



PPN MANUAL 2017

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1. IMPORTANT 2017 INFORMATION

We negotiated the following improvements to the benefit and service deliveries for 2017:

A. Consultation & Lens Pricing

Consultations

We have successfully negotiated an increase of our ALL INCLUSIVE CONSULTATION fee (Refraction, Tonometry and Visual Fields) of R 515 for 2017.

Consultation Changes

Description	2017	Code
Comprehensive Consultation*	R515	70001
Biometric Fingerprint	R5	70008
Post Cataract Consultation	R320	70009
Consultation only	R455	70002
Consultation and Tonometry/Visual Fields	R485	70003
Re-Examination	R360	70004
Contact Lens Re-Examination	R230	21844
Contact Lens Re-Examination (Bankmed)	R240	20844

**Authenticate IT & Second Benefit warranty applicable on most of the PPN 1 contracted schemes.*

Base Lens Pricing

The lens pricing on PPN 1 and PPN 2 for 2017 are as follows:

Lens Type	PPN1	PPN2
Clear Aquity Single Vision	R 165	R 205
Clear Aquity Bifocal	R 360	R 475
Base Aquity Multifocal	R 660	R 825

PPN Frame Pricing



PPN has managed to contain any increases on the PPN frame range for the last 5 years. However, the negative influence of the exchange rate has also impacted on the landed cost of the PPN frame range.

As a result of this, the PPN frame range will be adjusted from R150 to R195.

Lens Enhancements

The Lens enhancements have been adjusted accordingly for 2017.

B. List of 2017 PPN Contracted Medical Schemes for full administration and payment.

Notes on Scheme changes (Please see Medical Aid summary for more information):

The additional Medical Schemes under PPN administration for 2017 are:

Bestmed Pulse 1 (ex Carecross Topmed)
 Bestmed Pulse 2
 Bonitas BonComplete
 Camaf Alliance
 Camaf Double Plus
 Motohealth Hospicare/Hospicare Network

Scheme / Option Terminations:BPSA; Carecross; Medshield

PPN Scheme Grid:

PPN Medical aid	Option
BANKMED	COMPREHENSIVE PLAN
	TRADITIONAL PLAN
BESTMED	BEAT 3 / NETWORK
	BEAT 4 / NETWORK
	PACE 1
	PACE 2
	PACE 3
	PACE 4
	PULSE 1
	PULSE 2
BONITAS	BONCOMPLETE
BOMAID	SCHEME A
	SCHEME B
	SCHEME C
	SCHEME ISS
	SCHEME U
CAMAF	FIRST CHOICE / NETWORK CHOICE
	ALLIANCE
	DOUBLE PLUS
DE BEERS BENEFIT SOCIETY (DBBS)	DBBS
GET SAVVI / BLACKBIRD	OPTIONS C / D
GEMS	RUBY
	EMERALD / EMERALD VALUE
	ONYX
	BERYL
	SAPPHIRE
HOSMED	PLUS
	ACCESS
	ESSENTIAL
	VALUE
MBMED	MBMED
MEDICALL	CLASSIC

PPN Medical aid	Option
MEDIHELP MEDICAL SCHEME	NECESSE NETWORK
	DIMENSION PRIME 2
	DIMENSION PRIME 3
	DIMENSION ELITE
	MEDIHELP PLUS
	DIMENSION PRIME 1
MEDIMED	MANAGED CARE ECIPA / UDIPA / PEGP
MOTO HEALTH CARE	CLASSIC / CLASSIC NETWORK
	OPTIMUM
	HOSPICARE/NETWORK
PG GROUP MEDICAL SCHEME	PG GROUP
POLMED	AQUARIUM (FORMERLY LOWER PLAN)
	MARINE (FORMERLY HIGHER PLAN)
REMEDI MEDICAL AID SCHEME	STANDARD
	COMPREHENSIVE
	CLASSIC
SISONKE HEALTH MEDICAL SCHEME	PRIDE OPTION
SIZWE	AFFORDABLE / FULL CARE
	PRIMARY / HOSPITAL CARE
THEBEMED	ENERGY
	UNIVERSAL / EDO
	NETWORK OPTION
TOPMED	TOPMED COMPREHENSIVE (RAINBOW COMPREHENSIVE)
	TOPMED EXECUTIVE (PROFESSIONAL)
	TOPMED FAMILY (PALADIN COMPREHENSIVE)
TRANSMED MEDICAL FUND	STATE PLUS OWN CHOICE / SATS PENSIONER (GAURDIAN)
UNITY HEALTH	ELIX HEALTH BLACK
	PRIMARY & HOSPITAL CARE A / B / C
	PRIMARY CARE A / B / C
	PRIME CARE
	STR A / AW / B / BW
	UMBRELLA PC / PCH
	Unity C SMG / C COM / D VG

C. FRAUD – PPN BENEFIT DESIGN

Historically we have always paid a differential consultation fee between dispensing within the benefit or dispensing with member co-payments ie.

