

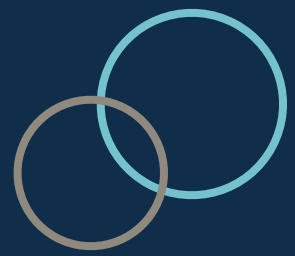


FOR PROFESSIONALS  
SINCE 1941

HEALTHCARE  
ADMINISTRATORS

# PPS HEALTHCARE ADMINISTRATORS DENTAL BENEFIT MANAGEMENT





## VALUE PROPOSITION

PPS Healthcare Administrators (PPSHA) is proud to launch our dental benefit management services to the market. Profmed is the first medical scheme to implement these dental benefit management services. Our focus is to deliver easily accessible and user-friendly processes that serve all Dental Providers. This principle is in line with our ethos of providing tailor made solutions as a boutique administrator.

We have a dedicated Dental Provider call centre with a team of highly skilled consultants with impeccable technical and medical knowledge to ensure quick turnaround times on requests and queries. Our efficient turnaround times on claim payments will enable improved cash flow to your practice.

We are proud to have well respected dental advisors on our team who bring with them specialised knowledge of dental benefit management. Our intention and promise to our Dental Providers is to provide service excellence that makes doing business with PPSHA seamless and delivers on our promise to enrich the lives of dental professionals.

## Our Promise



Ease of doing business with us



Simple, easy-to-use provider processes that will be accessible at all touch points (call centre, SADA website, Scheme website)



Provider Guide on processes, benefits and tariffs



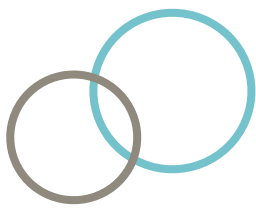
Dedicated call centre and support team to facilitate quick turnaround times on authorisations, quotations, queries and escalations



SADA aligned clinical protocols



Efficient claims payment turnaround times to improve cash flow



## HOW TO CONTACT US

Provider call centre	0860 679 200
Hospital pre-authorisation	0860 776 363
Dental authorisations and quotations	dental@profmed.co.za
Provider contact information updates	providerrelations@ppsha.co.za
Provider changes to banking details	finance@ppsha.co.za

## REQUIREMENTS FOR CHANGES TO BANKING DETAILS:

- Latest bank confirmation letter (not older than three months)
- Confirmation of bank account changes on provider/company letterhead,
- Copy of identity document
- BHF registration
- Company registration letter (CIPC letter)

Original documents must be sent to:



**Postal Address:**

P O Box 14145  
Lyttelton  
0140



**Courier address:**

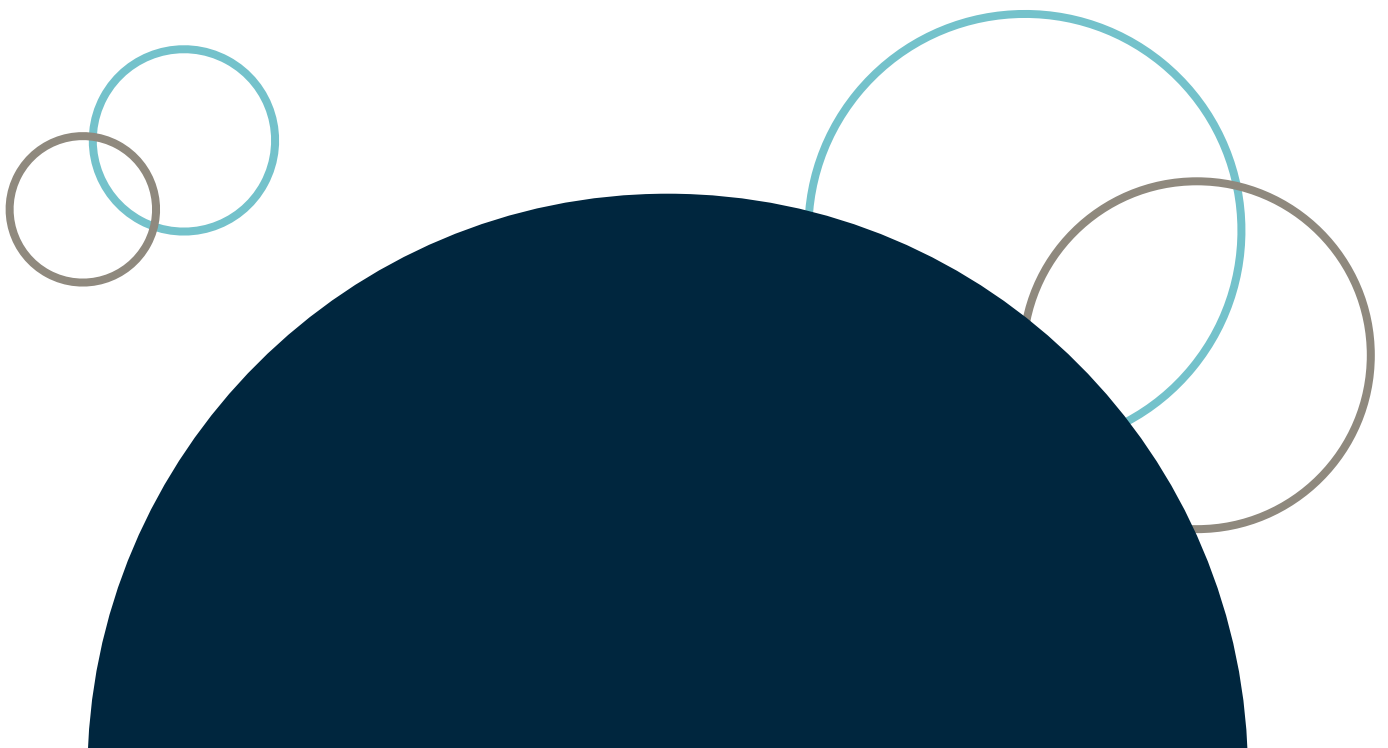
PPS Centurion Square  
Cnr Gordon Hood and  
Heuwel Road  
Centurion  
0157



