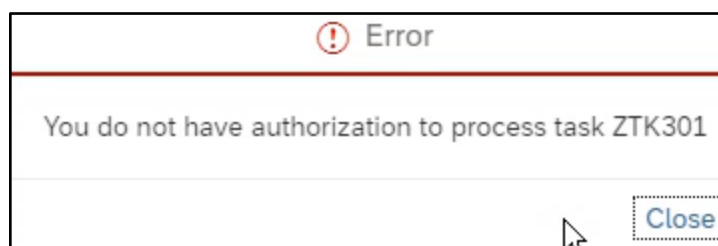


COMPEASY FREQUENTLY ASKED QUESTIONS MEDICAL CLAIMS, PRE-AUTHORIZATION, BENEFIT CATALOGUES AND INVOICE SUBMISSION DURING THE REPORTING OF AN IOD CLAIM

1. What does it mean and what do I do when I get an error, upon submission of the medical report: “You do not have authorization to process task ZTK301”?



Explanation: ZTK 301: Capture compensation items is a task assigned to compensation benefit administrators. If you are not a compensation benefit administration performer and attempt to complete the task via Authorisation you will get the error disallowing you from completing the task.

The User must submit ID number for the injured employee to CompEasySupport@labour.gov.za with the screenshot of the error message

2. What do I: “When I cannot view submitted reports”?

Some users have access to capture medical reports on CompEasy via the “Submit Medical Report” tile, however, once a report is submitted, we cannot view the report again. How must the Medical Service Provider know which reports must still be uploaded if they cannot view all reports already uploaded on CompEasy?

Explanation: We do not have an App to display medical reports captured on the system. However, there are no duplicate check rules built into the medical report, so the MSP can load as many medical reports without any restrictions. The report is linked to a claim, but users won't be able to see supporting documents. Only status can be seen.

3. What do I: “When I cannot submit a pre-authorization request”?

When attempting to complete a pre-authorization request, the Service Provider search does not return any results

Pre Authorisation for Claim ▾

Pre-Authorisation

Please capture all mandatory fields *

▾ Pre-Authorisation Header Data

*Service Provider Number:

*Claim Number:

*Pre-Auth Type:

Service Provider Name:

Service Provider Search

Practice number:

Name 1 of organization	Name 2 of organization	Bussiness Partner	Practice Number
No data			