1. Full consultation is paid for dispensing within the benefit.
2. A reduced (split) consultation is paid when the member has incurred copayments due to their product choice.

Unfortunately this differentiation has resulted in an increase in split billing whereby a provider submits a claim purporting to be a claim within the benefit and hence claiming for the higher consultation when in actual fact the member has had copayments which the provider has sourced on a separate account from the member.

So our split consultation strategy has inadvertently led to a new form of fraudulent claiming.

As of 2017 the split consultation logic falls away. And will be replaced by Authenticate IT. In other words the “split “consultation fee of the past will now fall away. From 2107 we will pay a consultation fee of R 515 with an additional R 5 for submission of biometric information together with a voluntary option to subscribe to Authenticate IT and receive an additional R 100 discount on the laboratory invoice.

D. AUTHENTICATE IT

Authenticate IT, is an advanced development of ValidateIT where we have been able to take the information derived from ValidateIT to a new level of accuracy. It is an on line lab ordering system, whereby network providers can individually **voluntary elect** to subscribe to ordering their lenses through accredited PPN laboratories. We have relooked our reimbursement philosophy, particularly the split consultation philosophy which has started to be abused by some providers, and have decided to change that philosophy and do away with the split consultation and rather reward Providers who elect to make use of Authenticate IT with an extra R 100 which will be deducted off their laboratory invoice in return for subscribing to this new transparent system that will allow PPN to verify that the prescription claimed for, matches the prescription ordered.

PPN Providers registering to use Authenticate IT will give PPN the authority to pay the accredited lab order on their behalf. This means that accredited Authenticate IT laboratories will receive direct payment

at least once a week from PPN. **PPN in designing Authenticate IT has used expert legal opinion to ensure that the methodology applied to Authenticate IT is complicit with all relevant laws.**

Authenticate IT will apply to most PPN 1 options:

Bankmed, Bestmed, Camaf, DBBS, Hosmed, Medimed, MBMed, Medihelp, PGGroup, Polmed, Sisonke, Remedi, Thebemed, Transmed (Please see Lab ordering Manual with Questions and Answers on Authenticate IT).

We reaffirm that subscription to Authenticate IT by;

1. PPN Providers - is subject to a voluntary decision on behalf of the provider to participate.
2. Any optical laboratory - is subject to a voluntary decision on behalf of the particular laboratory to become registered as a PPN accredited supplier.
3. The first laboratories to subscribe to Authenticate IT are Essilor and Hoya who have both agreed to give providers 40% discount off catalogue which will be in addition to the R100 discount co-ordinated by Authenticate IT. This means that for certain Single Vision prescription orders providers will receive more discount than the original cost of lenses, and that for most prescription orders the 40% discount off catalogue together with the additional R100 discount will result in a net discount of 50% or more.

E. SECOND BENEFIT WARRANTY

PPN has designed a second optical benefit for members who have lost, damage or broken their spectacles within their benefit cycle. PPN Providers who wish to participate need to sign a PPN second benefit warranty addendum and like the PPN Lab ordering/Authenticate IT process, participation is completely voluntary.

The medical aid member needs to contact the PPN call centre directly on 086 1103 529 to activate his/her benefit. Proof of broken, damaged or lost spectacles for may be required for approval.

NB:

- ONLY ACCREDITED PROVIDER AND LABORATORY ELIGIBLE FOR WARRANTY
- MEMBER MUST HAVE CURRENT SPECTACLE SCRIPT ON SYSTEM

SECOND BENEFIT WARRANTY RULES:

1. The medical aid member needs to apply to PPN for an authorization number;
2. The replacement benefit is only available at a PPN provider where the initial claim originated or the nearest PPN provider if the originating provider has not signed the addendum to facilitate the second benefit warranty;
3. The dependent has used their current optical benefit for the current cycle and is not in benefit;
4. A consultation is not covered and only the current prescription that is registered with PPN will be used for the replacement pair;
5. The spectacles MUST be ordered online via the PPN lab ordering process on the Optimum system;
6. The cover includes a PPN frame and one pair of clear standard lenses to the last prescription;
7. The member copayment for the cover is R200 for Single Vision lenses; R300 for Bifocal lenses; R400 for Multifocal lenses at a participating PPN provider;
8. As applicable to the normal optical benefit, the member can choose an alternative frame and lens enhancements which becomes a copayment between the provider and member;
9. The lab costs for any Lens extras will be invoiced to the provider;
10. The Second benefit warranty is only available once off and cannot be used simultaneously with the normal optical benefit;
11. The benefit is only applicable if the member remains on the medical aid option covered under 2nd benefit warranty ie should a member change medical aid or move to an option not covered under this warranty, then the benefit will fall away;
12. No consultation is required or will be considered for payment (script should be as per the spectacles that were dispensed within the benefit cycle);
13. Proof of broken, damaged or lost/stolen spectacles can be requested

