



2022 BROKER TRAINING

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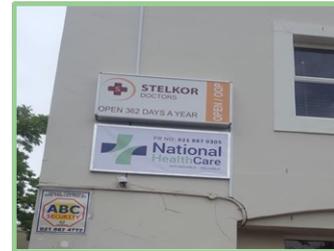
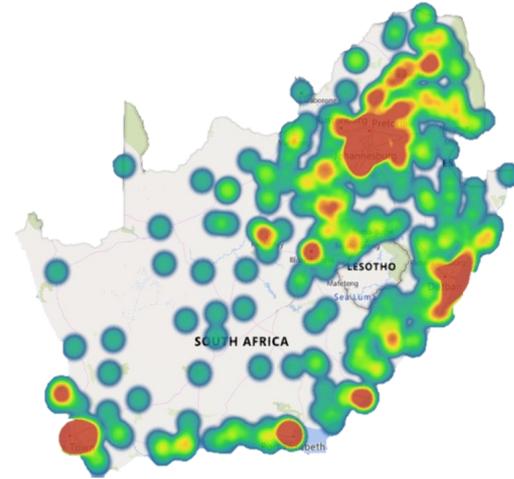
National HealthCare Group at a glance

- National HealthCare Group (NHG), through its wholly owned subsidiary Enabledmed, is an accredited managed care organisation with a 27-year track record in providing access to quality, affordable healthcare services to low-income employees in South Africa through its 12,000 strong national service provider network.
- Being fully accredited by the Council for Medical Schemes (CMS), allows us to support our clients in managing their members access to quality care and controlling costs. NHG has extensive managed care experience in managing health insurance benefits across the full spectrum of funding models, including risk transfer, and doing so successfully since 1995.
- NHG has a national footprint in every province throughout South Africa and currently provides services to more than 190,000 beneficiaries.

