



FREQUENTLY ASKED QUESTIONS

To help you navigate through the transition from Cirrus to the EMC CGM package we have compiled a list of frequently asked questions.

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1. EMC CGM PACKAGE

What functionality does the EMC CGM package include?

CGM's centralised practice workflow is tailored for the needs of the EMC practitioner. It includes features to enhance your practice workflow such as, an online Calendar, Patient Directory and Stock Management, plus Medical Billing including ERA's, Member & Benefit checks and up to date Medprax pricing. The deal comes bundled with Electronic Health Records to ensure that you are ready for planned NHI initiatives.

<p>Medical billing Take the hassle out of medical aid claims. Fully integrated, you can process ICD-10 codes and send scheme claims in real time.</p>	<p>Electronic remittance advice Experience a fully automated ERA and receive scheme payment receipts in minutes. No more manual processes, remittances are automatically allocated in the account.</p>
<p>Benefit check Process ICD-10 codes and know exactly what's covered by medical aid, giving your patients transparency regarding their medical fees.</p>	<p>Member check Patient management with member check to verify medical scheme and demographic details, quickly and securely.</p>
<p>Easy claims Claims to cash in one quick step. Access claims responses directly from MEDEDI. Real-time claims response will reduce rejections and improve your bottom line.</p>	<p>Stock management Make sure that critical inventory is available at the right time. Our plug-in manages your stock of drugs and medical supplies.</p>
<p>Calendar & patient directory Schedule appointments, send confirmations and reminders with our integrated patient directory and calendar.</p>	<p>Practice Management reports Get financial insights into your medical practice - statistics and transactional reports that'll keep your business on track.</p>
<p>Electronic health records Capture the why, what and how of clinical care with electronic patient records that works on your PC as well as iPad and Android devices.</p>	



2. PRICING

How much does the EMC CGM package cost?

The integrated solution cost is R787,00 per practice, excluding VAT.

If your practice has partners or locums with their own practice numbers, each practice will be charged the EMC CGM package pricing which is R787,00 ex VAT.

Is there an extra charge for additional licenses if there is more than one doctor at the same practice?

An additional fee of R250 ex VAT is charged for the Electronic Health record, per additional doctor or locum in a single practice.

How much does it cost to submit electronic claims via MEDEDI?

Claims rates are charged at the same rate currently charged by EMC which is, 1.5% of the value of the total monthly claims.

3. CONVERSION, TRAINING AND SUPPORT

Which data fields are converted from CIRRUS to MEDEDI and how long does it take to convert my data?

Converting your Cirrus patient data for use in CGM MEDEDI will take approximately one hour. Once your data is exported, we will supply your practice with a post conversion report for review where any issues with the conversion can be highlighted.

Your patient data conversion will include only account and patient demographic information. Medical aid details are not included.

How much time is needed for training?

Basic training consists of 2 x 2-hour training sessions. These sessions are conducted remotely. A third training session can be scheduled once the practice has used the system and has more detailed questions about the system features and functionalities.

The support team will also be on site to support you when your practice goes live on the system.

Who do I contact if I need support with the system?

With a dedicated support centre and customer success consultants, knowledgeable trainers with great technical expertise your practice will be well cared for.

To contact CGM support you can log a support request through the Task Organizer email function or call the support centre on 0861 633 334.

4. BILLING IN CGM MEDEDI

Does MEDEDI cater for pricing per tariff code, medical scheme and network pricing?

CGM MEDEDI does cater for pricing per tariff code per medical scheme, this includes network pricing. In addition, customer pricing can be set up for your practice.

Is Medprax NAPPI pricing included in MEDEDI and how often is this updated?

Medprax pricing is included in MEDEDI and price files are usually updated on a weekly basis.

Can I email statements and patient liable accounts to my patients via MEDEDI?

You do have the ability to email statements and patient liable accounts to your patients directly from MEDEDI.

Can I submit my claims at the end of the day in batches or do I have to submit single claims?

MEDEDI allows you to submit your claims in batches or as single claims – depending on what works best for your practice.

How do I correct and resend claims in MEDEDI?

You can correct a patient's date of birth and dependent number and resend the claim. If there are any other details that needs to be corrected, you will have to reverse the claim, update the details and submit a new claim.

Am I able to do claim reversals in MEDEDI?

Yes, you can reverse an incorrect claim and payment. It's as easy as selecting the item, clicking on 'Reverse' and adding a reason for the reversal.