Benefit description:

CONSULTATION: No consultation available - Current script on system to be used

CONTACT LENSES: Contact lenses are not covered by the second benefit warranty

SPECTACLE REPLACEMENT COVER: PPN frame and either Single Vision lenses OR Bifocal Lenses OR Multifocal lenses (Approval as per lenses previously covered by the scheme benefit)

MEMBER EXCESS:

- a) Member to co-pay directly to the provider R200 for Single Vision lenses; R300 for Bifocal lenses; R400 for Multifocal lenses to receive this cover;
- b) Lens enhancements elected by the member and ordered as part of the warranty invoice must be ordered via the lab ordering system and PPN lab costs will be applicable. Provider to collect payment directly from the member;
- c) R200 of this co-payment is a dispensing fee to the provider;
- d) PPN will raise a R100 on BF and R200 on MF as part of the lab invoice on the BF and MF lens order and all other lens enhancement costs will also be raised in an invoice to the practice and deducted off their next payment run;
- e) The PPN frame when dispensed must be invoiced on code 70406 and will be replaced to the provider as per the normal PPN replacement process (settlement discount applicable);
- f) The lab costs will be reflected in the next payment run;
- g) The provider collects full payment from the member (excess and lens enhancements).

We understand that only the dispensing fee is made on 2nd benefit warranty claims as this is an additional service to add value to members of our contracted practices and those of PPN qualifying schemes. The following codes MUST be used for the base product and PPN codes for the lens enhancements elected by the member in order for the provider to benefit from the PPN lab pricing (base product reflected below):

Tariff	Price	Lab cost	Provider incentive
69120 Single Vision order	R200	R0	R200
69130 Bifocal order	R300	R100	R200
69140 Multifocal order	R400	R200	R200

CLAIM PROCESS:

- A. Member needs to contact PPN call centre to activate and submit a request;
- B. On receipt PPN will check history and rules:
 - a. Member needs to have a current spectacle prescription;
 - b. Be on a PPN medical aid option;
 - c. Be out of benefit;
 - d. Find out if member would like to add to the benefit or not;
 - e. Refer the member to a participating provider (Ask provider to liaise directly with PPN for claiming procedure)
- C. Member will confirm any additional frame and lens enhancements directly with provider;

- D. Provider will facilitate a quotation for approval from PPN and authorization number;
- E. System to provide the LAB order number from accredited laboratory;
- F. PPN to use this order number to complete the spectacle order ;
- G. Provider collects the payments directly from member;
- H. No payments made to provider directly;
- I. PPN recovers any additional lens enhancement costs from the provider directly;
- J. PPN recovers the R100/R200 on BF/MF lenses.
- K. Provider retains the R200 dispensing fee from the copayment

F. FUNDUS PHOTOGRAPHY

PPN has promoted the clinical significance of Fundus Photography to all medical aids. Transmed is the first medical aid to subscribe to this philosophy. The payment on code 20012 R 150 is subject to the photograph being uploaded on Optimum by a PPN provider and a PPN ophthalmologist confirming positive pathology for the benefit to be activated.

The Fundus photograph needs to be made available on referral to an ophthalmologist.

G. CPD FOR FREE

PPN has worked this year on establishing relationships where we can add value to our optometrists in the form of providing accredited CPD articles and points.

We will upload articles every quarter on the PPN website. All articles have been selected by our Wellness Manager and internal optometrist, Molebogang Lephatoana, and approved by the HPCSA. We hope that our providers will find value in the information provided by these articles.

Optometrists can register on the PPN website: www.ppn.co.za (Click on PROVIDER, Click on CPD)

PPN Optometrists can download the articles, print and or read them online and then start the questionnaire. The system automatically reviews the answers and awards the marks accordingly. Certificates of competency will automatically be issued on the PPN website upon successful completion (+ 70% score required).

H. POST CATARACT CONSULTATION (PMB CONSULTATION)

Should a second consultation be required within the 2 year benefit cycle due to a PMB condition (Post Cataract surgery), then the a PMB consultation code 70009 R320 will be approved for payment subject to PPN or Scheme approval. The PPN motivations team will confirm when the approval is made and this consultation can be charged.

