

Claims Statement Explained

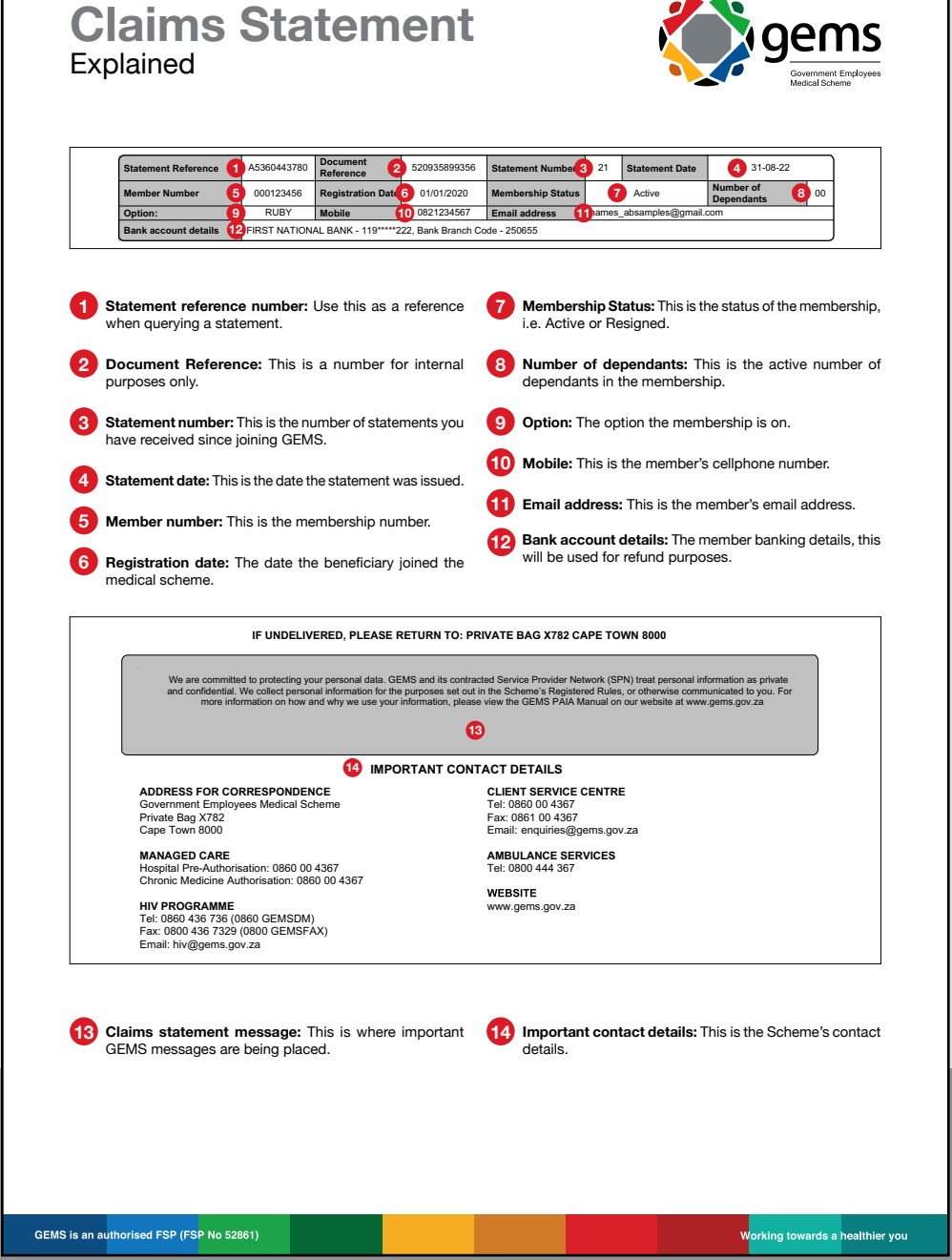
You spoke and we listened!

What is a Claims Statement Explained?

