

RivLink



cc. reg no. 2003/057517/23

The ultimate claims administration solution!

11 January 2023

Dear Practitioner

Welcome back for 2023. 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 2023. 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), or that your network agreements are up to date.

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 note that any incomplete or unclear claims will not be submitted in 2023, but will be returned to the practice to be corrected and resent. All corrections must also be sent prior to cutoff times, as per your RivLink Agreement.**

Please note that, for all plans and options administered by Momentum Health, we require ICD-10 codes to be specified on the claims - this includes Moto Health, Health4Me, Imperialmed, Momentum, Ingwe, Golden Arrow, Pick n Pay, Wooltru, etc. If no ICD-10 codes are specified, we will use generalised codes which could lead to the claims being rejected. Please ensure that this information is clearly stated on any relevant claims.

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 2023. Any and all claims received after the specified cut-off times will only be processed and paid in the following week. It is not the responsibility of the RivLink team to ensure that your claims are received.

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

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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 or let you know who to contact.