



BILLINGS PROCESS

- ▶ Umvuzo Health bill in arrears.
- ▶ The excel billing will be forwarded to the client by between the **10th and 18th of every month** (client to specify).
- ▶ Schedules must be sent in excel format together with the deposit in order to allocate premiums correctly and in time.
- ▶ The schedule and deposit amount must balance back to each other.
- ▶ Payment must be made by the **3rd of every month** according to the Medical Schemes Act.
- ▶ Once the allocations has been made **after the 3rd of the month**, any differences will be sent back to payroll to assist with sorting out.
- ▶ Notification must be received back in writing about the reason for the differences **before the 9th of the month** to prevent suspensions.
- ▶ If **no feedback has been received**, a warning e-mail will be sent to payroll that suspension will take place on the **9/10th of the month**.
- ▶ Members will also be informed per sms about differences/potential suspensions.



24/7/365 CALL CENTRE
0861 083 084