

Circular: 0159

10 August 2021.

RE: EVERGREEN HEALTH OPERATIONS AND BILLING EXPLAINED.

1. Relationship between Evergreen Health and Evergreen Villages

EVERGREEN RETIREMENT HOLDINGS		
EPI - Evergreen Property Investment EPD - Evergreen Property Developments	ELV - Evergreen Lifestyle Village	EH - Evergreen Health
Cobus Bedeker - MD	Garry Reid - MD	Elize Porter - MD

Evergreen Health is run as a completely separate business to Evergreen Lifestyle Village and as such is a service provider to Evergreen Lifestyle Village.

They run the Care Centre (also known as the Frail care) and ELV pays an availability fee to Evergreen Health to have the Primary Health care clinic available to residents 24/7. This is however only an availability fee to ensure the service is available and residents making use of this service will pay a fee per service used.

Evergreen Health is in the process of applying for registration of the Broadacres Frail Care facility in terms of section 18 CO of the Older Person’s Act 2006 (Act no 13 of 2006) with the department of social development.

The Primary Health Care Clinic does not require a license or practice number to operate, but Evergreen Health is in the process of pursuing ways of acquiring a practice number. The Department of Health have not issued new practice

Numbers since 2003. So, this complicates the process.

2. How does Evergreen Health determine the fee per service provided?

Fees were based on the Board of Health Care Funders recommendations. BHCF release a report annually with recommended fees per service. This report is then used by most medical aids and medical practitioners to determine their pricing. It is a guide line only and medical aids don’t copy this price recommendation exactly as prescribed. Therefore, you might find that what amount one medical aid allocates to the cost of a certain procedure, might vary from what another medical aid provides for in cost for certain procedures. But using the BHCF’s rate is the best guideline to ensure that charges are in line and appropriate. Using these rates does however not guarantee that your medical aid will pay for all procedures. It is really dependent on what option you are on with your medical aid and what they cover under your option.

3. Claiming from Medical aid for Clinic services.

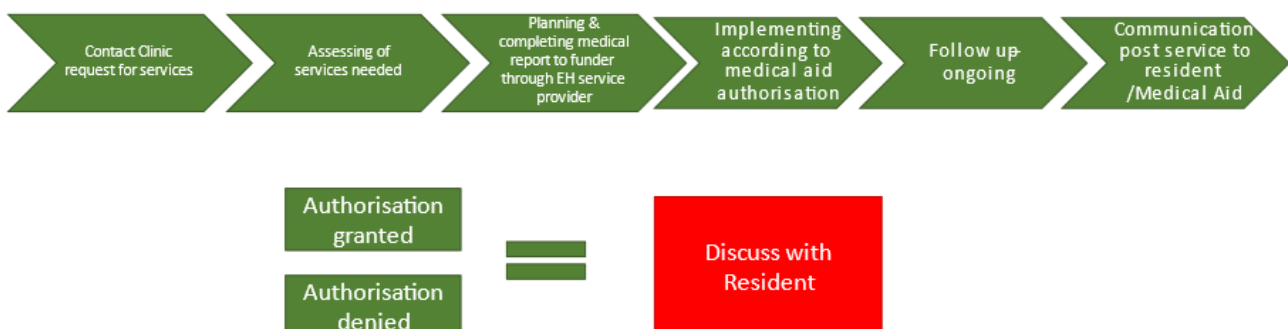
The majority of services that the Clinic provides are not services that one would be able to claim from medical aid. Services such as:

- Having your blood pressure taken.
- Washing out your ears for ear wax
- Collecting and discarding of nappies.
- Assisting with daily personal hygiene.
- Dressing of wounds which is not prescribed by a doctor as part of a wound care program.
- Testing for a urinary tract infection.
- Drawing of blood or specimen collection to be send away to the lab for analysis etc.

There are however a few procedures that can be claimed from the Medical Aid in the event that you have pre authorization for such procedures. Such As wound care after a procedure or Intravenous therapy if prescribed by a Health care practitioner. These would require an ICD10 code to be able to be claimed from medical aid. Since Evergreen Health does not have a practice number, we cannot issue ICD10 codes. So, in order to facilitate this Evergreen Health have established a network of Service providers to assist. Unique Health is one of our service providers who can invoice your medical aid with the necessary ICD10 code. You need to however notify us when you receive the service of your intention to try and claim the service from your medical aid, so that we can send these charges to Unique Health to bill to your medical aid. If you don't inform us or give us the pre-authorization details when we deliver the service, the service will be billed to you to be settled at the end of the month. If you inform us and Unique Health bills on our behalf to your medical aid and received payment from your medical aid but they short pay, the remainder of the payment will be for your account and will show on your monthly invoice.

Evergreen Health is currently manually invoicing all services provided to residents. We have however purchased a new medical billing software that will allow us to improve on our billing dramatically. We are quite excited to roll this out and you can look forward to hearing more about this from us soon.

EH Medical Aid Claiming Process



4. Debit order authority:

The debit order process allows business to obtain what they are owed automatically, avoiding manual payments from residents. This will also allow Evergreen Health to be more efficient and productive. (Similar to monthly levy accounts)

Debit orders make it easy to keep track of payment, so you will know exactly what is going in and out of your account always.

Evergreen Health would send an updated statement with the ELV Levy statement towards the 20th of the month, this will be well in advance before the debit order goes off in the beginning of the next month. (Similar to your ELV levies.)

5. Potential anomalies between some existing LRA's and EH approach

Healthcare charges can be provided but are not included in the monthly levies payable. Levies are payable to ELV (in terms of Annexure I of the LRA) and Healthcare charges to Evergreen Health. The reference to healthcare services in the LRA is an indication of the services that Evergreen Health can provide and the two are not linked.

Different types of healthcare services as set out in the LRA can be provided to a resident, at the residents own expense. Should you however not be sure about what your LRA includes and want more clarity, you are welcome to contact me and I will gladly sit down with you and clarify.

Warm Regards



Wilma Swart
Village Manager