Close Confirm

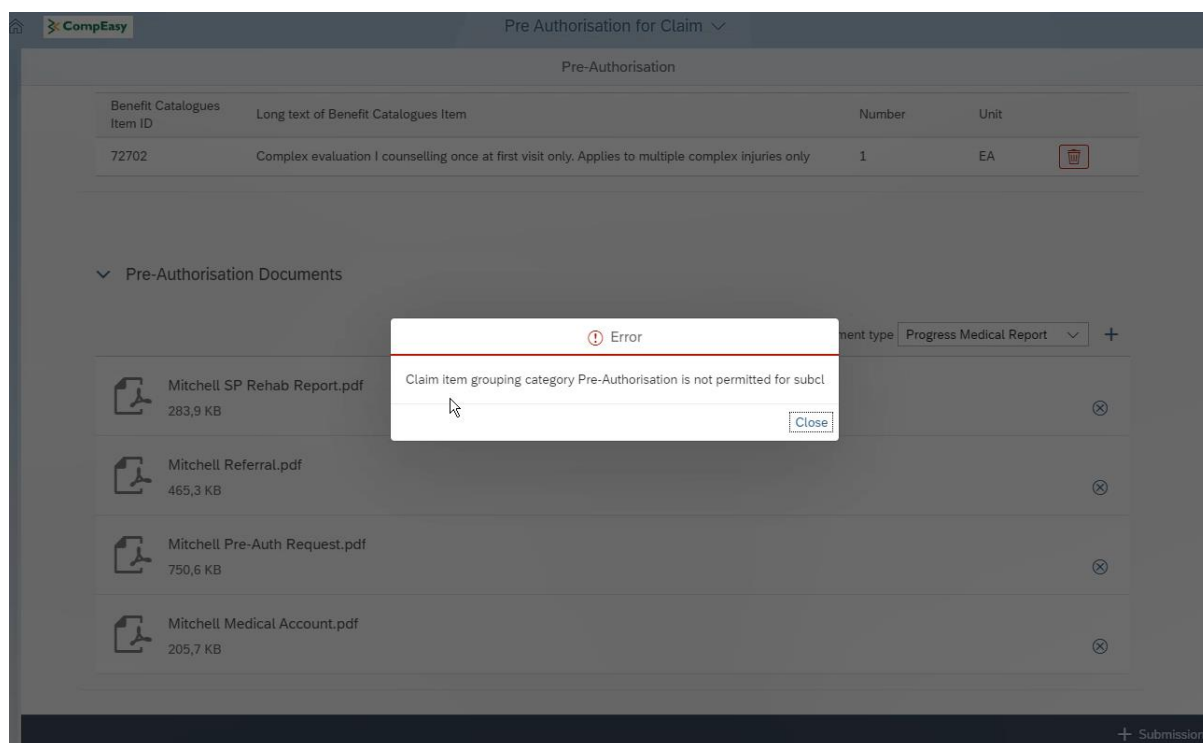
> Pre-Authorisation Benefits Selection

> Pre-Authorisation Documents

Explanation: The Medical Service Provider (MSP) cannot complete the Pre-Authorisation due to a number of reasons, which are

1. The MSP may not have the user group: EXT_MSP(External MSP) maintained in his profile.
2. The MSP may not have done the registration with the Fund to get access onto the system.
3. Check both the user group and registration
4. Once MSPs have been granted authorizations and linked to BP, the search will yield result details.

4. What does it mean and what do I do when I get an error: “Claim item grouping category Pre-Authorization is not permitted for subclaim”?



Explanation: The Medical Service Provider (MSP) authorization roles do not have the following:

1. Claims Prescription Create Change
2. Claims Prescription Create
3. Claims Prescription Display
4. Claims Sub-Claim Type Medical & Category Pre-Auth
5. Category 1 is the claim item grouping for Pre-Auth Authorisation. Once it is assigned to the MSP, it will now be possible to capture the pre-authorisation request.
6. The claim status might be 'No Liability Accepted'. A Pre-Auth Authorisation request will only be created if the status of the claim is Liability Accepted.

5. What does it mean and what do I do when I get an error: “Claim number does not have access to create Pre-Auth Authorisation”?

The screenshot shows a 'Pre-Authorisation' form with the following fields and values:

- *Service Provider Number: 2000887212
- *Claim Number: 11306600
- *Pre-Auth Type: (dropdown menu)
- Service Provider Name: (text field)
- Practice Number: (text field)
- Date Created: (text field)
- *N: (text field)
- *ICD10: M10.9/M22.35/S67.3

An error message overlay is displayed in the center of the form:

Error
 Claim number does not have access to create Pre-Authorisation"
 Close

At the bottom of the form, there is a section for 'Pre-Authorisation Benefits Selection'.

Explanation: This error occurs when;

1. The claim status is No Liability Accepted. A Pre-Authorisation request will only be created if the status of the claim is Liability Accepted. Any other status: eg New claim.in adjudication, under investigation the error message: claim number does not have access to creation of the Pre-Authorisation request.
 1.1 Use Claim Display app to see status of the claims.
2. Check the node CF-All coverages to see if the Medial sub-claim (for Private claims) and Pre-Authorisation sub-claim for Exempted claims. Hence if none of the two (2) coverages are assigned then the pre-authorisation will not be created

6. What do I do when I get: “Incomplete Benefit Catalogue”?

We are trying to capture a Pre-Authorization request on CompEasy; however, we cannot complete the request as not all Tariff codes and Nappi codes are available on the respective benefit catalogues.