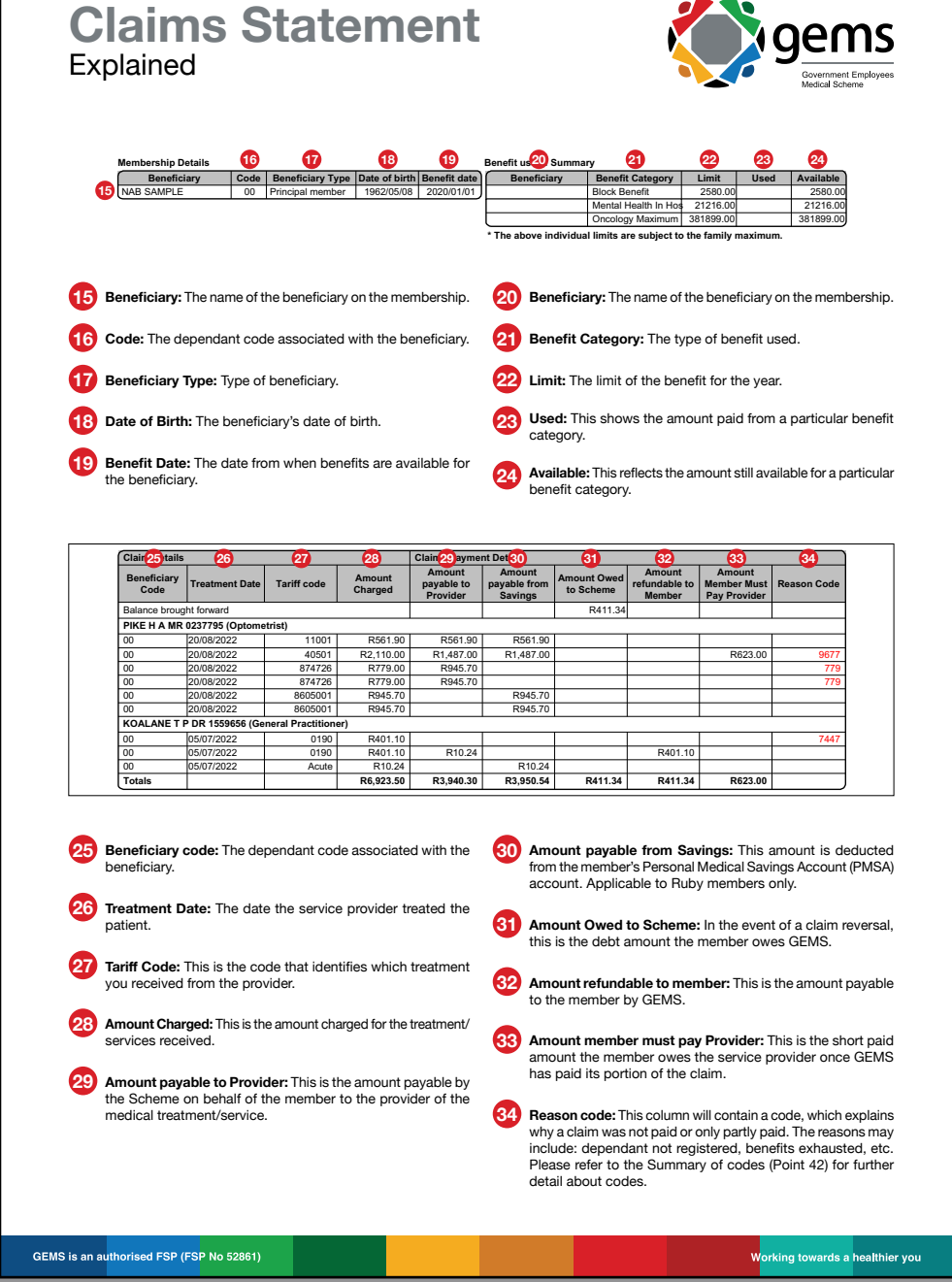
Claims Statement Explained is a guide to help you understand your simplified Claims Statement.

NEW CLAIMS STATEMENT EXPLAINED

1



2



Changes on the New Claims Statement include the following:

1. The statement references, statement number, document reference and statement date appears at the top.
2. Included amount paid from savings column.
3. Some headings were moved to improve readability and flow of information.



How to read your claims statement?

You will get a claims statement when your claim have been settled. Please read your claims statement carefully to see if your claims were processed. If the reason requires the 'Next Action', understand what is required as the next step and resubmit the claim with the applicable information, to enable a **seamless claims process**.

Please see below the summary of codes and next action included in the new Claims Statement.

42 Summary of codes	43 Next Action
7447 Motivation required: Quantity rule exceeded	Provider to resubmit the clinically appropriate account.
779 Treatment and diagnoses not covered by GEMS.	Treatment and diagnoses not covered by GEMS.
999 Claim line has been reversed and processed accordingly	Claim line has been reversed and reprocessed. New claim line has been captured for payment.
9677 GEMS beneficiary limit exceeded.	No further claims will be paid.

Where can I submit my claims so that I can receive my claim statement?

You can submit your claims by using the following channels:



Postal Address:
GEMS, Private Bag X782,
Cape Town, 8000



Fax:
0861 00 4367



Email:
enquiries@gems.gov.za



GEMS
walk-in centre



Where can I access my claims statement?

Member App

GET IT ON
Google Play

Download on the
App Store

Member Portal



Claims Statement IVR process flow:

IVR 24-hour self-help facility

Call the **GEMS Call Centre** by dialling **0860 00 4367**

Then **press 2** for self-help

Select the language of your choice

Press 1
English

Press 2
Afrikaans

Press 3
Nguni
Zulu, Xhosa,
Swati or
Ndebele

Press 4
Sotho
Sesotho,
Setswana or
Sepedi

Press 5
Venda

Press 6
Tsonga

Then **press 1** for self-help menu

Enter **membership number** followed by the **#** key

Enter **13 digit ID number**

Press 5 for Statements

Press 2 for the last claim statement

How would you like your statement delivered to you?

Press 1
Post



Press 2
Fax



Press 3
Email



Did you know? You can avoid co-payments by:



Using designated service providers in the GEMS network.
For example, if you receive chronic medicine from any pharmacy other than your DSP pharmacy, you will have a 30% co-payment



Consulting healthcare providers on the **GEMS Network** (GP's, Specialists, etc.)



Using **generic medicine** and **formulary medicine**



Getting pre-authorisation if you plan to visit or be admitted to a hospital (out-patient or in-patient) or to go for a scan. **Please let us know at least 48 hours before you go to hospital.**



Using registered doctors: GEMS will not pay for claims for services provided by a healthcare provider who is not registered in terms of a relevant law



If you'd like to get a **claims alert SMS** every time GEMS processes your claims, please call **0860 00 4367** to sign-up and ensure that we have your current cell phone number.



Please note that this does not serve as proof of payment.

We value your feedback and we will continue to listen to you. Please do share your GEMS experience with us and let us work together to improve our healthcare service for you.