1.1. External Pre-authorisation for Chronic Medication

Purpose	
The purpose of this transaction is to capture a request for Pre-Authorisation for Chronic Medication.	
Business Scenario	
In this scenario a Pre-Authorisation request for Chronic Medication has to be captured by the Health Care Provider.	
Prerequisites	
The following prerequisites are applicable when processing this transaction: • A Valid Claim number must be entered. • The Claim status must be *Liability accepted*.	

1.1.1. Home - Google Chrome
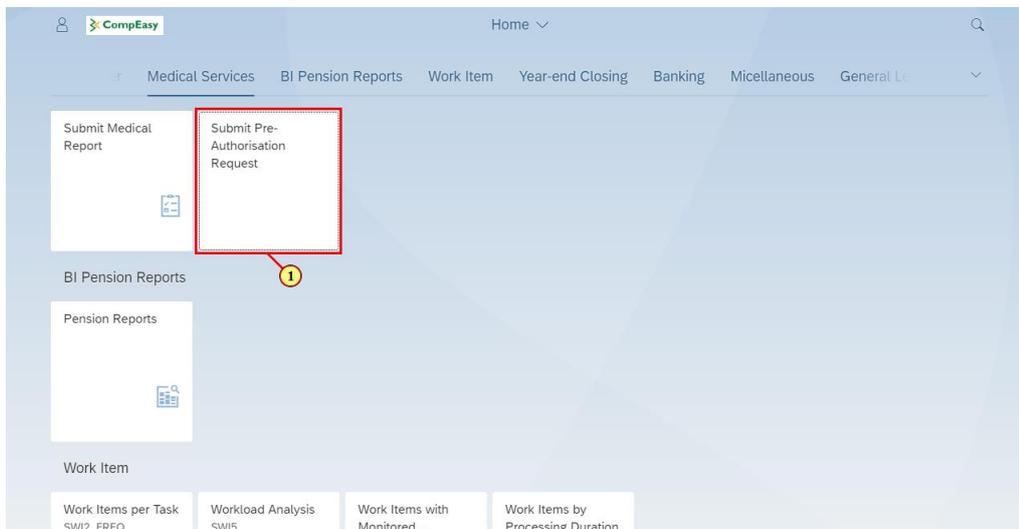
Step	Action
[1]	Click the **Submit Pre-Authorisation Request** tile to access the transaction.
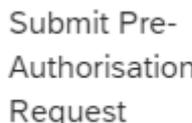
1.1.2. Pre Authorisation for Claim - Google Chrome

	Enter the Service Provider number or use the **Search** functionality available.
	In this example the **Search** functionality will be demonstrated.

Step	Action
[2]	Click the **Service Provider Number** possible entries button to search for the required value.

1.1.3. Pre Authorisation for Claim - Google Chrome

ℹ️	In this example, a search is done to find the service provider *Sandton Pharmacy.*

Step	Action
[3]	Enter **Sandton Pharmacy** in the **Name of organization** field.

1.1.4. Pre Authorisation for Claim - Google Chrome
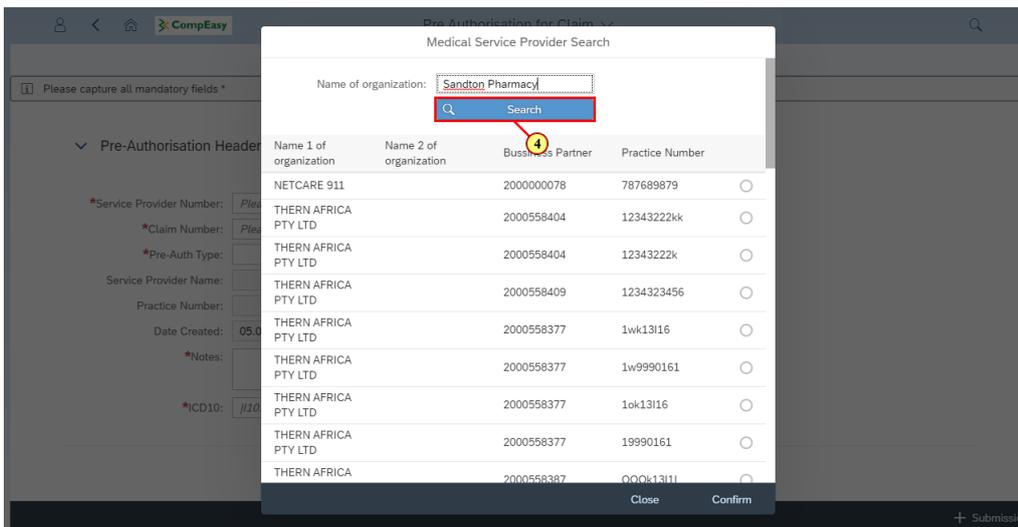
Step	Action
[4]	Click the **Search** 🔍 Search button to start the search.

1.1.5. Pre Authorisation for Claim - Google Chrome
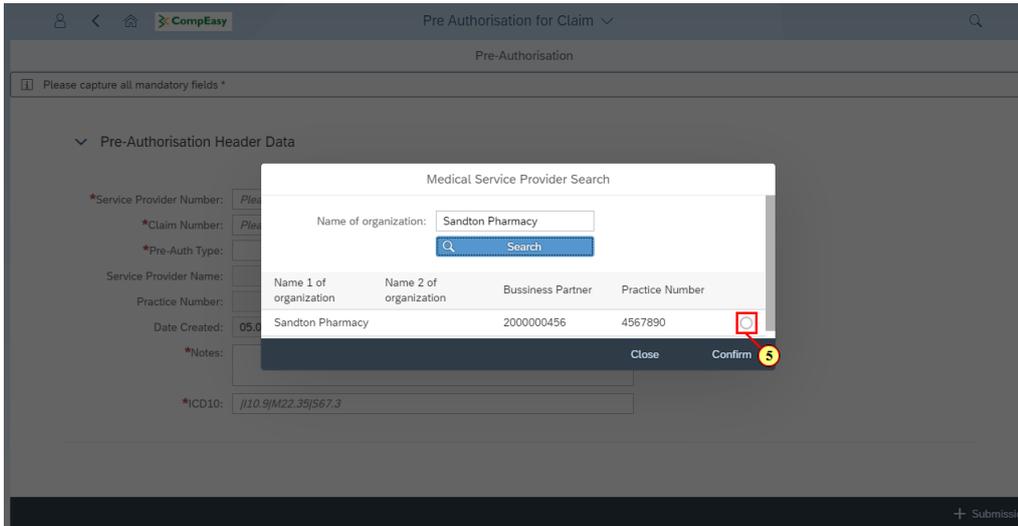
In order to select the relevant service provider, the **Radio** button ◯ next to the relevant service provider must be selected.

