



CLAIMS PROCEDURE (SCHEME RULE 15)

Members: Submission of claims

- Claims must be submitted within 120 days of the service date. Claims received after this period will be rejected as stale.
- Copies of accounts will be accepted for processing or payment.
- In cases where the service provider charges above POLMED rates, you will be responsible for payment of the balance of the claim directly to the provider.

Service providers: Submission of claims

Most service providers submit their claims electronically.

Payment of claims

You will receive a claims statement that will advise you of the outcome of the payment process. You can also view the outcome via the Member Zone on our website at www.polmed.co.za

Obtain a detailed account/statement from the service provider

Submit your claims correctly

There are various ways of submitting claims to POLMED for processing:

Email: polmedcurrentclaims@medscheme.co.za

Fax: 011 758 7660

Post: POLMED, Private Bag X16, Arcadia, 0007



Visit any POLMED regional walk-in branch.

Information required to validate a claim

Healthcare provider (e.g. doctor, specialist etc.)

- Name and practice number.
- Referring doctor's practice number (for specialist claim).
- In the case of a group practice, group practice number and the name of the practitioner who provided the service.

Member

- Membership number.
- Scheme name and benefit plan (Marine or Aquarium).
- Main member's initials and surname.
- The patient's name, other initials and surname (if it is not the principal member), as well as the dependant code (as it appears on the back of the POLMED membership card).
- Date of birth of patient.

Other

- Date of service.
- Account/reference number.
- Tariff/NAPPI/procedure code(s) – this is a code that refers to the pricing of a medical service/product.
- ICD-10 code(s).
- Cost of each treatment, item or procedure.
- In respect of medication claims, the name, quantity, dosage and net amount payable by the member should be provided.

Member refunds:

If you've paid for a service directly and want to request a member refund, you need to submit your proof of payment (receipt or bank deposit slip) together with the service provider's account that displays a zero balance for the claim.