

1st January 2018

ADDENDUM

ISO LESO MANAGED CARE MATRIX

If the tariffs are not used as per grid, the claim cannot be processed and payment will be delayed until the correct codes and tariff is received by Iso Leso. Note that collecting excess from the member on the codes above (other than 40501) is in contravention of the network rules.

Each beneficiary is entitled to the following benefit over a 24-month cycle commencing on 1 January 2018 **based on the date of service of the previous claim:**

EITHER

- (a) One consultation, and, if the required prescription is not less than 0,50DS or 0,50DC or the required reading addition is greater than 0,75DS
- ◆ one pair single vision lenses; or
 - ◆ one pair flat top bifocal lenses; or
 - ◆ one pair multifocal lenses.
 - ◆ a spectacle frame to the value of the specific benefit option.

OR

- (b) One consultation, contact lenses to the value of specific benefit option.

NOTES

1. Services not covered by the matrix are for the members' portion and can be claimed from the member's savings.
2. **Please note that claims older than 4 months from the date of service will not be accepted for payment.**
3. The practice is not entitled to collect the unpaid portion on the above products from the patient unless they are:
 - Lens enhancements and add-ons (tints, ARC etc.).
 - The difference on the frame value over the specific plan maximum benefit.
4. All tariffs are inclusive of VAT.
5. Claims older than 4 months from date of service will not be considered for payment.
6. **Mobile Practice claims will only be paid if confirmation of registration by the HPCSA is supplied.**
7. Spectacle lens prescriptions must be included in both paper and electronic claims. Please contact your software provider for assistance in this regard.

Payment for materials will be declined under the following circumstances:

- ❖ Where no script is indicated.
- ❖ Where no ICD 10 codes are indicated.
- ❖ Where the script is less than 0.50 D sphere or 0.50 D cylinder (with no sphere) in both eyes in the case of spectacles.
- ❖ Where the script is less than 0.75 D sphere in both eyes in the case of contact lenses.
- ❖ Where the codes & pricing are not in compliance with the matrix.
- ❖ Invoices that do not comply with VAT legislation requirements.
- ❖ Where the claim is older than 4 months from the date of service.

For any queries please contact the Iso Leso office on 011 340 9200 or email info@isoleso.co.za.