Step	Action
[5]	Click to select the **Service Provider** ◯ radio button.

1.1.6. Pre Authorisation for Claim - Google Chrome
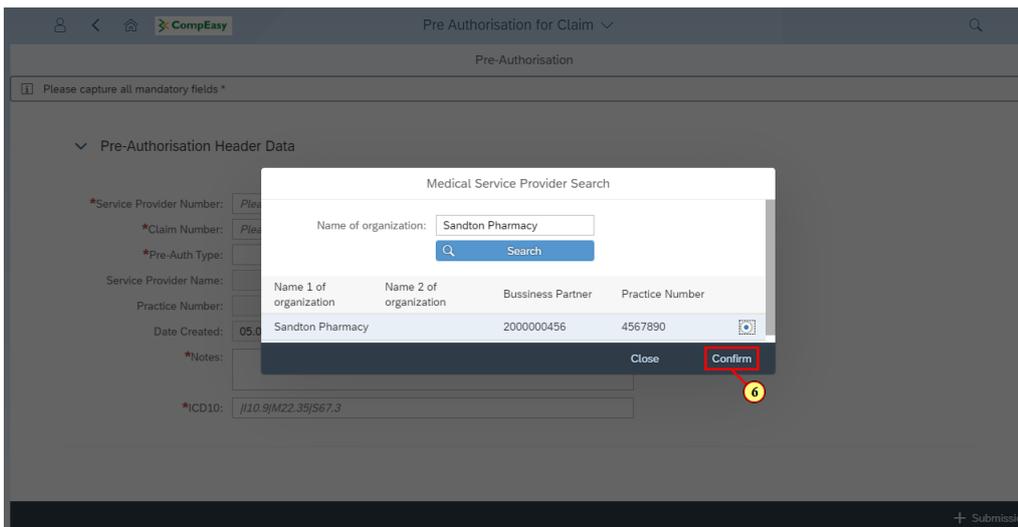
Step	Action

Step	Action
[6]	Click the **Confirm** Confirm button to confirm the selection.

1.1.7.   Pre Authorisation for Claim - Google Chrome

	Some of the blank fields will be pre-populated with the Health Care Provider's information.

	Liability must have been accepted on the claim, and a valid claim number must be entered.

Step	Action
[7]	Enter **10000269** in the **Claim Number** field.

1.1.8. Pre Authorisation for Claim - Google Chrome

Step	Action
[8]	Click the **Pre-Auth Type** ⌄ **drop down** button to display the available list.

1.1.9. Pre Authorisation for Claim - Google Chrome

	The drop-down list displays the different requests for Pre-authorisations that can be selected.

Step	Action

Step	Action
[9]	Double click on the **Pre-Auth Type Chronic Medication** Chronic Medication option to select it.

1.1.10. Pre Authorisation for Claim - Google Chrome

	Relevant information to support the request can be entered in the **Notes** field.

Step	Action
[10]	Enter **Pre auth for Chronic Medication.** in the **Notes** field.

1.1.11.   Pre Authorisation for Claim - Google Chrome

	ICD10 codes must be entered according to the national standard rules.
	Please use the **Pipe** character as separator if more than one ICD10 code is entered.
	The **Pipe** character "|" is on the same key as the **Back Slash** character "\".

Step	Action
[11]	Enter **M00.10|S68.3** in the **ICD10** field.

1.1.12.   Pre Authorisation for Claim - Google Chrome

Step	Action
[12]	Click in the **area below the scroll bar** to scroll down.

1.1.13. Pre Authorisation for Claim - Google Chrome

Step	Action
[13]	Click the **Expand** ❯ node to open the **Pre-Authorisation Benefits Selection** folder.

1.1.14. Pre Authorisation for Claim - Google Chrome

	Enter the Chronic Medication validity dates for the Pre-authorisation request.

Step	Action
[14]	Enter **06.09.2019** in the **Period** field.

1.1.15.   Pre Authorisation for Claim - Google Chrome
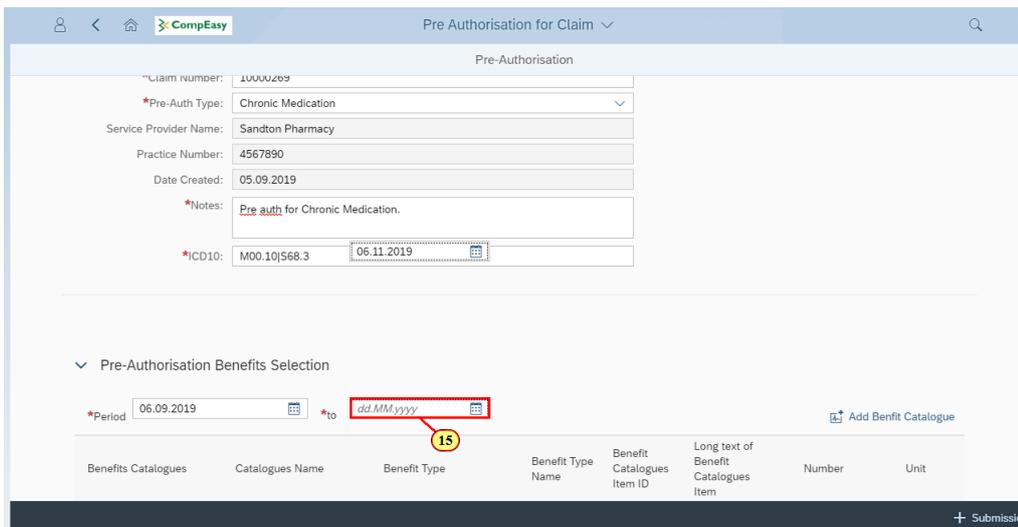
Step	Action
[15]	Enter **06.03.2020** in the **To** field.