I. DIGITAL RECORD CARD - CONTROLLED BY PATIENT BIOMETRICS

PPN has developed a Digital record card that, with the consent of the medical aid member, via the members Biometric Finger Print, will give a PPN practice the ability to access the member's previous clinical information recorded on the PPN system:

- Script information - VA, IOP, VF
- Lenses dispensed
- Cataract information
- Retinal degenerative disorders
- Fundus photograph
- Last Date of Service

No previous provider information will be displayed, but should the practice test the member and find that the information on the historical record card doesn't correlate, then the practice should report the information to PPN via our call centre on 086 1103 529 or by submitting the information on Optimum Support and we will investigate and revert soonest.

2. SPLIT BILLING

Split billing is not permitted according to a ruling by the Health Professions Council and the Medical Schemes Act of 1998.

According to the above ruling medical service providers are not allowed to use split billing when charging for their services. What is split billing? Split billing occurs when the Provider submits more than one account for the same service. The reason why split billing is not allowed is that

- it is of paramount importance to be able to track the full healthcare services and associated costs provided to a member of a medical aid
- split billing makes it possible for providers to disguise the fact that they are dispensing alternative products or charging more than the recommended negotiated rates

We regard split billing as an act of fraud. Please note that should split billing be identified your contract with PPN will be instantly terminated in terms of breach.

3. PPN NETWORK

As at the end of 2016, the PPN network membership stood at OVER 2600 practices.

This represents 97% of all registered optometrists in South Africa.

Membership of PPN is voluntary. There are no membership fees.

4. PPN FILTERS

PPN is constantly improving the filters in our system to improve the clinical management of claims submitted to our network.

As a result of these filters, your practice will be required to submit record cards, lab orders and motivations to facilitate formal approval where deemed necessary.

PPN believes that these filters will ensure and maintain the required professional and ethical standards that we insist on within our network.

5. SETTLEMENT DISCOUNT AND OFFERING

SETTLEMENT DISCOUNTS - DO NOT DEDUCT THE SETTLEMENTS PRIOR TO INVOICING

A. PPN 1 Tariff Medical Schemes : Frame & Lens Enhancement Benefit

PPN will continue with the settlement discount on the Frame & Lens Enhancement Benefit

PPN will deduct R 195 off the frame/lens enhancement value designated per medical aid.

Example

Frame Benefit	Invoice Value	Settlement Discount	Paid to practice	Due by member
PPN Frame	R 195	R 195	R 0	R 0
R 450	R 450	R 195	R 255	R 0
R 450	R 450	R 195	R 255	R 150

B. PPN 2 CONTRACTED MEDICAL SCHEMES

A 10% settlement discount on materials only will apply. This settlement discount applies to the higher lens tariff values of PPN 2 and the frame value.

C. CASH PATIENTS

Members of PPN contracted medical aids who choose to pay cash must be invoiced using the associated PPN tariff. The pricing may not exceed the prescribed PPN tariff amounts. If a member is identified as a PPN contracted member after having been charged SAOA codes, then the claim will need to be reversed and the applicable PPN tariff invoiced. This might result in members receiving a refund from the practice.

It is therefore crucial that all relevant medical aid data appears on the cash invoice to facilitate member refunds. In terms of Competition Law PPN providers are entitled to charge less but not more than the PPN tariff amounts.

PPN has agreed with Medihelp (Dimension Prime 1) and Motohealth (Hospicare/Hospicare Network) to charge PPN2 pricing for their members as they do not have designated optical benefits. We have done this in order to assist these members with their out of pocket costs.

Members of this option need to pay cash, and PPN Optometrists need to make sure the correct PPN 2 tariff is used when raising the invoice. This will allow for correct tax certificate information when requested by members.

6. PPN FRAME REBATE – CONTROLLED ONLINE THROUGH OPTIMUM

Whenever PPN deducts R195 frame settlement on PPN 1 claims presented, PPN allocates either a R 65 rebate or a PPN Frame replacement to be utilized by the practice in the following way. The process is fully administered on the Optimum website interface:

- **PPN Frame dispensed**
 - When a PPN frame has been dispensed on PPN 1 a R195 settlement applies and the frame is replaced no charge. PPN will supply the practice with a PPN frame.
- **Frame of higher value than a PPN frame dispensed**
 - Every accepted transaction on our PPN 1 medical aids where a frame or extras have been approved and R195 settlement discount has been deducted, PPN will reimburse the practice with R65 credit per claim at the end of each month.
- **Credits can be used in the following way**
 - The practice may elect to receive the accumulated credit value in cash, PPN/Stepper frames or a combination of both.

In the event that the practice doesn't have access to the internet, PPN will only transact these reimbursements/replacements based on written communication received by your practice. The reimbursement of money will be transacted at the end of the calendar quarter. Frame orders can be placed at multiple intervals, but only one shipment will be for free of courier charges; thereafter the practice will pay 1 credit per shipment to cover the courier.

