

RivLink



cc. reg no. 2003/057517/23

The ultimate claims administration solution!

7 January 2020

Dear Practitioner

RE: INGWE CLAIMS FROM FEBRUARY 2020

Please note that, as from 1 February 2020, RivLink will be purchasing all Ingwe claims. This will only be implemented for claims with a treatment date from 1 February onwards.

Please ensure that all Ingwe claims are sent with all the relevant patient details, and that all details are correct (e.g. dependant codes of main members which are often 01).

Kind regards

THE RIVLINK TEAM

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DENTAL PRACTITIONERS:

Please note that all 97..... lab costs need to be submitted with your claims, as these codes are lab dependant. If the amounts are not submitted, RivLink will submit an average amount. All other lab costs will be submitted as per RivLink's average prices, unless detailed prices are submitted with the claims.

Please also ensure that tooth numbers are included with all relevant codes in order to reduce the amount of possible rejections.

PHYSIOTHERAPISTS:

Please ensure that you submit referral practice numbers and authorisation numbers at all times, especially for Discovery and GEMS patients.

This will reduce the amount of unnecessary rejections with regards to referrals and authorisations.

GENERAL PRACTITIONERS:

Please note that RivLink claims with the generic options of the medications you write on your claims forms. If you would like for us to claim exactly what is being dispensed, please provide us with a detailed list of the NAPPI codes for all of the medications you dispense.

RivLink cannot be held responsible for any enquiries made by the medical aids regarding the discrepancies between your dispensing medication in your rooms, and the medications being claimed.

Please keep in mind that RivLink is not responsible for ensuring which medical aids you are contracted with, or that you are still active on the medical aid networks. If, however, you would like to join a network or sign a contract, please feel free to contact us and we will send you the necessary documentation.

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MEDICAL AID CHANGES - 2020:

Effective 1 January 2020, the following changes will take place:

GEMS Sapphire option becomes Tanzanite One.

All Golden Arrow and Fishmed patients are now considered to be non-dispensing options - no medications will be claimed for these patients.

Wooltru changes the following names:

- Core to Network
- Plus to Saver
- Extended to Comprehensive

CompCare and Selfmed have amalgamated to become CompCare - all Selfmed options are now administered by Universal.

The RivLink Team is busy preparing the 2020 Pricelists, and will upload them to the website as soon as they are complete.

We will inform you via email or WhatsApp as soon as they are available.