medprax
medical data specialists

Products FAQ

My claim has been short paid due to reduced Scheme rate?
Certain schemes may apply Reference Pricing. Medprax carries these prices in their Product file which links to our Medical Aid File. The PMA should warn you if a cheaper alternative needs to be supplied or if the patient is liable for the difference if they opt to take the more expensive medication.

My claim has been rejected due to missing / discontinued nappi codes?
If a nappi code has been discontinued, the medical aid will no longer pay for it after a set time period. Medprax will flag the item as discontinued and will add a DISC prefix in front of the Product Name to prevent you from accidentally selecting the item. The product will remain on the Medprax file for 25 months to allow you to claim any remaining stock on hand. If there is a replacement NAPPI code, Medprax will add this code to the Product file.

The medical aid won't pay for a certain product?
Medprax flags items that have exclusions and the PMA should warn you should the scheme not pay for this, before the patient leaves your practice.

Each Medical Aid allows for different re-imbursements rates. How do we apply this?
Medprax has a calculation table that works within most softwares to automatically adjust the mark-up to the correct amount that the medical aid will pay.

Where do you get your pricing from, can I be sure it is correct?
Medprax has over the years built strong relationships with the various Pharmaceutical Companies and Manufacturers and we receive their price lists when changes occur. We also receive the SEP pricing directly from DOH daily. Price changes are applied immediately to ensure you have the correct pricing with your next update.

I cannot find the nappi code I need on the system?
As Medprax supplies weekly updates, we will add any VALID nappi codes you require in your practice to your next update, ready for you to bill.

I don’t have a Billing System, can you still assist me with Product Information?
We have **launched the BETA version of the Medprax Assist Dashboard**

Features of this new powerful tool:

- Our dashboard offers **two separate search engines**: one for **Radiology** and another for **Medical Specialists**, each delivering targeted results and relevant scheme-specific information for your practice.
- **Search and access relevant codes** with ease.
- **Get accurate reimbursement rates by selecting the relevant medical aid. Streamline your pricing and coding workflows** with reliable, up-to-date information.

Subscribe today to explore the features and provide feedback as we continue to refine the platform.

Medical Aid FAQ

I cannot get through to the Medical Aid?
Medprax supplies you with the correct contact details for each medical aid, as well as changes with administrator names, scheme names, plans and option names.

My claim is not reaching the scheme?
Medprax ensures that you have the correct switching codes linked to the various schemes.

There is a co-payment, but the patient has already left?
Medprax will notify you within your PMA to warn you if there will be a co-payment applicable.

Support FAQ

How do I know if I am up to date?
Medprax has a specific way to check if the update has run through successfully each week. We will show you how to do this check and this allows you to contact us immediately if there are any problems when updating.

I am not computer savvy, will Medprax work for me?
The Medprax updates are easy to do. We offer step by step instructions, as well as telephonic, Team viewer or Anydesk support at no additional cost. We are always available to assist.

I don't know how to update my software with the Medprax Data?
Simply give us a call and we can assist in showing you how to update, step by step via TeamViewer or Anydesk at no additional charge.

If I need to call you, will I have to hold for hours?
With Medprax, your query is attended to immediately and we will follow through until the issue has been resolved. You can also send us an email and we will get back to you to assist you, info@medprax.co.za

My programme says my Medprax Licence has expired. What does that mean?
The Medprax Licence automatically expires once a year. It is a simple process and at no extra charge to renew. Simply contact us for assistance.

Tariff FAQ

What Tariff pricing does Medprax supply?

- Scheme Rates (Network and Non-Network)
- Contracted Rates – these would be submitted if you have a payment arrangement in place with a specific scheme – this is dependent if the scheme makes these rates available – if the scheme deems these to be Private and Confidential, then we will only carry the Contract % in the file structure.
- GP Network Rates
- JSP Rates for Physios
- Discipline specific Contracts such as the Paediatric Governance Project
- Insured Benefits – this is the higher rate that the scheme is willing to re-imburse – Medprax has linked the Scheme Option Codes to the allowed % and will return the higher rate.

What happens if a scheme does not publish their rates?
Medprax carries a CALCULATED rate, this rate is based on the 2006 NHRPL rate and Medprax applies the annual % increase of the Scheme to maintain this price.

I am not picking up a specific procedure code.
Medprax will check if the code is valid and will add it to the Tariff structure and will link it to the Scheme Rate.

I am getting short paid on my claims – what do I do?
You can log the query with our experienced and friendly Tariff team, they will verify the price and if the incorrect price was submitted, we will advise you on how to resolve it.

I don’t have a Billing System, can you still assist me with Tariff information?
We have **launched the BETA version of the Medprax Assist Dashboard**

This powerful new tool allows you to:

- **Search and access relevant codes** with ease.
- **View scheme-specific and contracted rates** tailored to your discipline.
- **Streamline your pricing and coding workflows** with reliable, up-to-date information.

Subscribe today to explore the features and provide feedback as we continue to refine the platform.