The practice should manage the **PPN rebate offering** process on Optimum.

7. PPN FRAMES

It is COMPULSORY that all PPN practices carry a minimum stock of 20 PPN frames. The PPN frames must be clearly displayed and identifiable by the members of our contracted schemes.

What does the PPN Frame benefit entail? All PPN 1 contracted medical aids benefit structures include a PPN frame benefit at a PPN practice. Therefore, it is compulsory for all the PPN practices to carry a minimum stock of 20 PPN frames. These PPN frames must be clearly displayed so that they can be identifiable by the members of PPN's contracted schemes. All the PPN practices are obliged to first offer the PPN frames to all the members of PPN 1 contracted medical aid schemes.

What is the procedure for PPN frames? PPN frames cost R65 each excluding V.A.T. The amount charged is a once off payment and a refundable deposit, meaning that when the practice resigns PPN membership, PPN will refund the deposit on receipt of the remaining stock of PPN frames from the practice.

Bank details: Yellow Zebra Optical, Standard Bank, Acc nr 080265146, Branch code 051001

Tariff codes: PPN practices must use tariff code 70406 to invoice PPN frames for replacement.

PPN Frame Replacements: see point 6 PPN will replace the PPN frames where the tariff code 70406 was charged at the end of every month once the practice has sold a minimum of 5 frames. The practice will not be charged for the replacement of PPN frames after the initial refundable deposit providing they use the code 70406. Should the practice order frames directly from the supplier, they will be charged for additional stock. Please note that all PPN frames include a (two) 2 year guarantee.

Ordering more stock: Go to www.optimum.co.za and view the PPN frame catalogue/availability if you are unsure of the models you would like to purchase under the PPN Rebate Offering section. You can order additional stock directly from the supplier, Yellow Zebra Optical, by speaking to Romelda Page on 041 409 4000 or via e-mail romelda@yellowzebra.co.za

How to handle the old stock or the slow movers for PPN frames: PPN practices are also allowed to exchange the old stock and or the slow movers in their practice for the new PPN frames range. Return the current PPN frames the practice wants to exchange to Yellow Zebra Optical with the requested list of frames they would like to order as replacements. Go to www.ppn.co.za and view the PPN frame catalogue if you are unsure of the models you would like to be sent. The practice will be liable for the courier charges accrued in the process of returning PPN frames to Yellow Zebra Optical.

Contacts:

- (1) For PPN frame replacement information please contact the PPN call centre on 086 1103 529 or forward your comments concerning the PPN frames to info@ppn.co.za
- (2) For exchanging the old stock or the slow movers please contact Romelda Page on 041 409 4000 or e-mail romelda@yellowzebra.co.za
- (3) If you are not sure if the PPN frames were sent to your practice, please contact Brit Plaatjies on 041 506 5938, or email membership@ppn.co.za.

8. PPN READY MADE READERS

The Ready Made Reader benefit was written as part of the guaranteed benefit for the following medical aids: Bankmed & PG Group.

The benefit value for readers will be defined each year as part of the benefit design and the member will be entitled to 2 pairs within their benefit cycle. The benefit was designed to assist those members over the age of 40 who only require reading assistance and who prefer to wear Ready-Made Readers.

As a PPN provider you should carry stock of PPN Ready-made Readers that will retail at R75. The practice **does not have to stock** the Yellow Zebra Optical range if they have readers available in their practice but please ensure that your practice can cater for Readymade Readers within the R75 price range. To ensure that you have access to a range of Ready-made Readers, PPN has arranged that you can source them directly from Yellow Zebra Optical (Please order from Romelda Page on 041-409 4000)

Medical aid members will be allowed to view the Ready-made Readers catalogue and/or view readers on the public PPN website. This benefit will be confirmed by the PPN call centre.

The benefit for these options will be written as follows:

One Composite Consultation

AND EITHER

Spectacles inclusive of Ready-Made Readers:

Frame and Lens enhancements to the value of R"x" together with one pair of Aquity Clear lenses:

2 x Single Vision Lenses to the value of R165 per lens; or

2 x Bifocal Lenses to the value of R360 per lens; or

2 x Multifocal Lenses to the value of R660 per lens

and/or Ready-Made Readers (inclusive in cost of lenses):

2 x Ready-Made Readers to the value of R75 per pair

OR

Contact Lenses

Contact lenses to the value of R"x"

Rules for Ready-Made Readers:

- Members can claim for 2 pairs of Ready-Made readers within their optical cycle.
- The Readers benefit is an "either or" benefit which will result in a co-payment of R75 per ready-made reader claim, where the member elects both spectacle lenses and readymade readers within their benefit cycle.
- Should the member claim for a Spectacle lens(es) and afterwards claim for Ready-Made readers then the member will have to co-pay for the Ready-Made Readers
- Should the member claim for Ready-Made readers and at a later stage want to claim for spectacle lenses then he will have to co-pay on the spectacle lenses
- The PPN Ready-made Readers Tariff code to be used is 61007
- Ready-Made Readers will only be available from registered PPN providers and no refund will be given to members who buy readers from their pharmacy, clicks or other retail outlets.