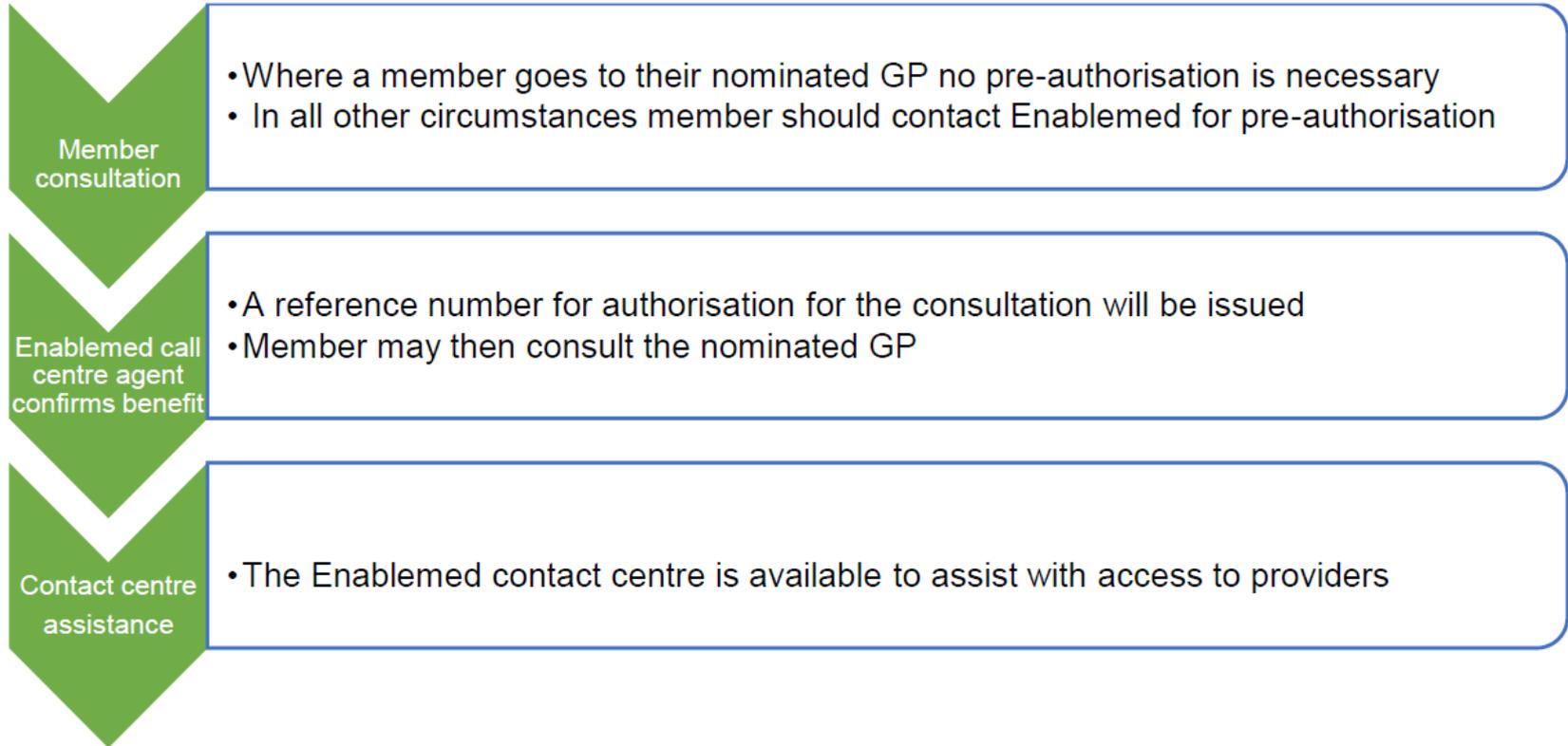


Our Medical Service Provider Network

PROVINCE	GENERAL PRACTITIONER	PHARMACY	PATHOLOGY	RADIOLOGY	DENTISTRY
Eastern Cape	291	252	35	36	127
Free State	190	160	37	24	101
Gauteng	1,191	1,194	365	253	786
KwaZulu-Natal	648	572	99	81	530
Limpopo	192	266	22	11	147
Mpumalanga	218	225	38	16	140
North-West	196	185	36	17	108
Northern Cape	53	64	11	4	40
Western Cape	531	502	98	139	426
Total	3,517	3,420	741	581	2406



GP Consultation Process

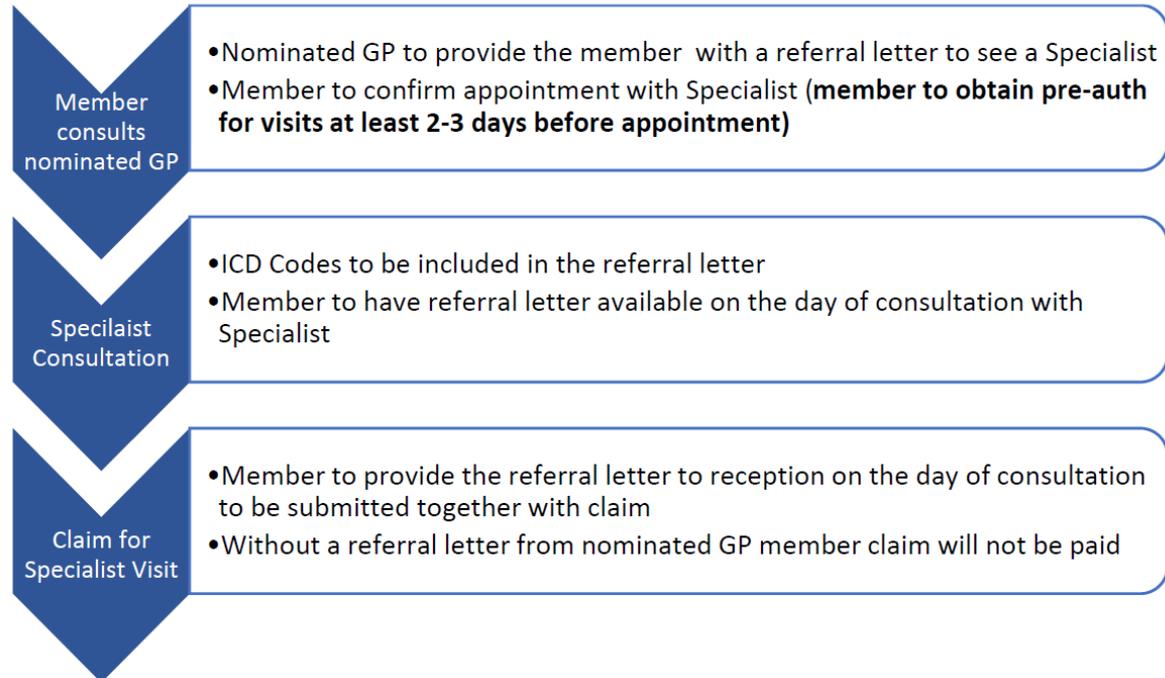




Specialist Out-Of-Hospital Process

Specialist Out-Of-Hospital Consultation Process

Please note this is a PMB only option and the relevant PMB codes will apply.