# AUTHORISATIONS AND APPROVALS FRAMEWORK

This framework will guide you on cases where authorisation is required. For these instances you will need to either complete an authorisation form or email us the information required seven days prior to date of service. Your request will be assessed, and a response will be provided within 24 - 48 hours.

- Preauthorisation is required for:
  - a) Specialised dentistry - implants, metal-based partial dentures, crowns and bridgework, functional orthognathic surgery, orthodontics up to 18 years of age (must include cephalometric tracing), periodontal treatment (must include clear x-rays, CPITN index, maintenance plan), occlusal guard (once every 24 months, clinical motivation required).
  - b) General anaesthesia and conscious sedation - Severe impacted permanent teeth, extensive conservative dental treatment for children under 8 years (benefit limited to 24 months per child).
  - c) Prescribed Minimum Benefit (PMB) benefit.
- All planned in-hospital procedures are subject to pre-authorisation seven days before starting treatment. In case of emergencies that occur after hours or on week ends and public holidays, authorisation must be obtained the next working day.
- Authorisation is not required for conservative and restorative dentistry (including consults, restorations, extractions, root canal treatment and plastic dentures). Subject to day-to-day dentistry benefit limits.

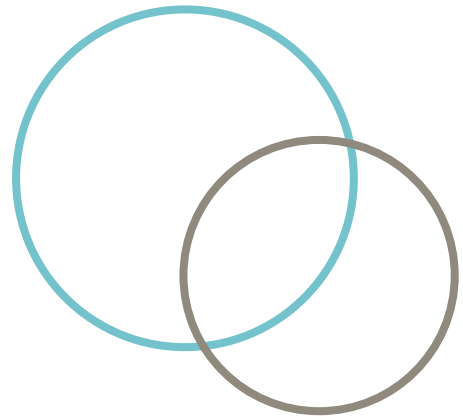




## AUTHORISATIONS AND APPROVALS FRAMEWORK

Please provide us with the following information to obtain pre-authorisation:

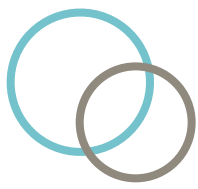
- Membership number
- Member name and surname
- Patient name
- Patient dependant code
- Date of procedure
- Practice number
- Practice name
- Practice contact information
- ICD-10 codes
- Procedure codes and cost
- Tooth numbers
- Breakdown of laboratory codes, costs and quantity
- Clear radiographs to be submitted
- For hospital admission: date of admission, hospital name and practice number
- For orthodontics: a cephalometric tracing must be submitted
- For periodontal treatment: a CPITN index and maintenance plan must be submitted.



Please submit this information to [dental@profmed.co.za](mailto:dental@profmed.co.za).

## DENTAL TARIFFS

Profmed's dental tariffs are 135% of Profmed Tariff, the Scheme's base tariff. The list of tariffs and values are available on the provider login portal on the Scheme's website at [www.profmed.co.za](http://www.profmed.co.za). Only tariffs that are listed on the file will be covered. The rates will also be provided to SADA to make available to all dental providers.



# PROFMED MEDICAL SCHEME DENTAL BENEFITS

BENEFIT	PROPINNACLE	PROSECURE PLUS	PROSECURE	PROACTIVE PLUS	PROACTIVE
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## DENTAL PROCEDURES IN HOSPITAL

Subject to pre-authorisation and protocols. Call 0860 776 363 for authorisation, information on clinical qualifying criteria, and benefits.