9. OPTIMUM

Optimum is becoming a reliable, easy, fast and trusted claim submission method for PPN network providers. To date over 90% of PPN optometrists are currently registered on optimum for real time capturing. Please make sure that your practice is registered to use the Optimum website.

This is a FREE service for PPN providers – with no switching fees.

This website allows you to -

- biometric management,
- frame rebate management,
- validate membership,
- confirm benefits,
- view remittances,
- list claims,
- online capturing,
- receive the latest news/updates,
- do credit notes,
- capture cataract information and retinal degenerative disorders,
- view and correct Validate IT claims,
- provide online support,
- lab ordering reference for discounts, and
- upload documents

To register contact our membership department at PPN on 041-506 5938 or request one of the agents at the PPN call centre on 086 1103 529 or 086 1101 477 to fax the registration form to your practice. Once you are registered as a user, you can LOGIN to the website: www.optimum.co.za

Should there be a requirement for in-house training, please log a call on the Optimum website by using the SUPPORT button to set up a date and time with our RSC.

10. PPN PROFESSIONAL INDEMNITY

Affiliation to the PPN network requires that each provider supplies proof of professional indemnity cover. Providers are entitled to source their own cover however we evaluate and ensure that the PPN cover is very cost effective for all our PPN members. If you would like to subscribe to the PPN Professional Indemnity offering, please contact our PPN membership department at membership@ppn.co.za or 041 506 5938.

The PPN cover and rates arranged through Glenrand MIB (AON):

Period of Insurance : 1 September 2016 to 31 August 2017

Underwriter: AON Insurance Limited		
Limit of Indemnity	Deductible/ Excess	Annual Premium Inc VAT
<p>Option 1 (PI/MM - Professional Indemnity & Medical Malpractice cover) R2.5 mill any one claim aggregating to R5 mill per period of Insurance Per Insured</p>	<p>R1, 000 (each and every claim)</p>	<p>R600.00</p>
<p>Option 2 (PI/MM & Public Liability) R2.5 mill any one claim aggregating to R5 mill per period of Insurance Per Insured</p>	<p>R1, 000 (PI/MM) R2, 500 (P/L) (each and every claim)</p>	<p>R905.00</p>

<p style="text-align: center;">Option 3 (Higher limit) (PI/MM - Professional Indemnity & Medical Malpractice cover)</p> <p>R5 mill any one claim aggregating to R10 mill per period of Insurance Per Insured</p>	<p style="text-align: center;">R1, 000 (each and every claim)</p>	<p style="text-align: center;">R685.00</p>
<p style="text-align: center;">Option 4 (higher limit) (PI/MM & Public Liability)</p> <p>R5 mill any one claim aggregating to R10 mill per period of Insurance Per Insured</p>	<p style="text-align: center;">R1, 000 (PI/MM) R2, 500 (P/L) (each and every claim)</p>	<p style="text-align: center;">R1, 170.00</p>

* **Overseas cover is on referral and excluded in the above option/cover.**

Banking details:

Glenrand MIB (AON)

Nedbank

Account Nr. 1454006951

Branch Code. 198405

11. STALE CLAIM PERIOD

The stale claim period for claims is 60 days after original **DOS (NOT RESUBMISSION)**. No resubmissions will be accepted for payment if the resubmission is submitted after this 60 day period. Any exception to this rule will require **PROOF OF SUBMISSION**. The stale date period for submissions of motivation is 4 months from date of service. If additional information is required by the PPN Committee the stale date period is 2 months from the date of the request.

Although PPN would follow up with Providers to request additional information that might be needed, it is still the responsibility of the provider to send all documents that would be required within the specified periods.

12. REGIONAL SUPPORT COORDINATOR (RSC)

Please do not hesitate to contact Petruschka Dekker on 083 454 2404 or via email petruschka@ppn.co.za should you require any PPN training.

13. AUTHENTICATE IT & VALIDATE IT

Fraudulent claiming is a problem for medical aids. The optical benefit has been abused by some members of medical aids in collusion with optometrists.

