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21 December 2015

Dear Healthcare Professional

UPDATE: Medscheme to manage POLMED from 1 January 2016

From 1 January 2016, Medscheme will take on the role of both administrator and managed care provider to the South African Police Service Medical Scheme (POLMED).

In order to ensure a smooth transition from the previous administrator to the new one, please take note of the following **updates** to the original communication sent earlier this month:

Services	Services provided from 2014 until the end of 2015	Services provided from 1 January 2016
Pre-authorisation for admission to hospital and other facilities Take note: Other facilities include sub-acute units, rehabilitation units for drug and alcohol dependency, mental health facilities, renal dialysis units and oxygen suppliers	<p>Metropolitan Health will update pre-authorisations for services rendered in 2015 until close of business at 17:00 on 29 February 2016.</p> <p>Thereafter, Medscheme will be responsible for all pre-authorisation updates.</p>	<p>Medscheme will provide pre-authorisations for services rendered from 1 January 2016.</p> <p>Hospitals and other facilities may use the web functionality from 1 January 2016 to send through authorisation requests for admissions from 1 January 2016.</p>
	<p>Take note: Hospitals and other facilities will be required to split authorisations and claims for members who are admitted over this transitional period.</p>	
Hospital claims submissions, transactions and queries	<p>All hospital claims, transactions and claims queries up to 31 December 2015 will be processed by Metropolitan Health until midnight on 15 April 2016.</p> <p>From 16 April 2016, claims queries for services rendered between 1 January 2014 and 31 December 2015 must be addressed to Medscheme.</p>	<p>From 1 January 2016, all claims submissions and transactions for 2016 service dates will be processed by Medscheme.</p> <p>Claims should be submitted through electronic data interchange (EDI), while paper claims can be posted/couriered to:</p> <p>PO Box 38632 The Boulevard Pinelands Buildings F and G 7430 Searle Street Woodstock 7925</p>
Claims submissions and queries – non-Hospital	<p>Metropolitan Health will process claims with treatment dates in 2015 until the end of the wind-down period on 15 April 2016</p> <p>These claims can be posted to: Private Bag X16 Arcadia Pretoria 0007</p>	<p>From 1 January 2016, all claims with treatment dates of 2016 will be processed by Medscheme</p> <p>These claims can be posted to: Private Bag X16 Arcadia Pretoria 0007</p> <p>Alternatively, claims can be handed in at any of the Medscheme walk-in branches.</p>
	<p>Take note: Metropolitan Health is responsible for claims with treatment dates in 2015 until close of business on 15 April 2016. Medscheme is responsible for claims with treatment dates of 2016 from 1 January 2016 and for all treatment dates from 16 April 2016.</p>	

	Take note: Claims for optical services, regardless of the treatment date, should be sent via email to info@ppn.co.za .	
Oncology management	<p>Metropolitan Health will process claims for oncology services rendered in 2015 until close of business on 15 April 2016.</p> <p>Updates to authorisations for these services must be done before the close of business on 29 February 2016. Thereafter, Medscheme will be responsible for all pre-authorisation updates.</p>	Medscheme will process all claims and provide authorisations for oncology services rendered with treatment dates of 2016 from 1 January 2016.
General Practitioner (GP) and Specialist networks	For all GP and Specialist network-related queries and/or to join the network, send an email to providernetwork@polmed.co.za .	
Hubs and switches	<p>EDI claims for treatment dates in 2015 should continue to be submitted to Metropolitan Health until close of business on 15 April 2016.</p> <p>Take note: Claims with a 2015 treatment date can be submitted to Medscheme from 16 April 2016.</p>	Medscheme will process all claims for services rendered with a 2016 treatment date from 1 January 2016.
	Claims for optometry are to be submitted directly to Preferred Provider Negotiators (PPN) at info@ppn.co.za .	
Contact details	<p>Metropolitan Health Call Centre: 0860 765 631 General enquiries email address: polmed@mhg.co.za</p>	
	<p>Medscheme Client Service Call Centre: 0860 765 633 Email: polmed@medscheme.co.za</p> <p>Healthcare Professional Contact Centre (general enquiries) Call Centre: 0861 112 666 Email: polmedhcp@medscheme.co.za</p> <p>Hospital pre-authorisation Call Centre: 0860 765 633 or 0860 104 111 Fax: 0860 104 114 Authorisations email address: polmedauths@medscheme.co.za Case management updates email address: polmedupdates@medscheme.co.za</p> <p>Hospital claims queries Call Centre: 0860 002 148 Email: claimsmanagement@medscheme.co.za</p> <p>Chronic medicine management Call Centre: 0860 765 633 or 0860 104 111 Email: polmedcmm@medscheme.co.za Fax: 0860 000 320</p> <p>HIV management Call Centre only opens at 08:00 Call Centre: 0800 227 700 Fax: 0800 600 773 Email: polmedhiv@medscheme.co.za</p> <p>Oncology management Call Centre: 0860 765 633 or 0860 104 111 Fax: 0860 000 340 Email: polmedonco@medscheme.co.za</p>	

Kind regards

MBASA MXENGE
PRINCIPAL OFFICER