1G1	HOSPITALISATION: - Permanent tooth impaction removals - Extensive conservative dental treatment only for children younger than 8 years (24-month benefit) (Subject to pre-authorisation, protocols and management)	100% Negotiated Tariff	100% Negotiated Tariff		100% Negotiated Tariff	
	a) Specialist and anaesthetist fees	300% Profmed Tariff	200% Profmed Tariff	100% Specific tariff	200% Profmed Tariff	100% Specific tariff
	b) Dentist fees	135% Profmed Tariff	135% Profmed Tariff		135% Profmed Tariff	
1G2	HOSPITALISATION: - Other (Subject to pre-authorisation, protocols and management)	100% Negotiated Tariff	100% Negotiated Tariff		Subject to PMB legislation	
	a) Specialist and anaesthetist fees	300% Negotiated Tariff	200% Profmed Tariff	100% Specific tariff	Subject to PMB legislation	
	b) Dentist fees	135% Profmed Tariff Subject to Section 5E	135% Profmed Tariff Subject to Section 5E		135% Profmed Tariff	Subject to PMB legislation
1G3	Functional orthognathic surgery Includes all costs related to the admission and procedure, e.g. all medical practitioner fees, hospitalisation, etc.  (Subject to pre-authorisation)	R37 292 per family	No benefit		No benefit	

BENEFIT	PROPINNACLE	PROSECURE PLUS	PROSECURE	PROACTIVE PLUS	PROACTIVE PLUS
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### DENTISTRY - OUT OF HOSPITAL

Benefits are subject to protocols and management.

HOSPITALISATION: - Conservative dentistry (includes annual check-ups, restorations, extractions, root canal treatment, dentures) - Advanced dentistry (includes crowns, bridges, implants, orthodontics) Orthodontics available only up to age 18. (Orthodontics and implants subject to pre-authorisation. Call 0860 679 200 for authorisation and protocols)	135% Profmed Tariff  R7 132 per beneficiary  Maximum R14 265 per family  Not subject to day-to-day limit	135% Profmed Tariff  R6 071 per beneficiary  Maximum R12 237 per family  Not subject to day-to-day limit	135% Profmed Tariff  Subject to day-to-day limit	135% Profmed Tariff  R612 per beneficiary  Maximum R1 748 per family
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## PROFMED MEDICAL SCHEME SAVVY DENTAL BENEFITS

BENEFIT	PROPINNACLE SAVVY	PROSECURE PLUS SAVVY	PROSECURE SAVVY	PROACTIVE PLUS SAVVY	PROACTIVE PLUS SAVVY
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### DENTAL PROCEDURES IN HOSPITAL

Subject to pre-authorisation and protocols. Call 0860 776 363 for authorisation, information on clinical qualifying criteria, and benefits.

1G1	HOSPITALISATION: - Permanent tooth impaction removals - Extensive conservative dental treatment only for children younger than 8 years (24-month benefit) (Subject to pre-authorisation, protocols, management and use of the DSPN)	100% Savvy Tariff	100% Negotiated Tariff		100% Negotiated Tariff	
	a) Specialist and anaesthetist fees	300% Profmed Tariff	200% Profmed Tariff	100% Profmed Tariff	200% Profmed Tariff	100% Profmed Tariff
	b) Dentist fees	135% Profmed Tariff	135% Profmed Tariff		135% Profmed Tariff	

BENEFIT		PROPINNACLE SAVVY	PROSECURE PLUS SAVVY	PROSECURE SAVVY	PROACTIVE PLUS SAVVY	PROACTIVE PLUS SAVVY
1G2	HOSPITALISATION: - Other (Subject to pre-authorization, protocols, management and use of the DSPN)	100% Savvy Tariff	100% Savvy Tariff		Subject to PMB legislation	
	a) Specialist and anaesthetist fees	300% Negotiated Tariff	200% Profmed Tariff	100% Profmed Tariff	Subject to PMB legislation	
	b) Dentist fees	135% Profmed Tariff Subject to Section 5E	135% Profmed Tariff Subject to Section 5E		135% Profmed Tariff	Subject to PMB legislation
1G3	Functional orthognathic surgery Includes all costs related to the admission and procedure, e.g. all medical practitioner fees, hospitalisation, etc.  (Subject to pre-authorization)	R37 292 per family	No benefit		No benefit	

## DENTISTRY

Benefits are subject to protocols and management. (See Section 1G for dentist and specialist fees in-hospital)

	- Conservative dentistry (includes annual check-ups, restorations, extractions, root canal treatment, dentures) - Advanced dentistry (includes crowns, bridges, implants, orthodontics) Orthodontics available only up to age 18. (Orthodontics and implants subject to preauthorization. Call 0860 679 200 for authorisation and protocols)	135% Profmed Tariff R7 132 per beneficiary Maximum R14 265 per family Not subject to day-to-day limit	135% Profmed Tariff R6 071 per beneficiary Maximum R12 237 per beneficiary	135% Profmed Tariff Subject to day-to-day limit	135% Profmed Tariff R612 per beneficiary Maximum R1 748 per family
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## SUBMITTING CLAIMS

This framework will guide you on cases where authorisation is required. For these instances you will need to either complete an authorisations form or email us the information required seven days prior to date of service. Your request will be assessed, and a response will be provided within 24 - 48 hours.