1.1.16.   Pre Authorisation for Claim - Google Chrome
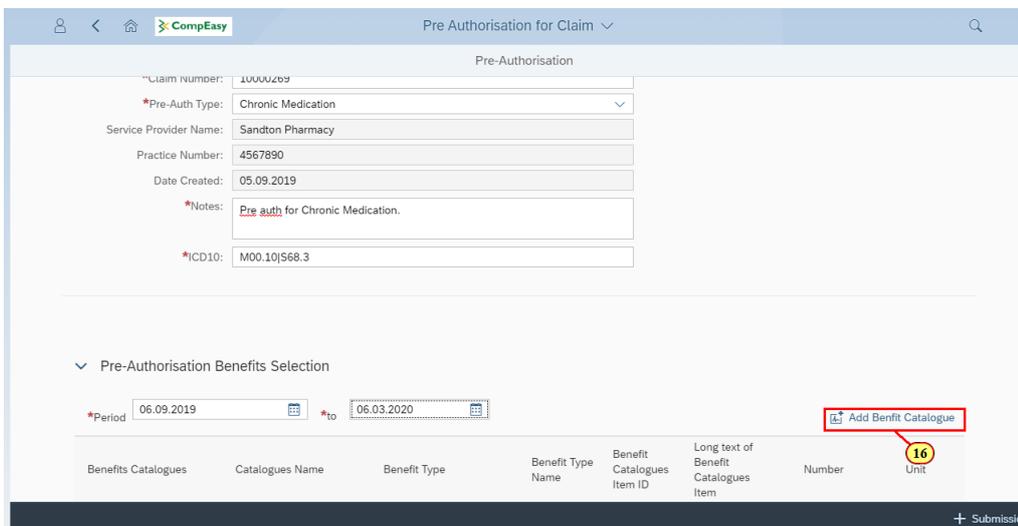
Step	Action
[16]	Click the **Add Benefit Catalogue** ![Add Benfit Catalogue] button to add a Benefit Catalogue.

1.1.17.   Pre Authorisation for Claim - Google Chrome
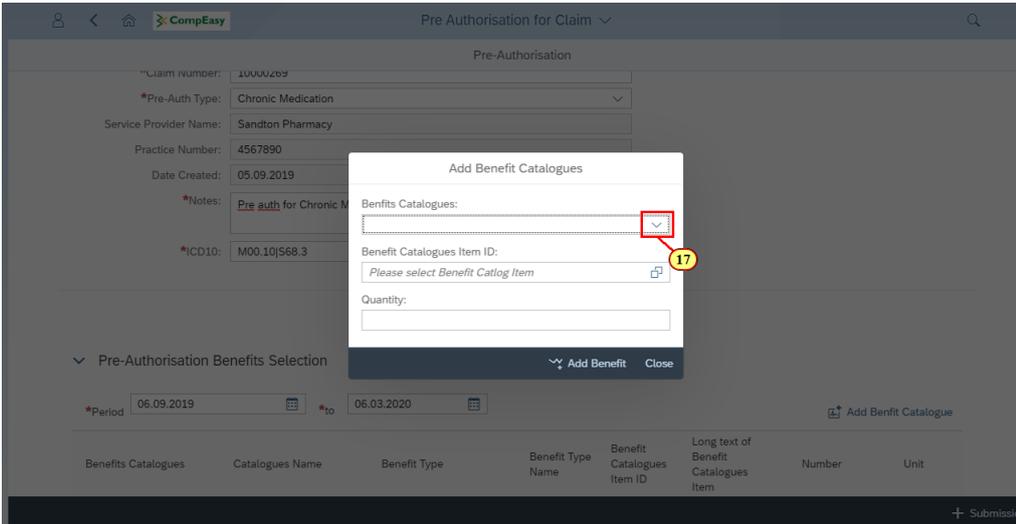
Step	Action
[17]	Click the **Benefits Catalogues** ∨ **drop down** button to display the available list.

1.1.18.   Pre Authorisation for Claim - Google Chrome
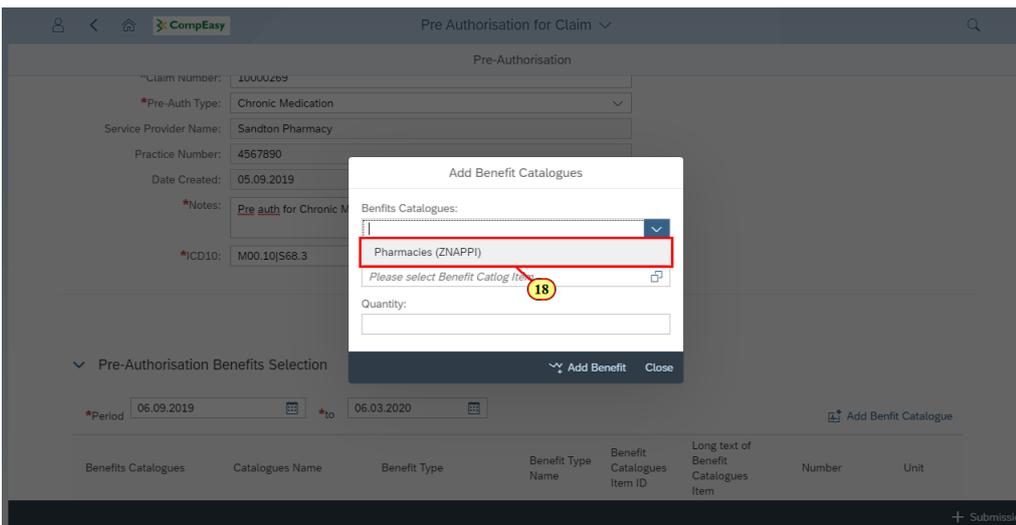
	The Practice number of the Service Provider will determine the catalogue that will be displayed in the drop down list.