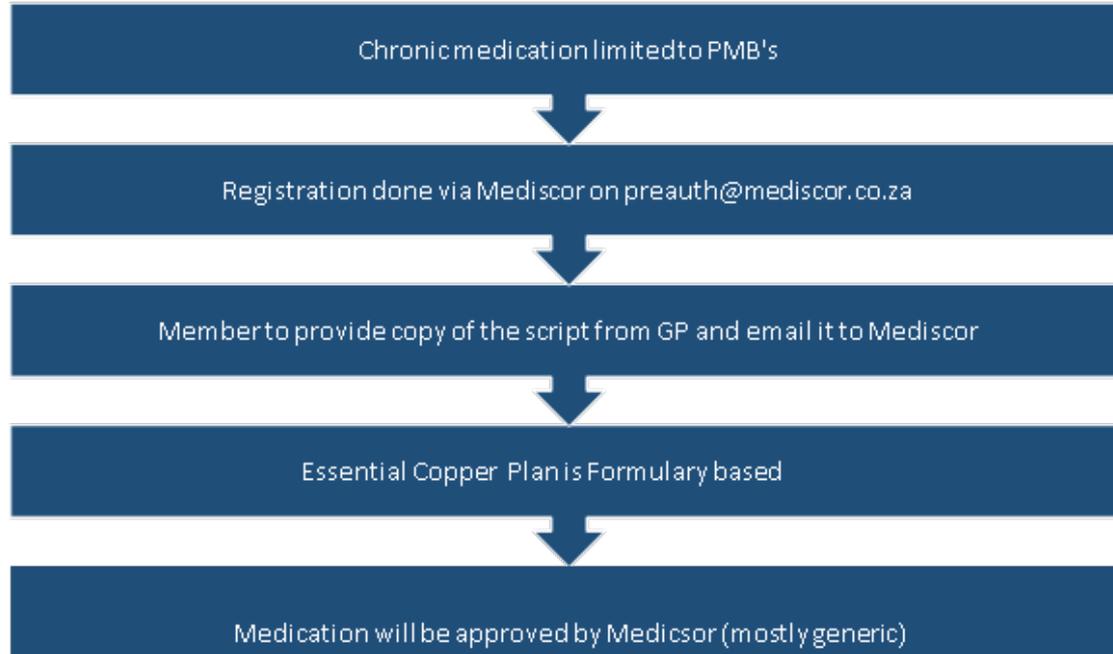


Medicine Management-Acute and Chronic



- Registration of a chronic disease is done by e-mailing or scanning a copy of the script to ChroniLine ™
- Mediscor ChroniLine is their comprehensive chronic medicine authorization service.
- Qualified pharmacists and pharmacy assistants perform authorisations.
- Acute medication is based on the medication as prescribed by the treating doctor and can be obtained from any pharmacy nationally or from the dispensing doctor.
- The medication available is mostly generic medication.
- The ChroniLine e-mail address is preauth@mediscor.co.za
- Please note that the Pharmacy code for claims processing is MDS00090 for the Essential Copper option.

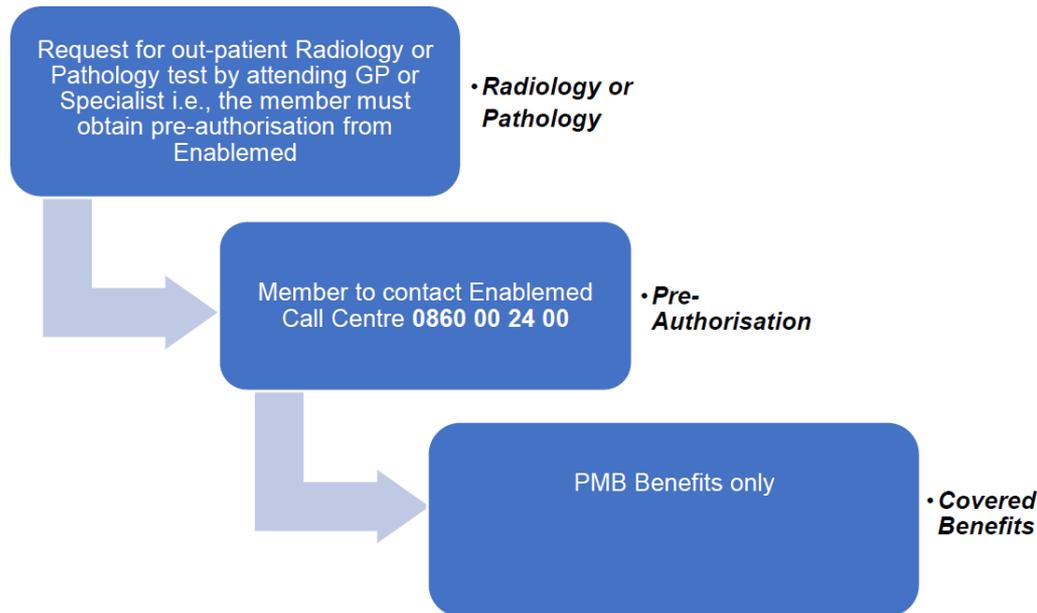
Chronic Medication registration process





Basic Radiology and Pathology

- Pre-authorisation is required for all Radiology and Pathology services out-of-hospital.
- At the time of pre-authorizing for the benefit approval through the Enabledmed contact centre is explained to the member and provider.





