



IN A CAPSULE

MANAGING MEDICAL AID DEBTORS FOR PHARMACIES

For over 25 years, ICW has helped pharmacies recover money from medical schemes, making the process easy and stress-free. We serve over 300 pharmacies nationwide, saving you time and money so you can focus on delivering excellent healthcare to your customers.

WHAT WE DO

After submitting your claims, our automated tool will track their progress accurately. You'll receive weekly and monthly reports to keep you updated on your claims and manage cash flow. ICW will handle all queries and follow up with pay offices and administrators to speed up your claims.

BENEFITS

We resolve issues such as:

- Rejected scripts after point of sale authorization
- Reversed scheme payments
- Short payments & unpaid scripts
- Scripts older than 3 months (we advise pharmacies to bill members)
- Unlinked scheme codes
- Terminated scheme codes (we notify pharmacies of correct codes)
- Invalid script numbers
- Lost scripts between the switch, pay office, and medical aid

The benefits include **improved cash flow**, with debtors typically under 30 days, and **less time wasted** as pharmacists no longer need to be involved in resolving queries. Additionally, **costs are reduced and profits increased** by lowering the need for admin staff, allowing existing staff to focus on tasks such as preparing repeat prescriptions and assisting clients with chronic medication and PMB registrations.



SERVICES

MEDICAL AID RECONCILIATIONS

This service is based on Medical Scripts and **includes** :

- BHF registration changes
- Bank changes at schemes
- Joining of networks
- Monthly reporting and all ICW standard monthly reports
- Reconciliation of scripts dispensed from the starting date onwards

CUSTOMISED CLIENT SPECIFIC REPORTS

Bespoke reports designed to a clients specific requirements

RETROSPECTIVE RECONCILIATION OF SCRIPTS

Reconciliation of scripts dispensed before start date with ICW

BANK RECONCILIATIONS

ELECTRONIC PAYMENT FILES (ERA'S)

Electronic Remittance Advises (ERAs) are digital statements from vendors that help pharmacies process scheme remittances automatically, saving time and reducing errors. ICW offers its own ERA version that updates your system with the latest payments and keeps your Medical Aid Control Account (MACA) current for Unisolve clients.

CLAIMS COLLECTION

For Unisolve pharmacies, Vexall and BCX provide ICW with daily script files once the pharmacy is set up on a VPN. For Propharm, Compharm, and ComputAssist users, ICW's custom software automatically saves script files to an FTP site every Monday at 7am and on the last day of the month.

ADDITIONAL SERVICES

- New Pharmacy Registrations
- Bank Changes
- PCDT Registrations
- Doctor Registrations
- EMS Registration
- Network Registration