Step	Action
[18]	Click on the **Pharmacies (ZNAPPI)** Pharmacies (ZNAPPI) option to select it.
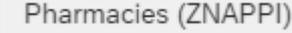
1.1.19. Pre Authorisation for Claim - Google Chrome
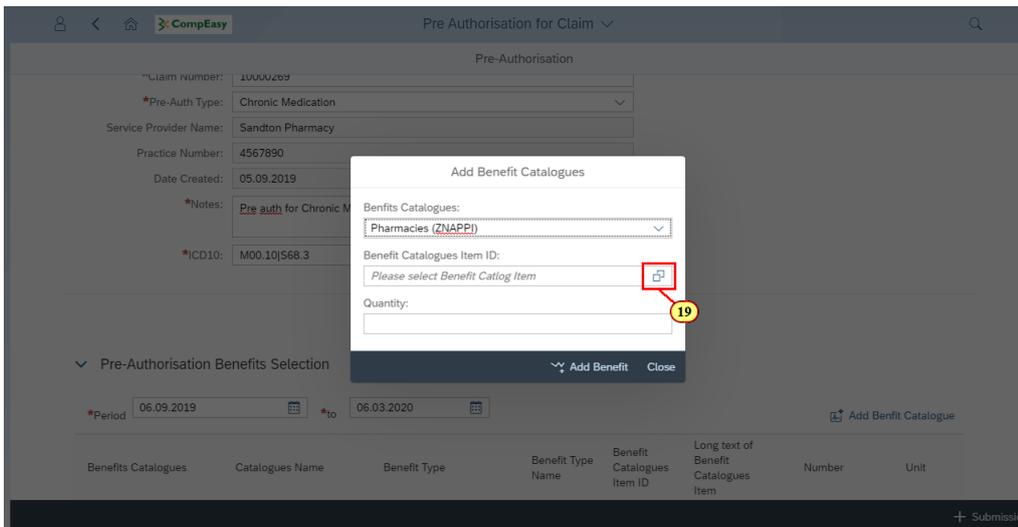
	The item codes can be entered directly in the **Benefit Catalogues Item ID** field.

Step	Action
[19]	Click the **Benefit Catalogues Item ID** possible entries button to search for the required value.

1.1.20.   Pre Authorisation for Claim - Google Chrome
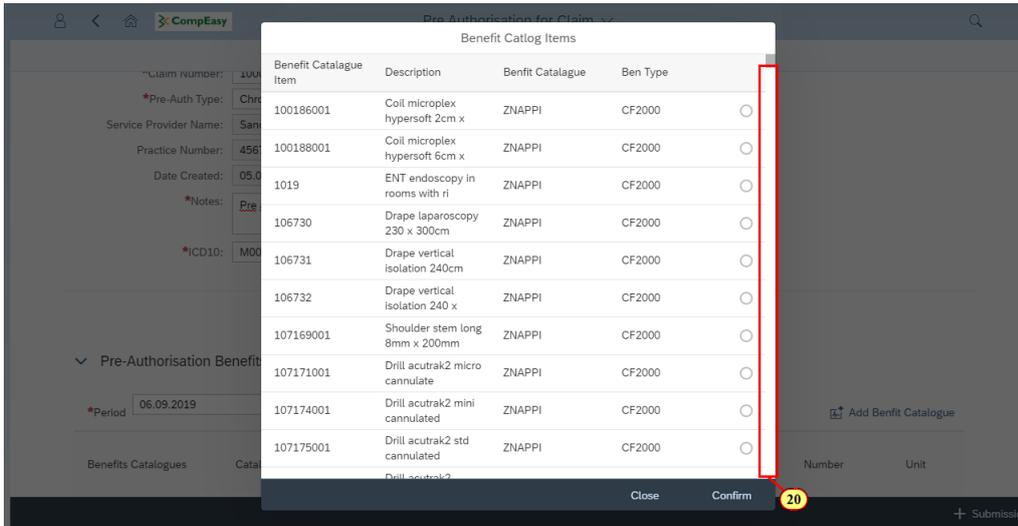
Step	Action
[20]	Click in the **area below the scroll bar** to scroll down.

1.1.21.   Pre Authorisation for Claim - Google Chrome
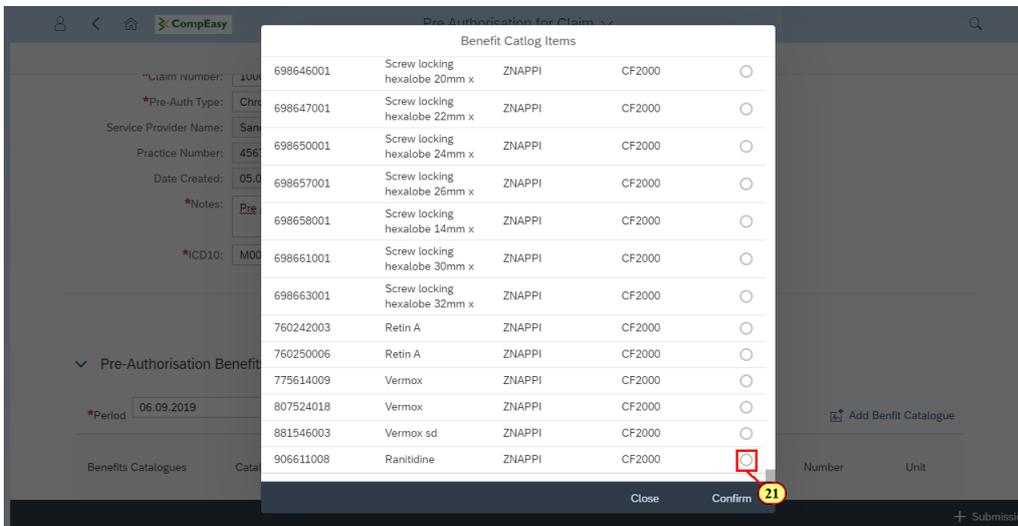
Step	Action
[21]	Click to select the **Benefit Catalog Item Ranitidine** ⬤ radio button.

