



About us:

QuantumLeap Practice Partners is an evolving business made up of a **Team of experienced professionals who bring with them a wealth of experience within the Healthcare Technology and Healthcare Administration Services environment** - one that embraces new technologies, the latest business best practices, trends & the ever-changing needs of its clients

SERVICES OFFERED:

Medical Receptionist, Practical Practice Management Courses

Tried and tested Practical Practice Management Processes training that is guaranteed to increase the profitability & success of your Medical Practice.

Our courses are available as **Group facilitated training or online courses** that can be **completed at your own pace without having to take time out of the practice.** What **differentiates** us from other Training courses available; is that we will ensure through **post- training mentoring** by one of our expert Practice Managers that your **staff implement** what was learnt for the practice **to reap the benefits financially.**

We offer customised courses to our clients to provide full spectrum training.

Our Medical Administration Training Courses has developed as a result of many years of experience providing advice to and managing medical practices. Our skilled and experienced Trainer has 360 degree understanding of all stakeholders involve within the Medical Administration environment therefore ensuring that all steps are covered in our courses giving the Delegate a holistic understanding of this complex environment.

Our **training provides a progressive career path** from administrative to managerial roles within a medical practice. Continuing education ensures that employees gain experience and **practical working knowledge** of medical terminology and an overall understanding of how medical practices operate.

Virtual Practice Administration Services

We work on a **virtual digital remote basis** but at the same time being available for face to face meetings as needed. Our Team of **highly skilled and experienced Administrators** have **been hand-picked** for us to **deliver high quality work**. For extra peace of mind, a **dedicated Practice Manager will audit** their work on a monthly basis and provide the necessary reporting on your practices' financials. The **benefit of being a virtual service** means **no extra office overhead costs**, therefore our **prices are highly affordable & competitive**.

Practice Workflow and processes Assessments

Research has shown that the **average Medical Practice has a Revenue Leak of between 10-15%!**

From providing patient care to making sure cash is coming in, you've got a lot to manage.

Without **solid processes and tools in place**, everyday tasks like billing and claims submissions may start to dry up your cash flow. The sooner you **identify these problem areas**, the sooner you'll be able to identify where your practice is leaking revenue, and the sooner you'll be able to find solutions and **improve your revenue cycle**. Here are **three common culprits** to look at first.

1) Claims denials:

2) Bad debt management:

3) Front office processes:

We will do a **thorough practice assessment** on the above 3 culprits that are costing you money & **provide feedback and recommendations** on how to remedy the situation and turn your practice into a **Profitable and successful practice**.

Social Media

Having a presence on Social media for any business even your Medical Practice is essential these days. We will assist with the Social media and Digital marketing of your practice & so guarantee to increase your income by nurturing your current patients and providing them with valuable information and content about your practice as well as attracting and generating new patients to your practice.

Medical Receptionist Training 1 Day Course Outline:

Pricing: R1 800.00 per delegate

1. Definition
2. Role in the Medical Practice
3. Communication
4. Duties
5. Bookings and Diaries
6. Time Management
7. PoPI Act

Practical Practice Management Training 2 Days Course Outline:

Pricing: R2 400.00 per delegate

Day1:

1. Introduction to the Medical Industry: Terminology & lingo
 - 1.1 HPCSA MP number
 - 1.2 BHF/PCNS number
 - 1.3 Tariff/Procedure codes – different codes, different types of services
 - 1.4 RPL - pricing based on scheme rate
 - 1.5 ICD10-codes – structure per body region
 - 1.6 Modifiers – types of modifiers
 - 1.7 Billing Policy - member and scheme liable
2. Medical Aids, EDI, & Switching houses
 - 2.1 Medical aids -What and how do they function?

- 2.2 Information required by medical aids to receive, process and pay medical claims
 - 2.3 Switching houses -What and how do they function?
 - 2.4 Electronic Data Interaction – how does a claim route to the correct medical aid?
 - 2.5 Submission of claims – main practitioner; group practice; assistant.
3. Patient flow
- 3.1. Patient Rights and PoPI Act
 - 3.2 Patient Demographic Details
 - 3.3 Referring Provider details – impact on submission of claims
 - 3.4 Authorisation and dates – impact on submission of claims
 - 3.5 Medical aid information and benefit options, price structures
 - 3.6 Clinical Information required for billing & patient data

Day 2:

- 4. Billing and submission of claims
 - 4.1 Daily/weekly billing
 - 4.2 Claim responses and action required for different responses
- 5. Remittance advices
 - 5.1 Bank Statements
 - 5.2 Scheme queries vs. different remittance advice messages
 - 5.3 Follow up on scheme queries – types of issues and how to address them
 - 5.4 Use of a reminder system (PMA/Outlook), notes & statuses



- 5.5 Prescribed Minimum Benefits – What, DSP, voluntary and involuntary
- 6. Patient liable amounts
 - 6.1 Inform & follow up
 - 6.2 Basic credit control cycle incl. Notes, reminders & statuses
 - 6.3 Legal Notices
 - 6.4 Hand Overs
- 7. Month End process
 - 7.1 Billing & Pro Forma's/quotes
 - 7.2 Receipts – what, why & when
 - 7.3 Paper claims & rejected invoices



The objective of this document is for QLPP to provide you with a fair quote based on your Practice Billing Policy and Administrative Policies.

1. Personal Information:

Dr/Practice Name:				
Practice number:				
MP number:				
Cell number:				
E-mail address:				
Practice E-mail address:				
Speciality:				
Hospital/Area:				

2. Payment Arrangements:

Discovery Prem A		Bestmed		Netcare	
Discovery Prem B		Bonitas		Polmed	
Discovery Classic Direct		Fedhealth		Platinum Health	
Keycare		Metropolitan Health		Resolution A or B	
Discovery Paediatric Gov Prem A		Momentum			
Discovery Paediatric Gov Prem B					
Discovery Paediatric Gov (Not A or B)					
Please specify if any other DPA's are being signed					

3. Billing Policy:

	Insured Rates	Practice Specific (Please specify)
Billing Policy In Rooms		
Billing Policy in Hospital		
Rates for Non- Medical Scheme patients		
Insurance patients		
International patients		
First Consultation		R
Follow-up Consultations		R



4. Emergency Billing Policy:

In-Rooms	
In-Hospital	

This quote is valid for 30 days. QLPP reserves the right to amend costing in the case where the Practice Billing Policy and financial risk profile change.

I, Dr _____ hereby accept the quote at _____% based on receipting .

Signature: _____

Active date: _____

Please e-mail this document to servicesquantumleap@gmail.com

Contact Details: Janine van Zyl: 082 444 3047
Colleen Swart: 082 554 8028
Charlotte Wills: 082 739 3877

We will always treat your practice information as confidential.

Practice Info:

Practice Name _____

Specialty Type _____

Practice Nr. _____

Doctor Cell _____ Practice Phone _____

Doctor Email _____

Referral Information:

- New Practice
- Existing Practice
- Interested in Medical Software
- Interested in Medical Billing Bureau Service Offering
- Interested in Training Offering
- Interested in Practice Assessment Offering

Referred By:

Company Name: _____

Name & Surname: _____

Email: _____