The benefit catalogues have no search bar to search for codes and it seems that the codes cannot be entered without using the benefit catalogue as the description of the code remains blank.

Pre Authorisation for Claim ▾				
Benefit Catlog Items				
Benefit Catalogue Item	Description	Benefit Catalogue	Ben Type	
0001	Un-cancelled appointments. not reimbursed by CF	ZCF08	CF2000	☐
0006	After hours treatment	ZCF08	CF2000	☐
0013	Travelling fee	ZCF08	CF2000	☐
0014	In hospital of Nursing facility treatment	ZCF08	CF2000	☐
0136	Special medical examination requested by the Compensation Commissioner	ZCF08	CF2000	☐
72305	Bed exercises / passive movements.	ZCF08	CF2000	☐
72305	Simple treatment for one condition/injury of one treatment technique	ZCF08	CF2000	☐
72305	Bed exercises / passive movements.	ZCF08	CF2000	☐
72501	Rehabilitation first 30 minutes. where the pathology requires the undivided attention of the physiot	ZCF08	CF2000	☐
72503	Also includes spinal rehabilitation (cannot be charged for bed exercises / passive movements only)	ZCF08	CF2000	☐
72509	Should be medically motivated for e.g. complicated condition. This code can only be claimed once per	ZCF08	CF2000	☐
72509	There should be a clear indication and motivation and Should be medically motivated for e.g. complic	ZCF08	CF2000	☐
72509	Should be medically motivated for e.g. complicated condition. This code can only be claimed once per	ZCF08	CF2000	☐
72701	Applies to simple evaluation once at first visit only. It should not be used for each condition. A t	ZCF08	CF2000	☐
72702	Complex evaluation I counselling once at first visit only. Applies to multiple complex injuries only	ZCF08	CF2000	☐
72702	Complex evaluation once at first visit only. Applies to complex evaluation once at first visit only.	ZCF08	CF2000	☐
72702	Complex evaluation I counselling once at first visit only. Applies to multiple complex injuries only	ZCF08	CF2000	☐
			Close	Confirm

Explanation:

1.The MSP practice number link to Benefit Catalogue, and the Benefit Catalogue will automatically default onto the ALV grid.

2.The practise number might not have tariff codes linked to it

The User must contact CompEasySupport@labour.gov.za with the screenshot of the error message

7. What does it mean and what do I do when I get an error, during Invoice Submission Request: “Claim Item grouping IG (field: PROC_ITEM, structure: ICLITEM_DI) does not”?

The screenshot displays the 'MSP Invoice Creation for Claim' window. At the top, the title bar reads 'CompEasy MSP Invoice Creation for Claim'. Below this, the main header is 'MSP Invoice Creation'. The interface includes a date range selector with '*Period' set to '24.01.2020' and '*to' set to '24.01.2020'. A table lists 'Benefit Catalogues' with columns for 'Item ID', 'Long text of Benefit Catalogues Item', 'Number', 'Unit', 'Time/Km', and 'BMI Score'. Two items are listed: Item ID 0181 with text 'Visit for a new problem / new patient with problem focused history. examination and management.' and Item ID 0146 with text 'For after hours emergency or unscheduled consultation/visitat the doctors home or rooms: ADD to item'. An error dialog box is centered on the screen with the title 'Error' and the message 'Claim item grouping IG (field: PROC_ITEM, structure: ICLITEM_DI) does not'. Below the error message is a 'Close' button. At the bottom, there is a section for 'Invoice Documents' showing two PDF files: 'Tsetsane WCL4.pdf' (103 KB) and 'Tsetsane Medical Account.pdf' (59,7 KB). A document type dropdown is set to 'First Medical Report - Acr'.

Benefit Catalogues Item ID	Long text of Benefit Catalogues Item	Number	Unit	Time/Km	BMI Score
0181	Visit for a new problem / new patient with problem focused history. examination and management.	1	EA		
0146	For after hours emergency or unscheduled consultation/visitat the doctors home or rooms: ADD to item	1	EA		

Explanation: This error message is generated by the system when there is an Invoice proposal on the system with a BLANK STATUS. We are busy with the investigating reason why some invoices are being copied to Proposal with a blank status (most likely user action).

