



DALMOR

**MEDICAL ADMINISTRATION
TRAINING INSTITUTE**

COURSE OVERVIEW | UNDERSTANDING MEDICAL AIDS IN SOUTH AFRICA (CREDIT CONTROL EDITION)

Introduction

Overview of the medical schemes industry

Module 1. Medical Aid Products and Benefits

- ≡ Structure and Design of Medical Schemes and Plans
- ≡ Prescribed Minimum Benefits
- ≡ Understanding Risk and Financial Management

Module 2. Medical Aid Processes

- ≡ Claim Submission and Administration Process
- ≡ Processing and Adjudications of Claims
- ≡ Complaint and Dispute Resolution Processes

Case Studies on Managing Medical Aid Disputes and Compliance

- ≡ Case Study 1: PMB Dispute – Cancer Treatment
- ≡ Case Study 2: Emergency Medical Condition – Cardiac Event
- ≡ Case Study 3: Compliance Issue – Unauthorized Provider Payments
- ≡ Case Study 4: Dispute Resolution – Chronic Medication Coverage



DALMOR

**MEDICAL ADMINISTRATION
TRAINING INSTITUTE**

COURSE OVERVIEW | UNDERSTANDING MEDICAL AIDS IN SOUTH AFRICA (PRACTICE MANAGER EDITION)

Module 1. Introduction into Medical Aids in South Africa

- ≡ Overview of the medical schemes industry
- ≡ Nature and Purpose of Medical Schemes
- ≡ Stakeholders in the Medical Schemes Industry
- ≡ Regulatory Framework

Module 2. Medical Aid Products and Benefits

- ≡ Structure and Design of Medical Schemes and Plans
- ≡ Prescribed Minimum Benefits
- ≡ Understanding Risk and Financial Management

Module 3. Medical Aid Processes

- ≡ Claim Submission and Administration Process
- ≡ Processing and Adjudications of Claims
- ≡ Complaint and Dispute Resolution Processes
- ≡ Role of Medical Scheme Administrators

Module 4. Practical Skills

- ≡ Analysing Complex Medical Claims
- ≡ Scenario Planning and Trend Analysis



DALMOR

**MEDICAL ADMINISTRATION
TRAINING INSTITUTE**

Case Studies on Managing Medical Aid Disputes and Compliance

- ≡ Case Study 1: PMB Dispute – Cancer Treatment
- ≡ Case Study 2: Emergency Medical Condition – Cardiac Event
- ≡ Case Study 3: Compliance Issue – Unauthorized Provider Payments
- ≡ Case Study 4: Dispute Resolution – Chronic Medication Coverage



DALMOR

**MEDICAL ADMINISTRATION
TRAINING INSTITUTE**

COURSE OVERVIEW | UNDERSTANDING MEDICAL AIDS IN SOUTH AFRICA (PRACTICE OWNER EDITION)

Module 1. Introduction into Medical Aids in South Africa

- ≡ Overview of the medical schemes industry
- ≡ Nature and Purpose of Medical Schemes
- ≡ Stakeholders in the Medical Schemes Industry
- ≡ Regulatory Framework

Module 2. Medical Aid Products and Benefits

- ≡ Structure and Design of Medical Schemes and Plans
- ≡ Prescribed Minimum Benefits
- ≡ Understanding Risk and Financial Management

Module 3. Practice Skills

- ≡ Scenario Planning and Trend Analysis

Case Studies on Managing Medical Aid Disputes and Compliance

- ≡ Case Study 1: PMB Dispute – Cancer Treatment
- ≡ Case Study 2: Emergency Medical Condition – Cardiac Event
- ≡ Case Study 3: Compliance Issue – Unauthorized Provider Payments
- ≡ Case Study 4: Dispute Resolution – Chronic Medication Coverage