lives by offering them alternative payment solutions. These solutions all have one thing in common – to assist you to get paid as quick as possible. Whether you use our credit, debit or Edcon card solution, or whether you allow our Med-e-Mass AEDO (Authenticated Early Debit Order) solution to take care of an agreed upon, monthly payment plan, all of them ensure that you are paid on time. .

In closing, I am pleased to announce that on 1 March 2019 we will introduce a nominal increase of 6% on all our existing agreements – except for our credit card agreements where we have managed to maintain a 0% increase for the third year in a row.

Wishing you and your loved ones a peaceful and restful festive season and looking forward to starting 2019 with a bang! We have many new and exciting developments planned, news of which we will share with you as the new year progresses.

Happy practicing

**Gideon Brits**  
Managing Director



# 2019 TARIFFS – ALL YOU NEED TO KNOW

It's that time of the year when our tariff team members put their shoulders to the wheel and work tirelessly through the festive season to ensure that the tariffs provided by participating medical aid schemes are updated and converted into a software format that you can seamlessly access in the new year.

We have been providing this value-added service at no cost for the past ten years and if you are a user of our tariff service, the tariffs will automatically be updated with no intervention required from you, other than to ensure that if there are any new medical aids or plans that you wish to use, that these are linked to that particular scheme within your PMA.

Within our software there are tools that will automatically do this, or you can simply link a medical scheme to a tariff file.

### Freedom of choice - Types of price files in our tariff service

Med-e-Mass has no influence as to the tariff a practice may charge for services. The tariffs provided by us are passed on from the relevant medical schemes and cover three options. By using the tools in the software, you may select the appropriate rates for your business:

- » **Base Rate** - The base rate is often referred to as medical scheme rates. It is the standard rate that applies to a scheme. Some medical schemes will only pay the base rate.
- » **Maximum Rate** - There are various rules that differ depending on the scheme and even plans or options of a scheme. The maximum rate is usually linked to specific medical aid plans.
- » **Contracts** - This is a signed contract between you and the scheme. Contracts, for example, cover network contracts, managed care contracts or designated provider contracts. These contracts are often linked to the plan a patient is on and all the practice needs to do is select the appropriate contract (some schemes do not provide these).

### Med-e-Mass tariff service disclaimer

You are reminded that our software contains a tariff disclaimer as it remains your responsibility to ensure that the correct tariff has been charged according to any documentation or pricing that you may have received from the medical scheme.

Even after selecting the contract, it remains your responsibility to check that the mapping of medical schemes to payment arrangements is correct. If you do not find the tariff code, pricing and payment arrangement mappings made available via the Med-e-Cloud tariff service suitable to your needs, you are in no way forced to use them and can capture the appropriate tariffs directly into your practice management application via the existing functionality provided in the application. Bear in mind that our software provides various options for you to use your own tariffs. The practice tariff will always override the Med-e-Mass supplied tariff files.

### Troubleshooting

As stated, we pass on the tariffs that the schemes provide to us. We are not privy to what you charge nor what the scheme actually pays you.

In order for us to correct any tariffs that may be different to what the scheme pays you, you need to inform us of this difference. However, before you register a query, please ensure that when you bill for a patient, you have ensured that the correct medical aid option is linked to the correct payment arrangement. This is often simply a case of selecting the correct medical aid plan.

Med-e-Cloud is an application that runs on your PC and constantly checks our cloud service for updates. Please ensure that this application is always running and also check that you are on the latest version. In January the updates will take place daily and are date stamped so you will know if you have the latest file.

### Price checking

While ElixirLive, our latest web-based practice management system, includes its own built in price checker, (with effective dates), we still provide price checking tools on our tariff portal for older products, namely: Mastermed, ElixirClassic, and Med-e-Mass Plus (ME+).

# 2019 TARIFFS – ALL YOU NEED TO KNOW

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If you are not already a registered user, you have the option to register via our online portal. You can access the tariff portal using this link:

<https://tariffs.medemass.com/Account/Login.aspx>

We would like you to make use of this portal in order to assist you with the payment arrangement files received from the medical aid, and the actual "status" of the payment arrangement file, so as to determine where we are in the process of creating this file for final upload into your PMA.

## Our commitment to you

In our last newsletter we informed you that we have merged our regions into one support team and that we can now assist anyone from anywhere.

We understand that January is a very busy period and that everyone is keen to ensure that tariffs have been updated. We assure you that if you choose to leave a voice message at **010 449 1000**, we will have a consultant return your call. You can also send us an email on [support@medemass.com](mailto:support@medemass.com). While this is not as fast as phoning or leaving a voice message, we assure you that you will receive a response from one of our national support team members. It is very important that you include your practice number in the email subject for a fast response.

I wish you a wonderful and safe festive season.

Yours in support

**Jacky Cherry**

*Customer Services Manager*

**Tariffs**

Log In

Please enter your username and password.

User Name:  
Dr ABCDEF

Password:  
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Log In

Register

Forgot password

**Tariff Code Price Lookup Utility**

QUERY RESULTS

Tariff Codes  Payment Arrangements

Discipline  
14 - General Medical Practice

Payment Arrangement  
Select a payment arrangement - price file

Place of Service  
Consulting room (Out-Hospital)

Service Date  
2018-12-..

Date Format: yyyy-mm-dd

Tariff Codes

Tariff Code	Price
0190	R 366.50
1101	R 969.10

Request Prices



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