

RivLink



cc. reg no. 2003/057517/23

The ultimate claims administration solution!

13 February 2023

Dear Practitioner

We have received a lot of questions that have been repeated by several practices during the last few months, and want to clarify a few changes that have taken place over the past few years:

MEDSCHEME

All claims administered by Medscheme will be processed by RivLink for a fee, but will be paid directly to the practice. As per the communication sent in 2021, all practitioners were asked to send the forms to register your practice banking details with the scheme in order to receive the payments.

BonCap and BonCom have some options for which the dental claims are processed entirely by Medscheme. We still purchase all Bonitas claims from dental practitioners, but any payments made to the practitioner for these claims will be deducted from the practice, as the claims were purchased by RivLink. We will be sure to note these amounts on your reports, for your records. Please keep in mind that these options will never be paid to RivLink, and therefore will always have to appear as deductions on your reports - the payments for these claims will be made directly to the practice.

MOMENTUM

As from 2022, Momentum administered schemes no longer accept any generalised ICD-10 codes for claims submitted to them. Due to that fact that the RivLink staff does not know the diagnoses for the patients, we request that you please specify the ICD-10 codes that need to be submitted with any of those claims. The medical aids that fall under Momentum administration are as follows:

Golden Arrow	Wooltru	Imperialmed	PG Group
Sasolmed	Health4Me	Moto Health	Ingwe
Momentum Health	Fishmed	Pick n Pay	Transmed

Attached please find a summarized list of ICD-10 codes that can be used to ensure that the correct codes are written on the claims - any incorrect codes can lead to unnecessary rejections.

NETWORK AGREEMENTS & PROTOCOLS

Please ensure that you are aware of which medical aids you have network agreements with, and that your treatments adhere to those network protocols. If you need any network contracts, please feel free to contact us and we can get them sent to you.

RivLink cannot sign network agreements on your behalf, nor can we confirm with which medical aids you are still contracted. Please keep in mind that some networks require yearly applications to remain on the network.

CLAIM INFORMATION

In the case of any invalid or missing information on claims submitted to RivLink, we will notify you as soon as possible via Whatsapp or email. Please ensure that corrections are sent back to us, in writing, as soon as possible in order for us to submit those claims for the current week. Any corrections received late will result in the claims being held over to the following week.

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RESUBMISSIONS/CORRECTIONS

No resubmissions, corrections or reversals can be accepted telephonically, as we need to be able to confirm that any such instructions were received in writing, and that they were processed and completed correctly. Please Whatsapp or email any such instructions to us, and we will assist as soon as possible.

Please keep in mind that resubmissions, reversals and general reprocessing can take anywhere between one and six weeks, depending on the medical aid. We always strive to have these completed as a matter of urgency, but these situations are out of our control. Any resubmission repayments will be noted in your weekly reports, for your records. RivLink is in the process of generating a report to monitor all resubmissions for each practice on a monthly basis.

We can assure you that, as your claims administration bureau, our team always strives to assist in any way possible and make sure that your claiming process functions as efficiently as possible. Please feel free to contact us anytime if there is anything you are unsure of, any remittances you require copies of, or any questions you may have.

Kind regards

THE RIVLINK TEAM