- All claims for Profmed must be submitted electronically. PPSHA accepts claims from all software vendors. Please contact your software vendor for more information.
- The following supporting information/documents must be submitted in order for a stale claim to be reviewed for payment:
  - Proof that the claim was queried within four months from the date of service; and
  - Proof of submission.

## GENERAL RULES

1. Where a procedure is declined or where there is no benefit available, all associated treatments for the event will not be covered.
2. Any discrepancy between authorised and claimed treatment codes and tooth numbers will result in rejection of the claim. Please provide any updates or changes prior to submission of the claim.
3. More than one restoration cannot be claimed on the same tooth surface on the same day.

## PROTOCOLS

1. Full mouth examinations will be covered once every 6 months.
2. Restorations on the same tooth will be covered once within a 9-month period.
3. Where code 8132 is claimed, restorations cannot be claimed on the same tooth number and same service date.
4. No benefits for:
  - laboratory fabricated crowns on primary teeth
  - root canal treatment on primary teeth
  - root canal treatment on wisdom teeth (18, 28, 38, 48)
  - crowns on wisdom teeth (18, 28, 38, 48)
  - pontics on 2<sup>nd</sup> molars (17, 27, 37, 47), unless 3<sup>rd</sup> molars are fully functional, and has been preauthorised
  - high-impact acrylic.



# EXCLUSIONS

		<b>TARIFF CODE</b>
<b>1.</b>	Restorations, crowns and bridges: <ul style="list-style-type: none"> <li>- for restorations on teeth for cosmetic purposes</li> <li>- where the tooth has recently been restored within a period of 9 months.</li> </ul> All clinical codes related to amalgam, resin, gold foil, inlay/onlay, metal inlays, ceramic inlays/onlays, resin-based inlays/onlays, crowns, veneers, temporary crowns and bridges are excluded.	
<b>2.</b>	Nutritional counselling	8149
<b>3.</b>	Counselling for high-risk substance use	8150
<b>4.</b>	Caries susceptibility tests	8123
<b>5.</b>	Microbiological studies	8122
<b>6.</b>	Electrognathographic recording	8508
<b>7.</b>	Electrognathographic recording with computer analysis	8509
<b>8.</b>	Reburnishing and polishing of restorations	8157
<b>9.</b>	Ozone therapy	
<b>10.</b>	Metal base to complete denture	8663, including laboratory cost
<b>11.</b>	Resin bonding for restorations charged as a separate procedure	8146
<b>12.</b>	Dental bleaching	8310, 8308, 8309, 8311, 8325, 8327
<b>13.</b>	Conservative dental treatment for adults in hospital, including restorations, extractions and root canal treatment for adults in hospital	8140, plus procedure code
<b>14.</b>	Professional oral hygiene procedures in hospital	8140, plus 8151, 8153, 8155, 8159, 8160, 8161, 8162
<b>15.</b>	Laboratory costs where the associated dental treatment is not covered and laboratory delivery fees	(delivery fees - 9330)
<b>16.</b>	Oral hygiene instruction	8151, 8153
<b>17.</b>	Lingual orthodontic treatment	8841, 8842, 8843, 8874, 8876, 8878, 8880, 8882, 8884, 8886, 8888

<b>18.</b>	Re-treatment of failed orthodontic cases	8892
<b>19.</b>	Hospitalisation in adults based on fear/anxiety	8140, plus treatment code
<b>20.</b>	In-hospital dentectomies	8140, plus extraction codes
<b>21.</b>	Occlusal mouth guard for sport purposes	8171, 8170
<b>22.</b>	Pulp test	8124
<b>23.</b>	Occlusal analysis on adjustable articulator	8503
<b>24.</b>	Pantographic recording	8505
<b>25.</b>	Topical application of fluoride for adults	8162
<b>26.</b>	Diagnostic denture	8661
<b>27.</b>	Altered cast technique	8672
<b>28.</b>	Special report	8106
<b>29.</b>	Appointment not kept	8139
<b>30.</b>	Behaviour management	8168
<b>31.</b>	Therapeutic drug injection	8183
<b>32.</b>	Enamel micro abrasion	8158
<b>33.</b>	Removal of gross calculus	8160
<b>34.</b>	Minor occlusal adjustment	8553
<b>35.</b>	Snoring apparatus	
<b>36.</b>	Toothbrushes, toothpastes and mouthwashes	