This error can also be generated when the status of the claim has not be Accepted at Adjudication.

8. What does it mean and what do I do when I get an error, during Invoice Submission Request: “ Date of Invoice is empty, Please enter.”?

MSP Invoice Creation for Claim

MSP Invoice Creation

Invoice Header Data

*Service Provider Number: 2001511611

Service Provider Name: VAN DER WESTHUIZEN SUZELLE

Practice Number: 0619191

*Claim Number: 11270313

Name and surname of employee: ARNO HENDRIK VAN DER MERWE

ID number of Employee: 0004285166080

Date of loss: 11.09.2019

Employer: J

*Invoice Type: N

Date of Invoice: Date of Invoice is empty, Please enter.

Date Received: 1

*Invoice From: 11.09.2019

*Invoice To: 11.09.2019

*External Invoice Number: 1909170201

*Notes: invoice

*Invoice Total Amount(Inc.VAT): 705.82

Approval Number: / /

Explanation: Date of Invoice is a mandatory field. An asterisk will be added on the invoice App to indicate such. Users should therefore capture a date anyway.

9. What do I do when : “MSP VAT number does not populate”?

Once a practice number is selected the MSP details populate automatically and cannot be edited.

The message at the bottom of the page indicates that if no VAT details are displayed, the invoice will be paid less VAT.

MSP Invoice Creation for Claim ▾

MSP Invoice Creation

Please capture all mandatory fields *

▾ Invoice Header Data

*Service Provider Number:

Service Provider Name:

Practice Number:

*Claim Number:

Name and surname of employee:

ID number of Employee:

Date of loss:

Employer:

*Invoice Type:

Date of Invoice:

Date Received:

*Invoice From:

*Invoice To:

*External Invoice Number:

*ICD10 codes:

*Notes:

*Invoice Total Amount(Inc.VAT):

Approval Number:

☐ VAT Registered

Tax Number:

2000922643

ETHEKWINI HOSPITAL AND HEART CENTRE

0305251

Please enter Claim number

dd.MM.yyyy

11.03.2020

dd.MM.yyyy

dd.MM.yyyy

M00.09|Z43.1|M47.95|J66.0|

Including VAT Amount

/ /

Should you be VAT registered and the information does not correspond with what is displayed on the screen, please update the Compensation Fund with your VAT details before proceeding with your invoice submission, as you will be short paid your VAT portion.

Explanation: Some VAT numbers were not migrated from legacy system. The change to require VAT number will be removed from the App Invoice submission. Before it is removed it is advisable for the external stakeholder to supply their VAT numbers to the Call Center agents and ask that such numbers be loaded on MSP master data.

Thereafter different disciplines were tested on CompEasy's billing screen (Tile: "Invoice Submission Request") and also found that none of the below examples were indicated as VAT registered, yet all the practices on the list below are registered for VAT.

Practice Name	BHF Number
MEDICLINIC (PTY) LTD T/A MEDICLINIC WELKOM	0580005808758
MEDICLINIC (PTY) LTD t/a MEDICLINIC DURBANVILLE	0580005808766
NEWCASTLE PRIVATE HOSPITAL (PTY) LTD	0580005808871
CLINIX NALEDI - NKANYEZI PRIVATE HOSPITAL (PTY) LTD	0580005808944
ETHEKWINI HOSPITAL AND HEART CENTRE (PTY) LTD	0580000305251
AFRICA AND DE VILLIERS INC	0380000670324
GREENSLADE & PARTNERS	0140001582003
GIDZHA S & MTHETHWA S	0870008700699

VAT registered MSPs are indicated as Not VAT registered. The data set up for these practices were correct on Umehluko and the VAT information should have formed part of the set-up migration for such practices.

Will the system automatically pay the VAT short paid balance once the setup is corrected for these practices?