Does MEDEDI include ERA's with automatic payment allocations?

MEDEDI does include ERA's. The matching of the payment to the claim line is done automatically. The user simply needs to accept and approve the payment allocations.

Which reporting functionalities are included in MEDEDI?

MEDEDI includes reports that will provide you with statistical and financial insights into your medical practice. The solution has extensive standard reports with a dashboard to show you an overview of your reports.

Does MEDEDI include stock control?

MEDEDI allows you to upload stock and gives you a view of stock levels, you can see when stock levels are low and when you need to reorder. You can also do a stock take using the system, to help with the management of the medications and materials in the practice.

How does the email and SMS functionality work in MEDEDI?

MEDEDI supports template-based email and SMS functionality. This means that your practice can set up specific templates to use when sending out emails and SMS messages to your patients.

Is there an additional cost for the SMS functionality in MEDEDI and how will we be billed?

SMS credits are sold in bundles which are added to your monthly account. Charges are volume based, which means the cost per SMS reduces with higher usage.

5. CGM MEDEDI CALENDAR

How does the Calendar work in MEDEDI? Can you bill from the Calendar?

MEDEDI's digital calendar enables you to make bookings, check your patient history, access the billing screen and so much more. Additional functionality includes:

- Information that can be added to the booked appointment include type of appointment, subject of visit, venue, summary and notes features. All of this can be easily viewed by the doctor.
- Flexible time slots which are configurable to the practice needs.
- Multiple Drs schedules can be viewed at the same time.
- Concurrent appointments are allowed.
- The calendar is integrated with Recomed (online booking tool).
- SMS reminders can be sent from the appointment slot within the calendar.
- Billing can be done from the calendar.

6. PRACTICE PERFECT

What is included in Practice Perfect, electronic health records solution?

For perfect patient and billing records, our EHR's are accurate, complete and always up to date.

Functionality includes:

<p>Clinical notes Practice perfect includes templates and has a unique methodology for clinical note taking ensuring that items that need to be pre-populated can be incorporated on any document that needs to be generated. Included in the EMC solution is a Vital Signs Module which allows the user to capture information in clearly defined fields e.g. Blood Pressure - Systolic /Diastolic mmHG .</p>	<p>Sick notes & Referrals Generate sick notes & referral letters to share clinical information with doctors to whom you are referring your patients.</p>
<p>Scripting Doctors are able to generate e-scripts. CGM is in the process of enabling pharmacies to receive scripts electronically.</p>	<p>Calendar integration The MEDEDI calendar is integrated with Practice Perfect, allowing you to open the patient record directly from the calendar.</p>
<p>Billing Billing functionality integrated with MEDEDI sending billing instructions directly from the EHR.</p>	<p>Patient Communication Communicate with your patients via email and SMS.</p>
<p>History wizard Easily capture your patients Allergies, Medical, Surgical, Family and Social History.</p>	



Can you bill from Practice Perfect?

Practice Perfect has its own billing screen. The integration with MEDEDI allows you to send your patient bill directly to MEDEDI.

How does reporting work in Practice Perfect?

There are no default reports setup in Practice Perfect. You can arrange to have this set-up for you, normally reporting documents are referrals, sick notes and scripts.

Can you download Lab results into Practice Perfect?

You will be able to download lab results on the full version of Practice Perfect. To enquire about upgrading your system contact us.

Does Practice Perfect include ICD-0 codes?

Yes, with the ability to search on the ICD-10 code or description.

Am I able to use a voice to text functionality in Practice Perfect?

Practice Perfect allows you to use voice to text functionality to record notes in the system. To enable this, you would need to use a dictation tool, e.g Dragon Dictate.

7. MINIMUM PC / LAPTOP SPECIFICATIONS (HEALTH CHECK)

		Workstation local and Hosted connection
Operating System	Windows 10 PRO	✓
	Windows 11 PRO	✓
CPU	Intel i3, i5, i7 or i9	✓
Memory (RAM)	4 GB, 8GB, 16GB or 32 GB	✓
Hard Drive	256 GB, 500 GB or 1 TB	✓
Internet connection	10 Mbps UP / 10 Mbps DOWN (fibre line preferred for stable connection)	✓

ASK OUR EXPERTS

If you have any questions that haven't been answered we would love to hear from you! Please contact Sandy Miller on sandy.miller@cgm.com or 082 607 0945 to ease your transition to CGM MEDEDI. If you have any questions regarding the Cirrus discontinuation, please email geraldine@emconline.co.za.