



INJURY ON DUTY CLAIMS MANAGEMENT

Bringing it in-house

When considering outsourcing any part of your injury on duty claims management to a third party, you must be assured that the vendor can provide a credentialed and professional management service.

Complete account management of a practice's injury on duty claims is important. This includes following the correct processes as prescribed by the Compensation Commissioner, applying the Compensation Fund's rules, -regulations and minimum requirements intelligently, as well as following the correct submission procedures of the Compensation Fund. Communication forms an essential part of the process and, therefore, the claims management service provider should interact with the practice on a regular basis, along with continuous personal follow-up both with the practice and the Compensation Fund. All of this and more should form part of an ongoing professional service.

At SpesNet we continually pride ourselves on providing our members and their practice staff with the highest level of service and, therefore, we have created a division called IOD@SpesNet to manage the injury on duty claims on behalf of our members.

Through IOD@SpesNet we have put together a dedicated and highly skilled team with expert know-how, to ensure that your injury on duty accounts are managed in the most professional and efficient manner. The objective is to drive reimbursement in order to maximize your practice cash flow.

Our Commitment to You

At IOD@SpesNet we understand the value of professional service and excellent communication.

Our highly trained professional staff will collate all the required information for easy and speedy accounts submission to the Compensation Fund. We will follow up on any problems identified and keep you informed on the status of your accounts at all times – **IOD@SpesNet will Provide you with the highest service levels possible by offering you –**

- ✓ Active management of the total process between your practice and the Compensation Fund.
- ✓ Access to a dedicated injury on duty claims management team.
- ✓ An intelligent web-based billing solution will ensure that all of your accounts complies with the Compensation Fund Rules and Regulations, which will lead to correct and timely payments.
- ✓ Accurate, web-based feedback reporting.
- ✓ Timely and professional communication with you and your staff by e-mail and telephone.
- ✓ The practice receives payment from the Compensation Fund by way of EFT and, therefore, the practice remains in full control of their account.
- ✓ The service is rendered on the basis of "no recovery, no fee". The fee is a percentage of the amount recovered, irrespective of the age of the account and by way of an easy debit order system.

If you would like more information, please contact:

Your regional SpesNet Consultant or the SpesNet head office.

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