Explanation: An investigation is currently underway to determine why certain MSP are not showing on the APP after their practice numbers have been captured on the Invoice submission App.

10. What do I do when : “Individual Service Dates cannot be captured against tariff codes”?

As part of the invoice header data you capture “Invoice From” & “Invoice To” dates, i.e. the range of service dates covered by the invoice.

MSP Invoice Creation for Claim ▾

MSP Invoice Creation

Please capture all mandatory fields *

▾ Invoice Header Data

*Service Provider Number: 2000931726

Service Provider Name: RAJAH L

Practice Number: 2806681

*Claim Number: 11247608

Name and surname of employee: KWENZA JACOB DLAMINI

ID number of Employee: 7310015925080

Date of loss: 26.10.2019

Employer: CARGO MOVERS SA PTY LTD

*Invoice Type: Medical Invoice ▾

Date of Invoice: 29.10.2019

Date Received: 11.03.2020

*Invoice From: 27.10.2019

*Invoice To: 29.10.2019

*External Invoice Number: 2806681/00000316

*Notes: account for payment

*Invoice Total Amount(Inc.VAT): 15868.07

Approval Number: / /

☐ VAT Registered

Tax Number:

Should you be VAT registered and the information does not correspond with what is displayed on the screen, please update the Compensation Fund with your VAT details before proceeding with your invoice submission, as you will be short paid your VAT portion.

Once the header info is captured, the user must capture the specific tariff codes via a pop-up screen to “Add Benefit Catalogue”:

Invoice Benefits Selection

*Period 27.10.2019 *to 29.10.2019 Add Benefit Catalogue

Benefit Catalogues Item ID	Long text of Benefit Catalogues Item	Number	Unit	Time/Km	BMI Score	Amount	ICD10 codes	Date From	Date To
0182	Visit for a new problem / new patient with problem focused history, examination and management up to	1	EA			940.04	S52.50[S74.0]Y30.54	27.10.2019	29.10.2019

Individual service dates cannot be captured against tariff codes as all tariff codes captured are indicated as Date From (27/10/2019) and Date to (29/10/2019) which is equal to the Invoice header data.

The system shows no indication of the correct tariff amount whilst capturing and allows the user to capture any amount. (No evidence is seen of any tariff or modifier rules applied whilst capturing)

The lack of individual service dates is extremely concerning as numerous billing rules rely on the date of service or the time elapsed between service dates to calculate the correct tariff value. Please consider the following example:

On CompEasy no individual service dates were captured against the above codes.

Example with Individual Service Dates

Service Date	Tariff Code	Description	Amount	Comment
27/10/19	0182	FIRST CONSULT 21 - 30 MINS	940.04	

27/10/19	0146	EMERGENCY UNSCHEDULED	234.32	Code 0146 is an Add on to Code 0182, it cannot be billed if a consultation code is not billed on the same date of service
28/10/19	0109	HOSPITAL VISIT	439.36	Code 0109 cannot be billed with another consultation code on the SAME date of service.
29/10/19	0465	FRACTURE LARGE JOINT	8,435.66	
29/10/19	0051	ADD-ON MODIFIER FOR 0465 - FRACTURE	2,255.37	Modifier 0051 must be billed with a procedure code that allows this billing on the SAME date of service
29/10/19	0008	ASSISTANT FEE: CHOTAI PR (0108758	3,563.32	The Assistant Fee is a calculation of 33.33% of the procedures billed on the same date of service (the same general anaesthetic)
30/10/19	0465	0006 FRACTURE LARGE JOINT	6,326.75	Modifier 0006 (reduction of 25%) is applicable within ONE month of billing a procedure code for the same condition.

How will CompEasy be able to determine the tariff values for codes affected by modifiers per date of service or elapsed time period? The Government Gazettes clearly outline the working of such tariff codes and modifiers per date of service.

Explanation: This change to effect individual service dates per tariff code are being updated. As soon as those changes are done business will be notified accordingly to communicate to external stakeholders.

