

IMPROVED CLINICAL PATHWAY SERVICES

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Arthroplasty FAQ's

Who and What is ICPS?

ICPS (Improved Clinical Pathway Services) is a Managed Care Organisation accredited by the Council of Medical Schemes.

ICPS uses standardised clinical pathways, which include network management, clinical decision support, clinical guidelines, clinical outcomes measurement and clinical feedback to healthcare practitioners, which deliver continuous quality improvement of medical and surgical procedures.

ICPS contacts with Hospital groups, prosthesis suppliers and multidisciplinary teams, made up of surgeons' anaesthetists and physiotherapists, dedicated to assisting with enhanced recovery after surgery joint replacements.

What value does ICPS add?

The value that ICPS adds, as a Managed Care Organisation facilitating managed care to medical schemes, is to improve and enhance the quality of the patient outcomes, reduce the cost and risks of medical and surgical procedures, reduce the need for co-payments and out-of-pocket expenses for members.

How do patients get in touch with ICPS?

Patients are either referred by ICPS network surgeons who have a Service Level Agreement with ICPS or through their Medical Aids call centre to surgeons contracted with ICPS. Patients can also contact ICPS directly for a referral to an ICPS network surgeon.

What if the patient's Surgeon is not on the ICPS's Network

ICPS will recruit and contract surgeons onto the ICPS Network Surgeon List.

Patients not using ICPS Network Surgeons will be required to pay a co-payment for use of non-network surgeons.

The patient can be referred to a ICPS Network Surgeon if not wanting to pay a co-payment

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

For Medscheme Administrated Medical aids, the co-payment for use of non-Network Surgeons can be waived if there is no ICPS Network Surgeon within a 50km radius.

What if the Anaesthetist and Physiotherapist are not on the ICPS Network

Anaesthetists and Physiotherapists are required to sign Service Level Agreements with ICPS.

ICPS will endeavour to engage with Anaesthetist and Physiotherapists not on the ICPS Network.

If Anaesthetists and Physiotherapists are unwilling to enter into agreement with ICPS alternative providers will be sourced.

How do Clinicians join the Network?

Interested clinicians (orthopaedic surgeons / Anaesthetists and Physiotherapists) should email info@icpservices.co.za or call 011 3272599 for further information.

What Hospitals are part of the ICPS Programme?

The ICPS programme is surgeon-based and not hospital-based. ICPS has contracts with most of the Hospital groups.



Are there any Co-Payments for the patient on the ICPS Programme?

This is a non-co-payment programme subject to the benefits and prosthesis limits available on the member's plan. Patients opting to use non-Network Surgeon will require to pay a co-payment as previously mentioned.

Does ICPS pay for preoperative investigation and Clinician assessments?

The ICPS Programme does not cover the Physician and Surgeon's preoperative 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 costs will be covered under the authorisation?

- Hospital admission
- Surgeon and Assistants fee
- Anaesthetic fee (pre-, intra, and post-operative)
- Prosthesis fee (subject to the prosthesis benefit)
- Physiotherapy fee (pre-, intra-, and post-operative)

What is not covered?

- In-hospital consultations by specialists other than the treating Anaesthetists and Orthopaedic Surgeon.
- Out-of-hospital Specialist consultations
- Post-discharge complications
- Re-admissions
- Utilisation of step-down facilities
- Costs related to Orthotics, Dieticians, Physicians, Pathology, Radiology and Prescriptions for Chronic Medication (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.

How do rooms get access to ICPS Patient Registration Portal?

Once the Surgeon has contracted with ICPS, the rooms will receive induction with access to the ICPS Patient Registration Portal. Anaesthetists and Physiotherapists can get access to the ICPS Patient Registration Portal through the Surgeon rooms.

Who will obtain the Authorisation for the surgery?

A minimum data set of patient information is required to register the patient on the online ICPS Patient Registration Portal system.

ICPS will provide an ICPS authorisation for the surgery of patients fulfilling the Clinical Entry Criteria.

Patients not fulfilling the Clinical Entry Criteria, require postponement for optimisation and management of their medical conditions and will be re-booked once fit for surgery.

ICPS will provide the authorisation number to the hospital and the Surgeon's rooms. The Surgeon's rooms will inform the Physiotherapist, Anaesthetist and patient of the authorisation and authorisation number.

How can claims be logged?

- ICPS reimburses a procedure-based fee according to agreed rates with clinical service providers
- All invoices with a unique invoice number must be VAT compliant containing the address of ICPS, the name of the patient, date of surgery, type of surgery.
- Please include the following ICPS VAT details
 - Improved Clinical Pathway Services
 - The Workshop, Unit 6, 70 – 7th Avenue, Parktown North, 2193
- VAT no: 4690265345
- All service providers (Hospital, Surgeon, Anaesthetist, Prosthesis supplier, and Physiotherapists) must send a TAX invoice or queries to the respective ICPS email addresses listed below:
 - Hospital Invoices – reception@icpservices.co.za
 - Surgeon & Anaesthetist Invoices – creditors1@icpservices.co.za
 - Prosthesis Invoices – creditors2@icpservices.co.za
 - Physiotherapy Invoices – physio@icpservices.co.za
- There are 2 payment runs per month on the 1st & 3rd Friday.
- All suppliers will receive detailed remittance advice on the day of payment