

**THE SOUTH AFRICAN  
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Newsletter 1 of 2015

1 July 2015

Dear Colleagues

**Procedure Codes and Tariffs for Therapeutic Reflexology**

We are pleased to inform you that two of the medical aid administrators namely, Medscheme and Universal have accepted the list of procedure codes (also called treatment codes) for Therapeutic Reflexology and have implemented the reflexology publication. Medikredit, which is a smartswitch, can now also allow these codes and switch Reflexology electronic claims to several schemes.

The proposed tariff codes have also been submitted to the various Medical Schemes and the rates are being finalized by the individual schemes that pay for reflexology. Some medical schemes offer an actual benefit for reflexology and others **do not**. **To note:** Medical schemes do have various conditions for paying from patient's personal medical savings account [GEMS] or they may require pre-authorisation referral by a GP [POLMED].

Even though the Medical Schemes have not published the number of units per code, each healthcare provider may determine their own rate per unit. **You are actually not restricted to the proposed "tariff" or to the scheme tariffs.**

We have been informed that each AHPCSA Therapeutic Reflexologist should **decide their own rate of payment for service** to ensure **feasibility and to avoid price fixing.**

Where there is a difference between the providers' billed amount and the scheme tariff, the provider can:

- a) Decide to write off the difference OR
- b) Have the patient pay in the difference out of their pocket.

We have been advised that, from an industry perspective, even if schemes do not have a benefit for reflexology, it is important that claims be processed and rejected as not-covered, as this will add the value to the patient's tax calculation for medical expenses. Please encourage your patients to submit these claims to their medical schemes even if they pay up-front.

In fact, we would urge you to **consider the following steps:-**

1. That patients make up-front payments to you, and then to submit their claim **OR**
2. That patients make up-front payments to you but that you, on their behalf, submit the bill to their medical scheme.  
**This will ensure that the medical schemes take cognizance of our participation in the health system.**

The Medical Schemes are ready to process claims from AHPCSA registered reflexologists, having a **current practice number** [see BHF<sup>1</sup>] and using **the correct procedure codes.**

**Workshops on medical coding will soon be held by the professional society/associations – more information to follow.**

Kind regards

**Maggie Roux, National Chairperson, The S A Reflexology Society  
Sandy Feinstein, Chairperson, The National Reflexology Association**

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