



How do patients get in touch with ICPS?

ICPS is not able to deal with patient queries because ICPS does not diagnose or treat patients. Patients should direct their queries to their Surgeon. Service providers can contact ICPS on 011 327 2599 or admin@icpservices.co.za

THE AIM OF OUR PROGRAMME IS TO OFFER HIGH QUALITY HIP OR KNEE JOINT REPLACEMENTS FOR PATIENTS AT GREATLY REDUCED COST TO THEIR MEDICAL SCHEMES. CURRENTLY WE OFFER THE PROGRAMME TO TRANSMED GUARDIAN PLAN, MEDIHELP DIMENSION ELITE, FEDHEALTH, BONITAS, POLMED, SASOLMED, MERCEDES, OLD MUTUAL, AECL, and SELFMED ELITE OPTION MEMBERS.

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Improved Clinical Pathway Services (Pty) Ltd

Arthroplasty FAQ's



How do Surgeons join the Network?

Interested orthopaedic surgeons should email Aleecia on clinical@icpservices.co.za or call 011 3272599 for further information.

Are there any Co-Payments on the ICPS Programme?

This is a non-co-payment programme, subject to the benefits and prosthesis limits available on the member's plan.

Does ICPS pay for the Minimum Data Set needed for Authorisation?

No, the ICPS Programme does not cover any pre-operative consultations, x-rays or pathology tests. All pre-operative tests are payable from the member's medical savings benefit, or payable by the member themselves.

What if the Physiotherapist is not on the ICPS Network?

ICPS will make payment arrangements directly with the physiotherapist.



Where can claims queries be lodged?

Service providers can e-mail claims-related queries to creditors@icpservices.co.za

What costs will be covered under the authorisation?

- Hospital admission
- Surgeon and Assistant
- Anaesthetist
- Prosthesis (subject to the prosthesis benefit)
- Physiotherapy (pre-, intra- and post-operative)



So, what's Not Covered?

- In-hospital consultations by specialists other than anaesthetists or orthopaedic surgeons. These will be covered separately by the member's medical aid.
- Out-of-hospital specialist consultations
- Post-discharge complications
- Readmissions
- Utilisation of step-down facilities
- Costs related to orthotics, pathology and radiology (to be claimed by patients or providers), payable on a normal Fee for Service basis from the member's ordinary and medical savings benefits, or payable by the member themselves.

Who will obtain the Authorisation for the Hip/Knee Replacement?

Once the Minimum Data Set on the patient is received, showing that they are fit for the planned surgery according to the latest evidence-based medical standards, ICPS will obtain the authorisation for surgery and provide the authorisation number to the hospital and to the Surgeon's rooms, who will inform the patient of the authorisation.

Who and What is ICPS?

ICPS (Improved Clinical Pathway Services) is a company that contracts with medical aids and orthopaedic surgeons, who specialize in performing hip and knee replacements, to treat patients with the help of standardized clinical care pathways. These clinical care pathways have been developed according to the latest evidence-based medical standards to ensure that the total hip or knee replacement is of the highest possible quality and to ensure the best possible health outcomes. **ICPS uses a multidisciplinary team, including anaesthetists and physiotherapists, dedicated to assisting with fast and successful recovery and to keeping patients as comfortable as possible during the healing period.**

Is this a Network?

Yes, but it is a network that uses the latest evidence-based standardised clinical care pathways to perform surgery of the highest possible quality and to deliver enhanced recovery for patients.

What Hospitals take part in the ICPS Programme?

The ICPS programme is surgeon-based and not hospital-based. An exception applies to Polmed members, who cannot be treated at Mediclinic Hospitals.

What if there is no ICPS Network Surgeon in the Area?

Fedhealth and Bonitas members using a non-ICPS Network Surgeon will have to make a co-payment. If a Bonitas member is outside a 50km travel radius from the nearest ICPS Network Surgeon, an exception will apply and the co-payment will fall away.