11. What do I do when : “ I get a message no data found”?


CompEasy

Claim Status ▼

Claim Status

Claim Number Search :

Claim Number:

Previous Claim Number:

(OR) Employee Name Search :

Surname:

First name:

(OR) Employee ID Search :

Employee ID Type: ☐ ID Number ☐ Passport ☐ Work permit

Number:

(OR) Date Range Search :

Date of Loss From:  To 

Claim Number	Labour centre	Prev Claim Number	Employer Name	Employee Name	Date of Loss	Claim Type	Claim Cre
No data							

Explanation:

1. Medical Service Providers (MSPs) can search and view claims created for their organization.
2. Third Parties can view claims created for their respected MSPs and employer.

Note: If no No Data found it means there is no claims information

12. What does it mean and what do I do when I get the rejection message: “Please separate the registration per Provinces. We only register for Gauteng not any other Provinces”?

Manage Organisation Authorisation							
Manage Organisation Authorisation							
Organisation Name	CF Registration No	Healthcare Practice No	Address	User Category	Date Registered	Status	Rejection Reason
☐ KNIGHT R		8700478	23 PICKERING STREET NEWTON PARK EC 6055	THP	2019-10-28	Approved	
☐ BASANI MARINE PTY LTD	990000385474		0000 Main Road St Helena Bay WC 8001	EMP	2020-03-04	New Request	
☐ TOMIS ABATTOIR & FRESH MEAT WHOLESALERS	990000470836		0000 VORENTOE WELLINGTON WC 7654	EMP	2020-03-04	New Request	
☐ KIMBERLEY COLD STORAGE PTY LTD	990000064858		0000 CARLSTEIN STREET KIMBERLEY NC 8300	EMP	2020-03-04	New Request	
☐ S S G SECURITY SOLUTIONS (PTY) LTD	990000372264		128 OAK AVENUE HIGHVELD CENTURION GP 0157	EMP	2020-03-04	New Request	USER REGISTRATION APPROVED
☐ NEWSHELF 1262 PTY LTD	990000851007		0000 CNR MAIN REEF HOUTKAPPER ST Roodepoort GP 1724	EMP	2020-03-04	Rejected	Please separate the registration per Provinces. We only register for Gauteng; not any other Provinces

The rejection from the CF is incorrect for the following reasons.

- The employer is based in Gauteng as per proof of address uploaded on CompEasy.
- The system does not request the user to select a province during the request process.

Explanation: When users link themselves to various organizations they must provide and attach all required documents to each organization they want to be linked to.

The User must contact CompEasySupport@labour.gov.za with the screenshot of the error message

13. What do I do when I receive access to View Invoice Tile: “But I am unable to view any information for a selected Service Provider”?

View Invoices

Search Invoices

*Service Provider Number:

Service Provider Name:

Practice Number:

*Period: 01.03.2020 12.03.2020

Claim Number:

(OR) External Inv Number:

Execute Reset

Invoice

Invoice Date	Inv Number	Invoice Status	Claim Number	Employee Name	Line Item	Description
no data						

Once the practice number is selected and executed the results returned states no data.

Select Service Provider Search

Practice Number: 0772062

Execute

Name1 of Organisation	Name2 of Organisation	Business Partner	Practice Number
no data			

Hereunder is a screen print showing that the selected practice no 0772062 is linked to the user's profile.

Manage Organisation Authorisation

Organisation Name	CF Registration No	Healthcare Practice No	Address	User Category	Date Registered	Status	Rejection Reason
DR J TUDOR INC		0772062	MEDICLINIC EC 90 PAYNE STREET PIETERMARITZBURG KZN 3201	THP	2019-10-19	Approved	

Explanation: This means the user does not have applicable authorizations to view invoices

User to submit ID number to CompEasySupport@labour.gov.za with the screenshot of the error message

14. What does it mean and what do I do when I get an error, when we try to register multiple MSPs/Employers to one user ID: “ID number already exists on CompEasy, you either got an existing user or your registration request is waiting for approval”?