Dentistry

- DENIS is the contracted Provider for access to Dentistry benefits.
- The DENIS network consists of providers in excess of 2 400 dentists nationally.
- Prior to receiving treatment from a Dentist on the network, the dentists are aware that pre-authorization is required.

Members are to contact DENIS on 0860 104 925 for assistance

In-Hospital dentistry is not included, as this is managed by 3Sixty Health on behalf of the Scheme

Optometry

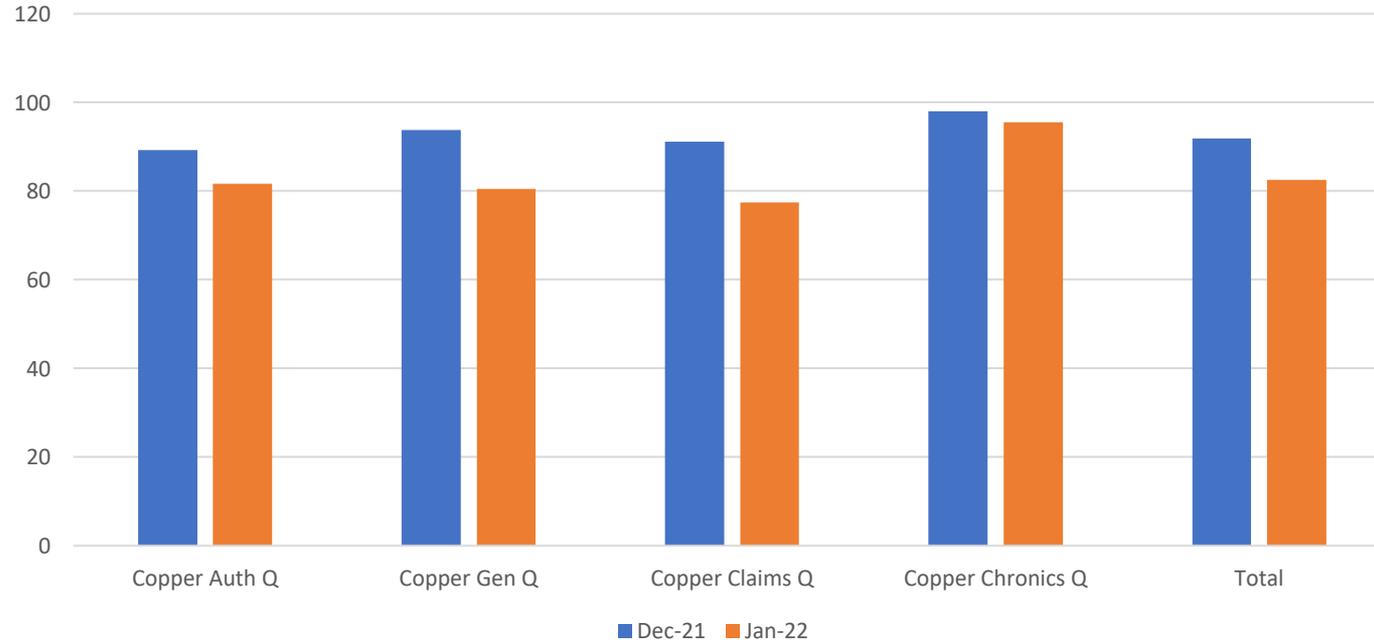


- ENABLEMED has over time negotiated its own fee and remuneration structure for access to Optometry.
- Where no pre-authorization is obtained by the member, additional costs for benefits in excess of the limit will be for the member's account.
- Pre-authorization must be obtained by calling the **PPN Contact Centre on 041 506 5760.**
- **The address for submitting claims and queries is Claims@ppn.co.za**

Claims TAT | Sizwe-Hosmed – Last 30 days

	Ave Service to Settle time (days) Sizwe-Hosmed	All Clients (days)
All Disciplines	15.3	14.7

Service Levels for December 21 – January 2022



NHG Contact Details



Query Type	Mailbox	Contact Numbers
New claims	claims@enablemed.com	<u>0860 002 400</u>
Benefit queries	claims@enablemed.com	<u>0860 002 400</u>
General queries	customercare@enablemed.com	<u>0860 002 400</u>
Out of hospital authorisations	customercare@enablemed.com	<u>0860 002 400</u>
Broker escalations	escalations@enablemed.com	



SIZWE-HOSMED

M E D I C A L S C H E M E

Your choice for quality care