

Our ref: .

Date: 03 February 2016

Reference: 2111

Practice number:

Dear Dr .

**Non payment of GEMS Claims to practice**

With reference to your correspondence received by GEMS, the following details a response to your enquiry.

Kindly be informed that the outstanding accounts relating to tariff code 86205 and 86204 remains rejected as services not covered due to the following reasons:

Dr . - Practice number is registered as a Clinical Psychologist with a sub discipline in Industrial Psychology.

The Scheme received the accounts with the billing of the tariff codes mentioned above for clinical psychologist but he is registered as an Industrial psychologist.

We request the service provider to review the billing guide and resubmit an amended accounts in order to enable processing of the account thereof.

Please take note of the Scheme rules below with regards to the stale process.

According to the Scheme Rule 15.5, if the Scheme is of the opinion that an account, statement, claim or other request for reimbursement is erroneous or unacceptable for payment, the Scheme shall notify the Member and the relevant healthcare provider within thirty (30) days after receipt thereof and the state the reasons for such an opinion.

The Scheme Shall afford such Member and healthcare provider the opportunity to resubmit such corrected account or statement to the Scheme within sixty (60) days following the date from which it was returned for correction. If, after such resubmission, the Scheme remains of such opinion, the process provided for in this Rule 15.5 shall be repeated until such time as the Scheme is able to determine whether the account, statement claim or other request for reimbursement is payable or note.

All claims are paid at the GEMS Scheme rate and depend on the Scheme Rules, the member's available benefits and clinical protocols. If the provider is charging more than the Scheme rate, the member is responsible for paying the difference.

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Should you require further information, please contact our Customer Services Department on 0860 00 4367 or send an email to [enquiries@gems.gov.za](mailto:enquiries@gems.gov.za).

Yours sincerely

## **CUSTOMER EXPERIENCE DEPARTMENT**

**Please note:**

For all enquiries contact GEMS via telephone on 0860 00 4367, via fax on 0861 00 4367 or via email at [enquiries@gems.gov.za](mailto:enquiries@gems.gov.za). If the enquiry cannot be resolved to your satisfaction, it can be escalated to the Customer Experience Department by sending an email to [complaints@gems.gov.za](mailto:complaints@gems.gov.za).