1.1.22.   Pre Authorisation for Claim - Google Chrome
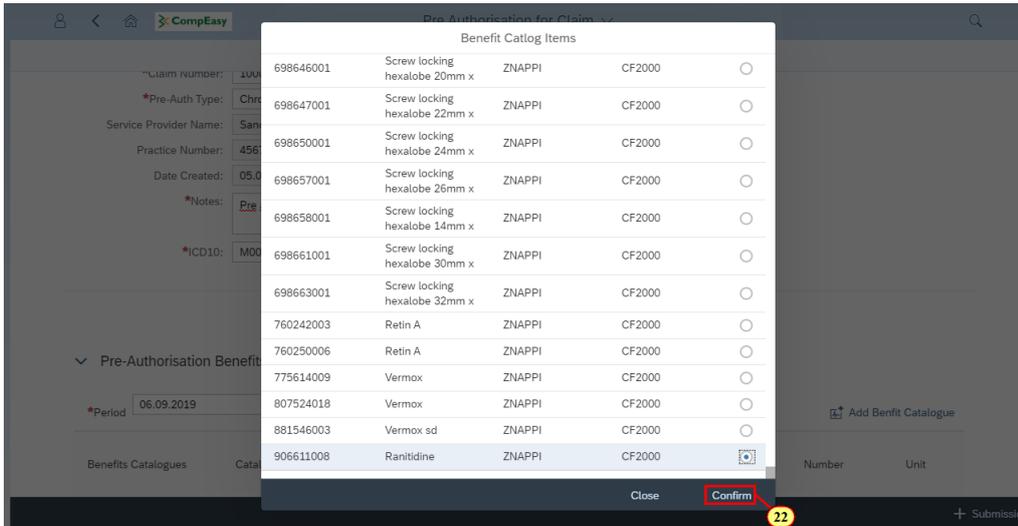
Step	Action
[22]	Click the **Confirm** Confirm button to confirm the selection.

1.1.23.   Pre Authorisation for Claim - Google Chrome
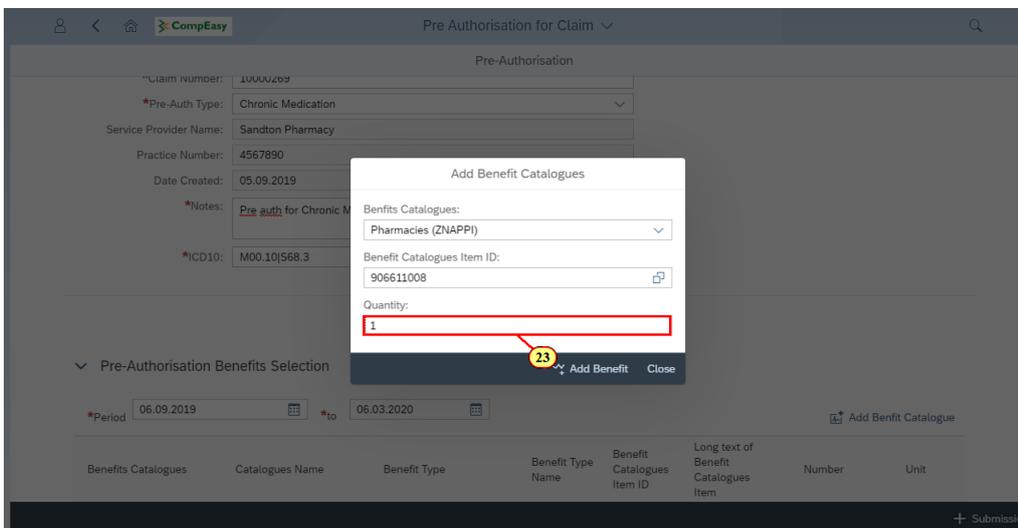
Step	Action
[23]	Enter **1** in the **Quantity** field.

1.1.24. Pre Authorisation for Claim - Google Chrome

Step	Action
[24]	Click the **Add Benefit** Add Benefit button to add benefit catalogues.

1.1.25. Pre Authorisation for Claim - Google Chrome

Step	Action
[25]	Click in the **area below the scroll bar** to scroll down.

1.1.26.   Pre Authorisation for Claim - Google Chrome
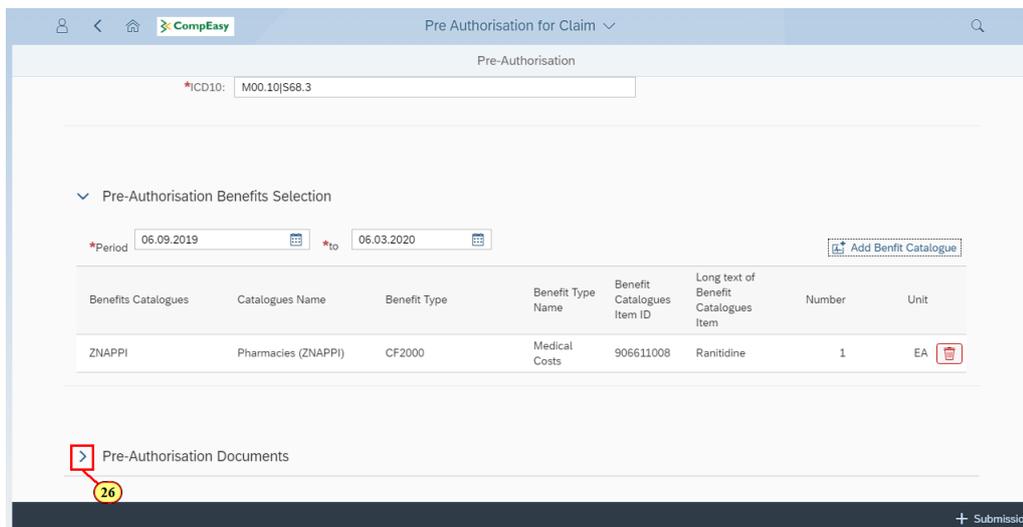
(i)	You can enter more Benefit Catalogue Items if required by selecting the **Add Benefit Catalogue** button.

