



**MEDICAL AID RATINGS:**

All Medical Aids have a rating based on their efficiency in terms of multiple different factors surrounding their processing, payment, statements, reconciliation, etc. of claims. These ratings are continuously updated and adjusted by means of an actuarial program based on a “Weighted Rolling Average” algorithm.

The ratings are represented as follows:

**Greater than 97,5% - A+**

**95% to 97,5% - A**

**85% to 95% - B**

**75% to 85% - C**

**65% to 75% - D**

**Less than 65% - E**

**MEDICAL AIDS NOT PURCHASED BY RIVLINK:**

Claims for the following medical aids will NOT be purchased by Rivlink. We will process these claims on your behalf and submit them to the Medical Aids, and payments will probably be paid into your bank account. Any monies paid into Rivlink’s bank account in error will be paid over to you as quickly as possible. Please note that these claims can only be reconciled by Rivlink if the remittances are forwarded to Rivlink by the surgery.

Diocesan	Enabledmed (Makoti)	Building & Const. Industry
Prime Cure (Kaelo)	Namibia	Opmed
Thebemed	Rand Water	Resolution
Nimas	AGS Health	Watch Tower
Essentialmed	Stratum	Unity/Elix Health

**MEDICAL AIDS NOT PROCESSED BY RIVLINK:**

Claims for the following medical aids will not be processed by Rivlink:

WP Medical Continuation Fund (Permanent Force)  
WCA - Workmen’s Compensation  
Platinum Health  
Goldfields  
Faranani  
Hairdressing Trade  
Furniture Industry  
UDIPA