Dear Healthcare Provider

20 November 2018

Changes to the Bestmed Hearing Aid Authorisation and Claiming Process Non-network Providers

As you are aware, fraudulent, wasteful and abusive behaviour with regards to hearing aid devices have continued to rise and is now a focal point for most schemes and fraud units. In order to manage member benefits better, Bestmed will - in line with other industry role players - be changing the claiming process as from 1 January 2019.

Pre-authorisation will be required for all hearing aids fitted. The request for pre-authorisation, together with the supporting documents, should be emailed to hearingaidauth@bestmed.co.za. The following supporting documents are mandatory for obtaining pre-authorisation:

- A comprehensive quotation, which includes the product name and detail (i.e. behind the ear, in the ear, custom) and the number of devices to be fitted.
- Product details and NAPPI code
- Motivation for obtaining a hearing aid device
- A full audiogram

Bestmed will provide pre-authorisation feedback within 2 working days.

The claim, following successful pre-authorisation and fitment of the hearing aid(s) should be accompanied by the:

- Authorisation number
- Product serial number

Bestmed will audit all claims and may reject or reverse an authorisation and/or claim should the claim differ from the pre-authorisation granted. Providers must submit the product **serial number** (by providing the Scheme with a copy of the purchase invoice or sticker located within the hearing aid packaging) along with the claim. Should the serial number not be provided to the Scheme, the claim will not be considered for payment.

Bestmed appreciates your loyal support and we are grateful for the quality healthcare services that you continuously render to our members. Any enquiries regarding the claims for hearing aid devices may be directed to the Bestmed Contact Centre,

Tel: 086 000 2378 or e-mail: service@bestmed.co.za

Thanking you in advance.

Warm regards,

Pieter van Zyl

Acting Chief Executive Officer