(i)	You can delete Benefit Catalogue Line Items if required by selecting the **Delete** button.

Step	Action
[26]	Click the **Expand** ⌄ node to open the **Pre-Authorisation Documents** folder.

1.1.27. Pre Authorisation for Claim - Google Chrome

Step	Action
[27]	Click in the **area below the scroll bar** to scroll down.

1.1.28. Pre Authorisation for Claim - Google Chrome

Step	Action
[28]	Click the **Document type** drop down button to display the available list.

1.1.29. Pre Authorisation for Claim - Google Chrome
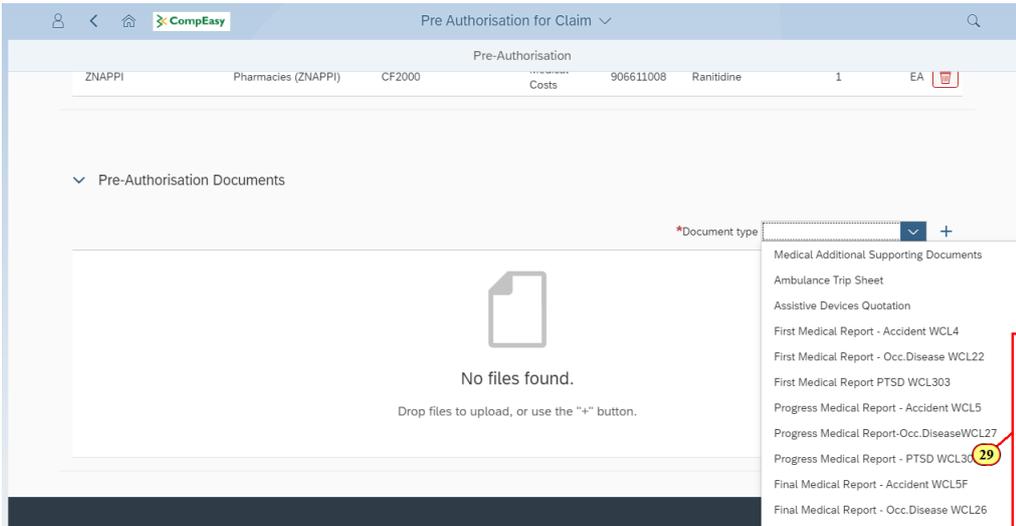
Step	Action
[29]	Click in the **area below the scroll bar** to scroll down.

1.1.30. Pre Authorisation for Claim - Google Chrome
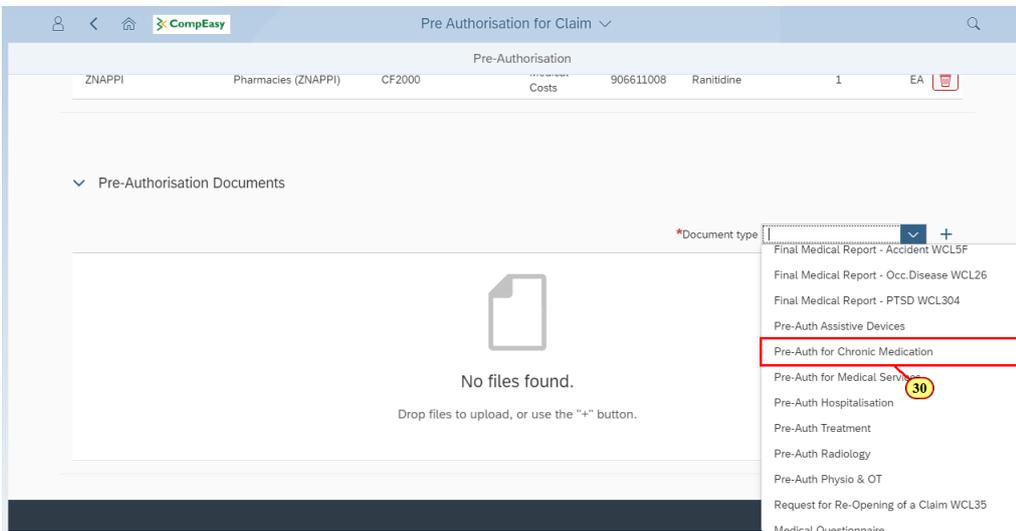
Step	Action
[30]	Double click on the **Pre-Auth for Chronic Medication** Pre-Auth for Chronic Medication option to select it.

1.1.31. Pre Authorisation for Claim - Google Chrome
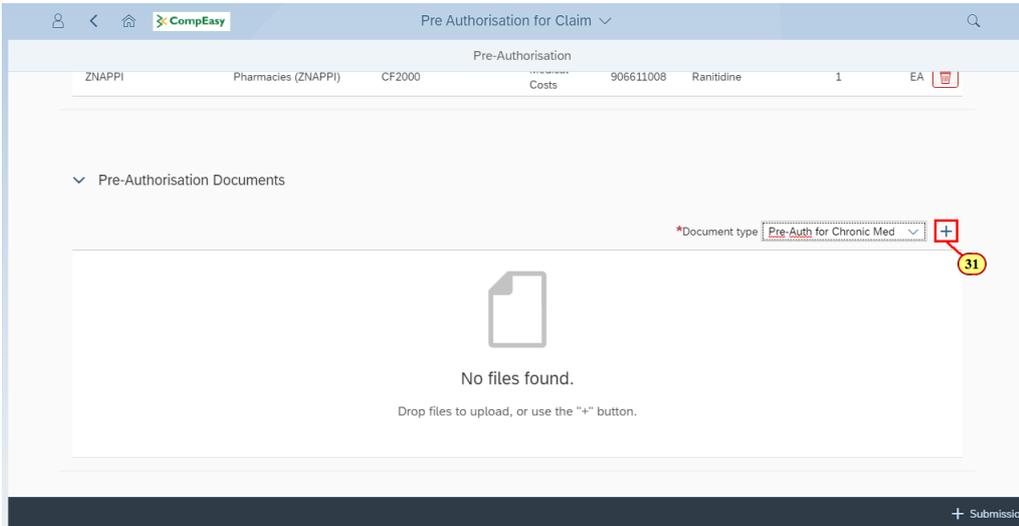
	The relevant supporting documents need to be attached as per Pre-authorisation request.

