



ICW MEDICAL AID RECONCILIATION PROCESS

NEW CLIENT ON BOARDING, EXISTING STORE (BHF IN OPEN STATUS)

Collect limited information and documents from client

The process involves updating email addresses, verifying bank details, enabling web access for statement searches, and sending permission to the vendor for ICW to access claims.

NEW CLIENT ON BOARDING, EXISTING STORE (BHF IN CLOSED/PENDING STATUS)

Collect comprehensive information and documents from client

Submit all requirements to BHF, confirm the pharmacy's status is updated to "OPEN," and update email addresses at BHF and schemes for remittance notifications. Ensure correct bank details and web access for statement searches, and send permission to the vendor for ICW to access claims.

NEW PHARMACY REGISTRATIONS & OWNERSHIP CHANGES

Registrations and applications

Once the DOH License and SAPC recordings are finalised, ICW will apply for your BHF number, register with all schemes, update bank details, sign up with scheme networks, register with all switches, and apply for web access. These services are included in the monthly fee for clients who sign up for medical aid reconciliations.

NOTE : These services are all included in the monthly fee for clients who sign up for the medical aid reconciliations

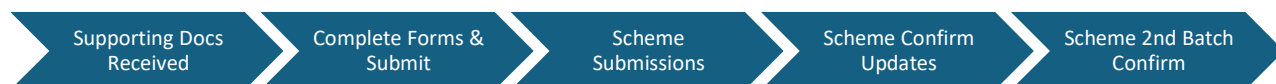


BHF & SCHEME REGISTRATION TURNAROUND TIMES



Days / Process	Function
	ICW Sends Quote to Client, with document requirements
	Client signs and returns quote to ICW
	Client provides all required documents to ICW
+ 5 days	ICW completes all registration forms and submits applications to BHF
+ 10 – 30 days	BHF provides ICW with the Pharmacies Practice Number
+ 1 day	ICW submits the registration forms to the medical schemes
+ 14 days	Majority of schemes confirm update - SABMAS & Medikredit PPN require emails from vendors confirming network rates setup NOTE : BCX will only action this on request from the pharmacy and not from ICW
+ 7 days	Genesis – Randwater – Primecure – Mediswitch – Discovery – De Beers – Medihelp – GEMS – Furnmed – Bestmed – Prosperity – Swazimed – AllianceMidMed will update bank details with first submission
+ 9 days	Sizwe – BonCap – MediPos – Platinum Health
+ 30 days	Liberty – MedScheme – Metropolitan Lesotho – Momentum TYB
+ 60 days	GEMS will confirm if Pharmacy qualifies for the Network

BANK CHANGES TURNAROUND TIME



Days / Process	Function
	Client provides all required documents to ICW
+ 5 days	ICW completes all registration forms and submits applications to Medical Schemes
+ 14days	Majority of Schemes confirm updates <i>Medscheme – Genesis – Discovery – De Beers – Momentum TYB – Platinum Health – Rand Water</i> - SABMAS & MediKredit PPN require emails from vendors confirming rates set-up for the networks. NOTE : BCX will only action this email on receipt from the pharmacy and NOT from ICW.
+ 7 days	Remaining Schemes confirm Updates <i>Alliance MidMed – Primecure - MHG</i>