

WCMAS SCHEME RATES

Due to the increase in VAT, the Scheme rate will be updated for services rendered effective as from 1st April 2018.



MEDICAL CLAIMS

The Scheme often receives accounts for members from practices which *cannot* be processed for payment due to *incorrect or insufficient details*. To ensure that suppliers' claims are being paid correctly and timeously, the following details must be clearly indicated on all accounts, receipted accounts or edi submissions:-

- Medical aid number,
- Member details,
- Patient details,
- Service dates,
- Service codes,
- Diagnosis, and
- ICD10 codes.
- Prescriptions must also indicate ICD10 codes to enable us to allocate benefits to the correct option.

Submission of claims via EDI

Providers are encouraged to please use the correct switch numbers when submitting WCMAS claims for the various Options. For Ntsika please contact Universal.

Please note the membership prefix number applicable to each Option.

53 are on Comprehensive,
61 are on Yebomed,
71 are on Midmas, and
81 are on Ntsika.

All Hospital Authorisations to be obtained 72 hours prior to admission:

WCMAS hospital authorisations **must** be obtained from Universal Health Care, either telephonically or via e-mail. The contact details are as follows: -

Comprehensive & Midmas Options

0861 486 472 or via e-mail on preauthorisation@universal.co.za



Important information for the Yebomed Option preauthorisations

0861 647 542 or via e-mail on preauthorisation@universal.co.za

Ntsika Option

0861486472 or via e-mail on preauthorisation@universal.co.za

HOSPITAL DISCHARGE TTO'S

Suppliers are reminded that patients may receive TTO's (take home medication) for a **30 day** quantity on the Comprehensive Option and **7 days** on the Midmas, Ntsika and Yebomed Options.

Dieticians in hospital treatment

Providers are advised that only 3 visits for in-hospital treatment will be paid from risk. Written motivation will be required for our Case Managers should additional visits be required

HELP US TO KEEP IN TOUCH

We encourage you to ensure that your banking and contact details are updated timeously. Email addresses will assist in the practice receiving communication faster and will also contribute to a "greener" environment. To sign up please register on www.wcmas.co.za.

Please ensure that your practice information is updated at BHF.

RADIOLOGY AND PATHOLOGY CLAIMS WHILST IN HOSPITAL

All in hospital services for radiology and pathology must use the correct ICD10 and modifiers for in hospital services.

WRITTEN SCRIPTS

All written scripts must reflect the correct ICD10 coding before being dispensed by the pharmacists to ensure that medication is processed against the correct benefit.

CHRONIC MEDICATION REGISTRATIONS

The Scheme does not make use of a chronic registration form to register patients' chronic conditions. All registrations are done telephonically on a toll free number at SwiftAuth (Medikredit) 0800 132 2345 or via e-mail Soldur@medikredit.co.za

NEW MEMBERSHIP CARDS –

Please note that all WCMAS members have received new membership cards which reflect the new WCMAS logo.



All the old membership cards must be destroyed, as they are invalid

All service providers are encouraged to check Identity documents against the medical aid membership cards. This will assist in reducing the risk of fraud.

Oncology Management Programme

If a member or a family member has been diagnosed with any cancer, WCMAS offers an Oncology Management Programme. As soon as the cancer has been diagnosed, the treating doctor must send a treatment plan to the Oncology Management Programme to register the patient on the programme.

All oncology treatments must be authorised for payment as oncology. The specially trained clinical staff at the Oncology programme will review the treatment plan and ensure that the patient gets the most appropriate care for the management of patient's cancer. If the patient requires support and advice regarding their treatment they may contact the Oncology Programme.

The oncology programme offers:

- Confidentiality
- Advice and support for the oncology condition
- Review of oncology treatment to ensure patients receive the appropriate care
- Pre-authorisation of the oncology treatment

Contact details Universal Oncology Management Programme Tel: **086 148 6472**, select option 3 oncology management or e-mail: oncology@universal.co.za

The Scheme has an **Active Nurse Based Disease Management Programs** for Diabetes, Asthma, HIV/Aids, Maternity, etc. which is **Case Managed by Universal.**

Chronic Disease Management Programmes

WCMAS offers a care and support programme for ALL members of WCMAS who are diagnosed with Chronic conditions such as Asthma, Chronic obstructive pulmonary disease, Cardiac failure, Diabetes Mellitus and HIV/AIDS.

This care and support programme is delivered by specially trained nurses from the Universal Care Disease Management Programme. The aim of the Disease Management programmes is to ensure that members remain healthy and that have access to the most appropriate care for managing chronic condition(s).

- The nurses from the Disease Management Programme will call member regularly and give personalised one-on-one attention.
- They will make sure members understand their chronic condition and how to manage it.
- They will give advice on lifestyle, exercise, diet and emotional support.
- The nurses will also track the progress of patient's condition, and advise how often patients need to see their doctor and what tests the doctor may do to monitor progress.
- The nurses will encourage patients to be compliant with treatment, doctor visits and explain what tests need to be done at each doctor visit.

The nurses will not inform anyone about the patient's condition without their consent.

The nurses are available to answer any questions patients may have about chronic conditions and can be called if patients need information or support. Call this number: 086 148 6472.

VIEW PRACTICE INFORMATION ON WEBSITE

Kindly note that suppliers of services may view their practice remittance advices paid over the past six (6) months and current month via the website at www.wcmas.co.za. Practices can register online by following the easy steps explained on the registration page.

STALE CLAIMS

The Scheme still receives claims older than 4 months, which are considered stale and cannot be processed for payment. Please ensure that all claims are received timeously.

7-digit NAPPI codes

All providers are advised that with effect from 1st March 2018, the 7-digit NAPPI code change will be implemented. The existing 6-digit NAPPI codes will neither change nor be padded or supplemented to convert to a 7-digit code.

