



## Claims Management

For the purposes of this module, claims management will be divided into two components: the claims process and debt management.

The "Claims Process" is the process of delivering an invoice to third-party funders like medical schemes, COIDA (Injury on duty) and insurance companies

"Debt management" in a medical practice, is a unique strategy developed to help a debtor (or practice) manage their debt by ensuring processes in which to follow-up and retrieve outstanding monies/payment.

- **Claims Management**
  - The claims process
  - Electronic Data Interchange (EDI)
- **Debt Management**
  - Medical scheme debtors process and cycle
  - Private debtors process and cycle
- **Basic Financial concepts**
  - Understanding some basic financial concepts and processes
  - National Credit Act
  - Credit Management and debt collection

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