PPN has been working on ways to reduce fraud, and introduced Validate IT in 2011. All claims for either bifocal or multifocal prescription lenses, that form part of a claim raised with PPN, must include the accredited laboratory used and the order number identified with the manufacture of the specific lenses claimed for. **All laboratories can apply to become accredited.** PPN will only have access to the claims information supplied on each PPN claim, which is information made known to PPN through the claim itself. Laboratories are subjected to a PPN audit to prove compliance.

Claims that exclude Validate IT information will not be paid in line with agreements reached with the schemes that PPN administers. Medical aids have welcomed this step to eradicate fraud and expose those few optometrists who succumb to participating in fraudulent behavior.

Authenticate IT, is an advanced development of ValidateIT where we have been able to take the information derived from ValidateIT to a new level of accuracy. It is an online lab ordering system, whereby network providers and laboratories can individually **voluntary elect** to subscribe to the initiative to have their products loaded and become an online accredited laboratory from whom their clients and or PPN providers can order.

We had to relook our reimbursement philosophy where providers have turned PPN initiatives into fraudulent claiming. Particularly the split consultation philosophy which has started to be abused by some providers, and have decided to change that philosophy and do away with the split consultation and rather reward Providers who elect to make use of Authenticate IT with an extra R 100 which will be deducted off their laboratory invoice in return for subscribing to this new transparent system that will allow PPN to verify that the prescription claimed for, matches the prescription ordered.

PPN Providers registering to use Authenticate IT will give PPN the authority to pay the accredited lab order on their behalf. This means that accredited Authenticate IT laboratories will receive direct payment at least once a week from PPN. PPN in designing Authenticate IT has used expert legal opinion to ensure that the methodology applied to Authenticate IT is complicit with all relevant laws. Please download the PPN Authenticate IT Annexure and return the signed agreement to membership@ppn.co.za.

For more information contact Tulani Booyesen at PPN on 041 506 5900 or via email on tulani@ppn.co.za

14. MOTIVATION PROCEDURE

PPN has dedicated Motivations coordinators. All motivations that fall outside of the clinical rule set, are forwarded to Pax Ramela for his professional opinion and adjudication. It is imperative that you provide PPN with all the necessary information required in order to facilitate and substantiate the motivation submitted. Please make note of the requirements listed on the Optical Motivations Sheet loaded on the Optimum Website under News Help & Training before submitting your motivation.

To assist a smooth motivation process we have introduced pre-authorisation.

If you would like to secure authorisation PRIOR to dispensing, PPN will undertake to give a ruling within 7 days and allocate a motivation number if approved. All you then need to do is quote this number and if appropriate, supply a copy of the lab order and lab invoice and the claim will be paid. PPN rule set:

- 1) No single vision Rx < 0.50 Diopter will be paid or considered for payment
- 2) No bifocal/varifocal adds for less than 1 Diopter will be paid or considered for payment.
- 3) No varifocals to children under age 18 years will be paid or considered for payment with the exception of post cataract surgery. Bifocals to be considered for children under the age of 18 years on motivation only.
- 4) No contact lenses to children under age 16 years unless motivated.
- 5) Vertical prism > 1 Diopter should be motivated

Please complete the motivations sheet on News/Help & Training on Optimum and submit it directly to **the motivation coordinators** via fax on 086 6441 165 or email them on ppnmotivations@ppn.co.za who will co ordinate with the optometrist reviewing the motivation.

NB - Stale Motivation period: As mentioned under point 12 of this document, the stale date period for submissions of motivation is in total 4 months from date of service (see stale claim period under point 12). The stale claim period also applies if additional information is required by the PPN Committee and the motivation will be deemed stale after a 2 months period from the date of the request. Although PPN would follow up with Providers to request additional information that might be needed, it is still the responsibility of the provider to send all documents that would be required within the specified periods.

15. VAT REGISTRATION DETAILS

PPN requires confirmation of VAT registration from all our providers. PPN would like to thank those providers that have either confirmed they are VAT registered through submission of their VAT certificates or have indicated they are not VAT registered.

You are able to update your VAT information as well as upload a copy of your VAT certificate via the practice portal on Optimum.

Please log onto Optimum to provide or update your details or, should you not have access to Optimum, email your VAT status along with all supporting documentation to brit@ppn.co.za so that we can verify and update accordingly.

