



Billing Protocol:

1. Scope /Purpose:

This procedure defines the process of billing patients and/or any third party, e.g. medical aids and/or funders for physiotherapy services rendered.

2. Key Personnel Involved

- Accounts manager/receptionist
- Practice Principal/s
- Treating physiotherapist

3. Procedure:

New Patients

- All new patients must produce the following documentation, depending on the payment of their accounts. This documentation must be filed with the patient's records.
- Medical Aid Patients: proof/copy of medical aid card, copy of ID book, authorisation number if required
- Cash Patients: Copy of ID book
- RAF Patients: Copy of ID book, MF1 form (or a copy from the doctor), letter of undertaking from the RAF in the instance of it being an old case, letter from the patient assigning power of attorney to pay the service provider.



Informed Consent

- Consent must be obtained from the person responsible for the payment of the account, prior to treatment being commenced.
- The person responsible for the account may not necessarily be the person receiving treatment or the parent with the child, in the case of a minor.
- Authorisation may be required from a medical scheme prior to treatment being commenced (especially in the case of new treatments, ongoing treatments and after-hours treatment).
- Requests for authorisation and responses from the medical funder must be in writing
- A reference number must be obtained from the medical funder regarding the patient's treatment
- Authorisation for treatment may be communicated directly with the Medical Aid or through the patient, as required
- Authorisation from Medical Aids will be filed and kept with the patient's records.
- All communication between the physiotherapy practice and the patient and/or medical funder must be documented in writing with all details disclosed including the date, the person with whom the discussion was had, a reference number (where applicable) and the outcome of the discussion.

4. Medical aid clients seen at the practice or in hospital:

This practice follows the strict guidelines set out according to the various medical aids, the board of healthcare funders (BHF) and the HPCSA. We only charge medical aid rates to a maximum of 100%.

All claims are sent directly to your medical aid via Medi-Switch (software support) were the data is validated and paid directly to the practice followed by a statement supporting the data.

Some medical schemes reimburse their client instead of Theo Pauw Inc if there were any discrepancies on the claim (the medical scheme will quote a code at the end of the statement page explaining the reason), with the expectation that the client will then settle [the physiotherapy account with the money they received from the fund.](#) **Please note that the client ultimately remains responsible for settling the outstanding physiotherapy account.**

Please also refer to the following links for individual information:

Your own medical aid webpage

<http://www.bhfglobal.com/national-health-reference-price-list-nhrpl>

<http://www.hpcsa.co.za/>



5. Treatment codes:

- ICD 10 codes: This is a set of codes developed by the World Health Department (WHO) to describe each condition or injury, please refer to <http://www.health.gov.za/icddoc.php>
- A full list of physiotherapy treatment codes with the explanations can be seen on <http://www.bhfqglobal.com/national-health-reference-price-list-nhrpl>

6. Non medical aid clients seen in the Practice:

- All consultations will be billed for a 45 minute session. It is however subject to the condition treated (ICD10 code), procedures that was done and actual time spent.

7. Non-medical aid clients in Hospital:

We follow the national health reference pricelist (NHRPL) that are updated yearly for each medical aid to calculate the physiotherapy treatment price for each condition from the extensive list of physiotherapy procedures treatments. We calculate a value comparable to what that treatment would have cost if sent to a medical aid. The client is then billed accordingly.

8. Specific Exceptions to the above Billing protocol:

Regular Force Medical Continuation Fund: (RFMCF) needs *pre-authorization* for all forms of physiotherapy treatment.

Fedhealth, Hosmed and GEMs needs pre-authorization for inpatient physiotherapy treatment

TransMed: All procedures and treatment needs to be verified for every case