Step	Action
[31]	Click the **Add** ✚ button to add documents.

1.1.32. Pre Authorisation for Claim - Google Chrome
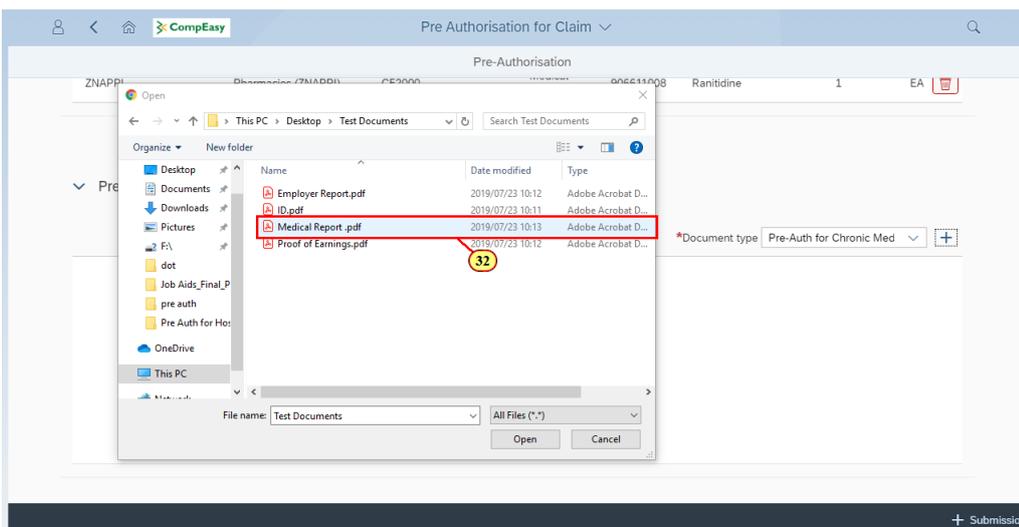
Step	Action

Step	Action
[32]	Double click the **Medical Report.pdf** [icon] Medical Report .pdf file to select it.

1.1.33. Pre Authorisation for Claim - Google Chrome
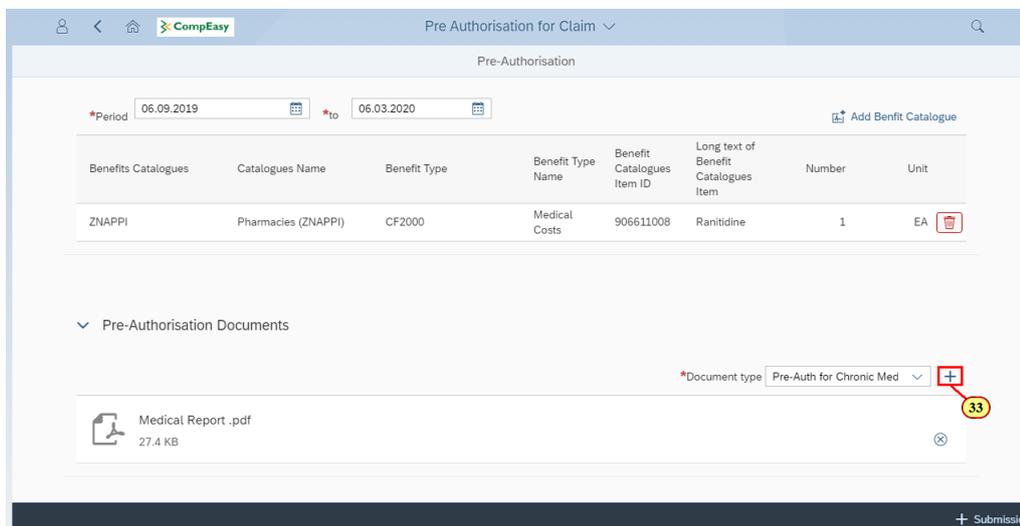
Step	Action
[33]	Click the **Add** [+] button to add documents.

1.1.34. Pre Authorisation for Claim - Google Chrome
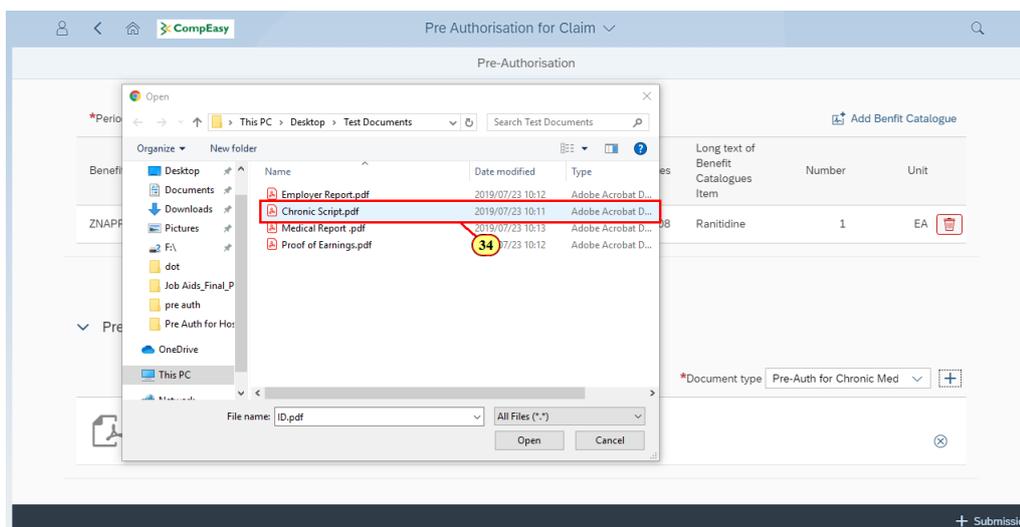
Step	Action
[34]	Double click the **Chronic Script.pdf** [icon] Chronic Script.pdf file to select it.

