

RivLink



cc. reg no. 2003/057517/23

The ultimate claims administration solution!

7 January 2019

Dear Practitioner

Welcome back for 2019. We sincerely hope you had a wonderful festive season.

NB: All practitioners, particularly dentists, much please ensure that you contact all of the medical aids in order to get all of their protocols and/or manuals for 2019. Rivlink is not responsible for ensuring that the practitioner is kept up to date with any service limitations and/or changes (eg. Carecross, GEMS, DRC, Denis, etc).

Please also keep in mind that the work we do is only as efficient as the claims you provide. Incorrect or unclear details can result in rejections. Please ensure that claim forms are filled in as neatly and correctly as possible in order to ensure less rejections in 2019. Please also ensure that you clearly state which plan or option the patient is on, for example Remedi Standard, in order to ensure that the correct pricing structure is used. Please note that any incomplete claims will not be submitted, but will be returned to the practice to be corrected and resent.

Please note that, as per the attached list of medical aids not bought by RivLink, queries and follow up for claims such as Essentialmed, Opmed and GetSavvi are the responsibility of your practice staff. If in doubt, please always contact us to confirm whether or not a medical aid is purchased by RivLin. Although almost all medical aids can now be sent through RivLink, several are still not purchased.

As per the letters sent in 2016, 2017 and 2018 GEMS has not yet sorted out all of their problems. RivLink is making every attempt to resolve the issues with these claims, and to ensure timely processing of claims, but there are still some rejections that we are only receiving months later. We appreciate your patience and understanding in this regard.

Please note that in case of emergencies ONLY, the RivLink team can always be reached on the cellphone number - 076 631 2298.

Please ensure that all cut-off times are strictly adhered to in 2019. Any and all claims received after the specified cut-off times will only be processed and paid in the following week.

Please keep in mind that all important information, resources and announcements are available on the RivLink website at all times for your records. Please monitor the website for all important information. All important information will also be sent via Whatsapp when necessary.

Kind regards

THE RIVLINK TEAM

Tel: (021) 864-3338

Email: admin@rivalland.co.za

Fax: (021) 864-3337

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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 rejections in 2019.

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.