All 1

⚠ ID Number already exists on CompEasy, you have either got an existing user or your registration request is waiting for approval



Online External User Registration

* User Category: Select

* First name:

Personnel No:

* ID Type: SA ID Number

Mobile Phone:

Position:

Employ Period Years:

Date of Birth:

* Title: Select

* Last name:

E-Mail Address:

* ID Number:

Telephone:

Gender:

Months:

Company / Service Provider Details

* BusinessPartner:

Health Practice No:

Company Name:

City:

Postal Code:

PO Box:

PO Box City:

Manager Name:

* Manager ID Type: Select

Organisation Reg No:

CF Registration No:

Street:

Region:

PO Box Post Cde:

Manager Position:

* Manager ID:

Explanation: A managed organization app should be used. New registration should not be created.

15. What does it mean and what do I do when I get an error: “Tariff code H081 can only be claimed by discipline 057 and 058”?

Officials also receive an error when they want to process a Hospital account where tariff code H081 (Major theatre time-charged per minute) is billed.

Even when the invoice that the CF official is busy assessing on CompEasy is in fact for either discipline 057 or 058.

Below is an example of a Pre-authorisation Approval where tariff code H081 is listed as an approved tariff code, but the total amount approved is 0,00

Claim Number	11299962
Employee	TEMPISI RAPHAEL MOFAO
ID Number	5903185179082
Employer	GEL MINING & EXPLORATION
Date of Accident	28.05.1985

I herewith acknowledge the receipt and approve your request for Pre-Authorisation for the claim as per detail above.

Health care provider detail:

Health Care Provider	2000900838
Practice Number	5808758
Fax number	
Email address	
Authorisation Date	11.03.2020
Type of Pre-Authorization	Hospitalisation
Approval number	11299962 / 001 / 0015
From and to Date	05.11.2019 - 15.11.2019

Benefit Catalog Item	Description	Rejection Reason	Quantity requested	Quantity approved	Amount approved/unit	Total amount approved
H081	Major theatre fee		1	1	0,00	0,00
H001	Surgical cases: per day		1	1	3.433,44	3.433,44

Explanation: If practice number is not linked to tariff codes, users cannot claim for hospitalization.

The User must submit Practice Number to CompEasySupport@labour.gov.za with the screenshot of the error message

16. What do I do when I get invoice rejection reason on an Invoice Verification Report (IVR), for switched invoices: “PreAuthorisation Number 0 is not valid”?

23478	PreAuthorisation Number 0 is not valid.
23479	PreAuthorisation Number 0 is not valid.
23480	PreAuthorisation Number 0 is not valid.

Explanation: The rejection is caused by the “0” captured on the Pre_Auth field, the system validates this field and it takes the “0” as a numeric character which tends to be an invalid Pre-authorisation Number.

The field must either be left blank or be populated with a valid entry of Pre-authorisation Number in the following format:

Format: Claim/sub-claim/procurement no.

Below is an example of a Pre-authorisation Number that led to the rejection reason above.

The screenshot shows an IDoc display interface. On the left, there's a tree view with 'ZINVOICE' selected. The main area displays 'Short Technical Information' and 'Content of Selected Segment'.

Short Technical Information:

- Direction: 2 (Inbox)
- Current Status: 51
- Basic type: ZICLCLM_INVOICE01
- Extension:
- Message Type: ZICLCLM_INVOICE
- Partner No.: SWITCH_HSE
- Partn.Type: LS
- Port: SAPXPI

Content of Selected Segment:

Fld Name	Fld Cont.
PDOCCATTTYPE	Z2
DATASOURCE	02
ZZBATCH_NO	2460
ZZBATCH_DATE	20200325
DIAGNOSTIC_CODES	Z08.9
PREAUTH_NO	0

The PREAUTH_NO field with the value 0 is highlighted with a red box, indicating the cause of the rejection.