1.1.35.   Pre Authorisation for Claim - Google Chrome
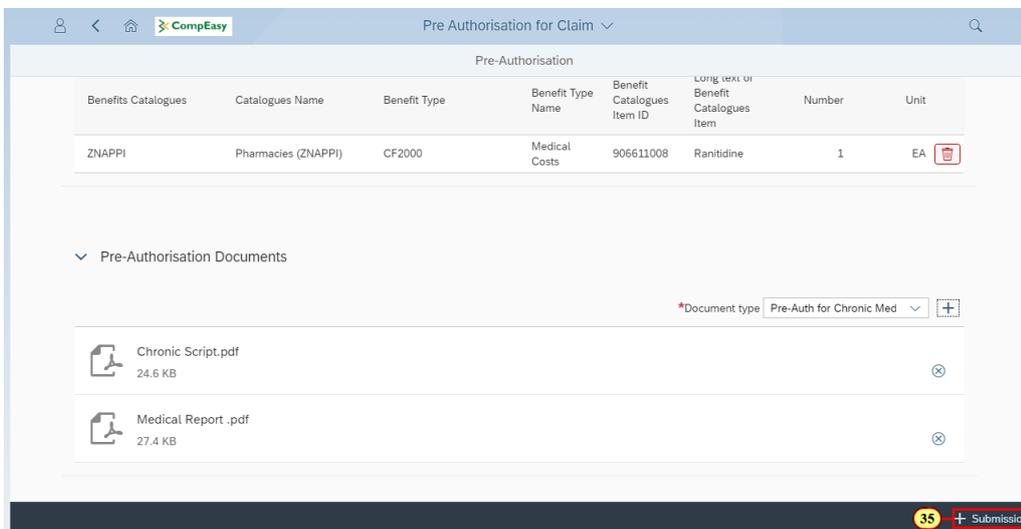
More documents can be attached depending on the Pre-authorisation Request.

Step	Action
[35]	Click the **Submission** ➕ **Submission** button to submit the documents.

1.1.36.   Pre Authorisation for Claim - Google Chrome
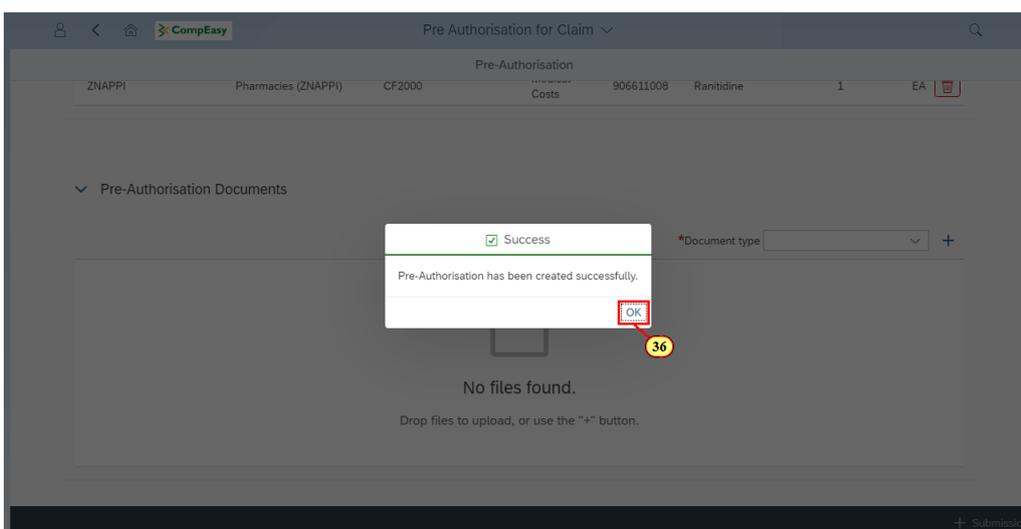
Step	Action
[36]	Click the **OK** OK button to acknowledge the message.

1.1.37.   Pre Authorisation for Claim - Google Chrome
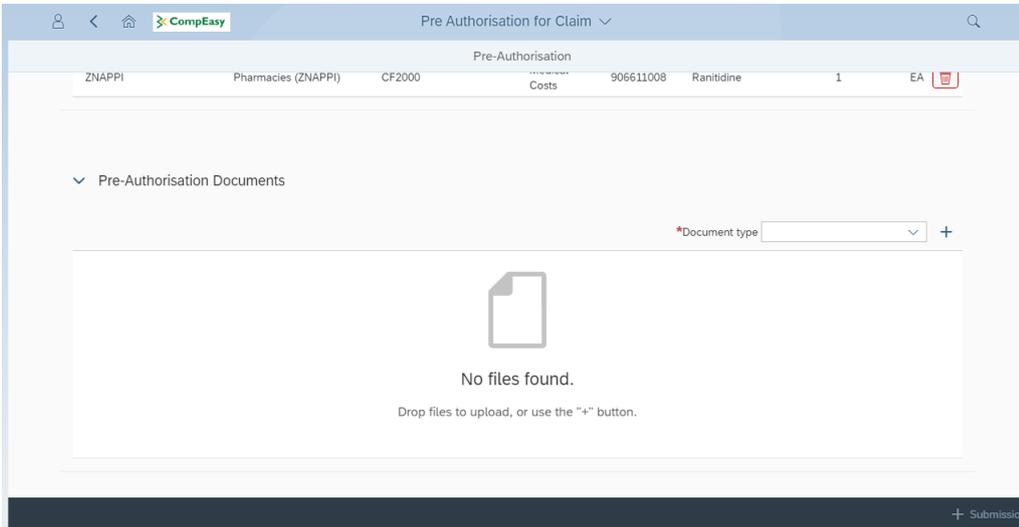
	Well done! You have successfully completed capturing a request for Pre-authorisation for Chronic Medication.