

# Claims Hound

WE GET MEDICAL & INSURANCE CLAIMS PAID  
AND TREATMENTS APPROVED

for medical professionals

Email

help@claimshound.co.za

Call/WhatsApp

Jan | 076 651 6344

Louis | 079 522 9242



[www.claimshound.co.za](http://www.claimshound.co.za)

# Claims Hound - **Services for Medical Professionals**

**We get Medical Scheme & Insurance claims paid  
and treatments authorised**

## **1. Collection of unpaid patient accounts**

Collecting outstanding money from patients who are not able to pay is unlikely to result in much success. Chances are the patient cannot afford to pay your account unless the Medical Scheme/Insurer pays.

A **better approach** may be to get the Medical Scheme/Insurer to increase the benefits they are willing to pay.

## **2. Increased benefits and tariffs for medical emergencies and PMBs**

Medical Schemes often do not pay everything they should for Medical Emergencies and Prescribed Minimum Benefits (PMB) treatments.

Medical Emergencies must be paid for in **FULL** by Medical Schemes, even if the medical service provider is **NOT** a Designated Service Provider (DSP) including related services such as pathology and radiology.

Under specific conditions non-Emergency PMBs are payable in **FULL**

The easiest way to deal with this is to get assistance for the member to check whether the benefits were paid in terms of the law.

## **3. Extended benefits for high-cost and innovative treatments**

You are not able to provide the best treatment or medication for your patient because the Medical Scheme/Insurer **refuses to approve** the benefits at an appropriate level.

This is a complex negotiation and requires knowledge of the relevant legislation and rulings on appeal by the CMS.

## **Claims Hound can help**

- We engage with the Medical Scheme/Insurer **on behalf of your patient** to get payment or extended benefits approved.
- **No need** for you to get directly involved in the dispute with the Medical Scheme/Insurer.
- Claims Hound interacts with the Medical Scheme/Insurer and your relationship is not negatively affected.
- Once the Medical Scheme/Insurer agrees to pay the outstanding amount or increase the benefits you and the member are informed accordingly.
- The Medical Scheme/Insurer is requested to make **payment directly to you** and not the member, subject to their rules.

**Looking forward to assisting you.**

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## **Our directors**

### Louis Buckle

Louis has extensive experience in the Medical Scheme and Medical Industries. He consulted in matters with the Council for Medical Schemes and has a thorough understanding of Medical Scheme and Health Care legislation. He served on the Boards of Insurance Companies and Medical Service Providers, and he was the Principal Officer of a Medical Scheme.

### Jan Theys

Jan has extensive experience practising as an advocate, attorney, and in-house counsel for companies. He was a director of several multi-national corporations and served as Managing Director, Chairman and President of the Board. He has successfully represented clients in disputes with Medical Schemes at the Council for Medical Schemes. Jan is the author of "The Beginner's Guide to Negotiation" and other publications.