16. RATE A PPN PRACTICE (IN PLACE SINCE 2014)

A member can only rate your practice if they had either an eye test or materials dispensed i.e. a claim on the system, will we allow them to rate your practice. This will result in an overall star rating for your practice. The star rating will appear on the public website inclusive of comments made by the member. These comments will be displayed to new potential members looking for a practice where they can have their eyes tested. We will automatically email/fax your practice the moment a member rates your practice and provide you with a report based on their rating. Members can only rate your practice ONCE per transaction on the system and they CANNOT change the rating once they have submitted their final comment. **The feedback will provide your practice with service information and feedback from a PPN member's perspective on how they experienced the service delivery in your store.**

PPN will automatically publish all 4 and 5 star ratings. We will however first obtain feedback for all 3 to 1 star ratings **prior to publishing** these details on our public website. We will follow the following process:

- a. The PPN service team will contact the member to find out why they rated your practice with 3 or less stars (focusing on the questions rated 3 stars and less)
- b. We will contact you to obtain more information on what you discussed with the member
- c. Confirm if the rating is a true reflection of the services received in store
- d. Should we find that a member rated your practice too harshly, we will after reviewing the feedback from the member/practice and obtaining approval from the member, change their original rating and publish the new rating.
- e. If the member would like to keep their rating, we will inform your practice at which stage you can interact with the member, but if the member is determined that this is the rating they would give your practice we will have to publish the rating given by the member.

The final rating is based on the following initial questions:

Rate Your Practice

Your feedback helps us to ensure the best possible service.

How do you rate the service experience of the staff and optometrist at the practice?

☺★★★★★ Rating: Perfect

Rate your understanding of your optical benefit after discussing the benefits available with your optometrist

☺★★★★☆ Rating: Good

Rate the PPN frame range available as part of your optical benefit

☺★★★★☆ Rating: Average

Rate your satisfaction with the final product dispensed by your optometrist

☺★★★☆☆ Rating: Not that bad

How would you rate your overall experience at this practice?

☺★☆☆☆☆ Rating: Very poor

Submit

17. PPN INVOICING & PAYMENT

PPN will reject all claims without prescribed information:

PPN will reject the full claim and give the practice an opportunity to resubmit for payment providing the resubmission is received prior to the stale claim deadline. Please note that it is vital to have the following information on your invoice to receive payment – if this information does not appear on your invoice to PPN your claim will be rejected:

PRACTICE DETAILS

The practice number must be clearly represented on all claims

PATIENT DETAILS

Name of the patients accompanied by the medical aid name and option/plan

Full and correct membership number as depicted on the medical aid card

Full name of Patient

Date of birth of patient

PROFESSIONAL FEES:

For 70001 – Supply VA, IOP, Visual fields, Screening information

For 70004 – Supply VA (Aided)

All of the above will require full script details irrespective of whether materials were dispensed or not.

LENSES:

Full Prescription for spectacle lenses and contact lenses (incl. the add for Bifocals and Multifocal lenses).

If lenses with prism corrections are dispensed, the practice must supply full details of the prism and prism base.

ICD10 CODES

LAB INFORMATION

Lab number and Order number: all Bifocal and Multifocal claims- Please register any unlisted labs with PPN membership

We have catered for all of the above on the Optimum website <http://optimum.ppn.co.za>

If you submit your claims via EDI or XML and you would like to confirm that all your information gets through to PPN please ensure that you use the following Tariff Codes:

<u>TARIFF</u>	<u>DESCRIPTION</u>	<u>PPN INFORMATION</u>
00099	005 000055	LAB code & order nr
00100	VA6/6,VA6/9,IOP10R,IOP12L,VisfieldFULLR,VisfieldFULL	Clinical information

18. BIOMETRICS

PPN developed Biometrics in 2013. The official roll out began in 2014 with free installation. The free installation will continue through to the end of March 2017. Thereafter, any existing PPN network provider requiring installation will be charged an installation fee. There will be no installation fee for new PPN network members. PPN has developed access to a Biometric fingerprint controlled record card. Members of contracted medical aids will be able to give their exclusive consent to access their personal clinical information for the practice at which they have made an appointment. Together with the Biometric fingerprint, PPN has developed a Digital record card where with the consent of the medical aid member via the members Biometric Finger Print, will give a PPN practice the ability to access the member's previous clinical information recorded on the PPN system:

- Script information - VA, IOP, VF
- Lenses dispensed
- Cataract information
- Retinal degenerative disorders
- Fundus photograph
- Last Date of Service

No previous provider information will be displayed, but should the practice test the member and find that the information on the historical record card doesn't correlate, then the practice should report the information to PPN via our call centre on 086 1103 529 or by submitting the information on Optimum Support and we will investigate and revert soonest.

No previous provider information will be displayed, but should the practice test the member and find that the information on the historical record card is incorrect, then you can report the information to PPN via our call centre on 086 1103 529 or by submitting the information on Optimum Support and we will investigate and revert soonest.

Biometric Devices:

We only roll out to providers who have signed the Biometric agreement - if you have not done so, please contact our membership department on membership@ppn.co.za or 041 506 5938, to obtain the agreement and device.