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DR BRUCE LELALA

PLASTIC & RECONSTRUCTIVE SURGEON

[BSc, MBChB, DA, PDBA, MMED (UCT), FC Plast Surg (SA)] | MP 0650269 | PR No. 0834815

27 August 2020

Re: GEMS Notification On their Authorization Errors

We would like to bring the following to your attention: Dr Lelala has performed Breast Reduction procedures on GEMS medical aid clients where the medical aid paid for all the costs and there was no co-payment needed.

However, the medical aid has informed him that this was done in ERROR (see their response letter) and for future patients the medical aid will not approve the total cost. Clients will have to make a co-payment.

To all our GEMS patients please contact your medical aid for further information.

We apologize for the inconvenience and confusion that this huge Medical Aid error has caused. Dr Lelala continues to be committed to assisting those who are in need of these life changing operations.

Regards

Dr Bruce Lelala's Practice
Plastic & Reconstructive Surgeon
www.drbrucelelala.co.za



26 August 2020

Dr. Bruce Lelala
Melomed Private Hospital
Richard's Bay
3900

Dear Dr. Lelala,

Thank you for bringing this matter to our attention, namely: the authorization provided for breast reduction surgery for your GEMS patients and the codes that you submitted for these surgeries. We refer to the cases that you and your practice manager have provided us as reference points for your grievance:

In the cases involving patients [REDACTED] and [REDACTED] all of the codes requested by you were approved: 0339, 0330, 0291, 0295 and 0296. These cases were not handled appropriately as per the funding protocol and these cases will therefore be investigated and dealt with. Additional training and corrective measures will be put in place.

Regarding patient [REDACTED] whose procedure is booked for [REDACTED], the case manager correctly approved codes 0339 and 2802 and the additional reconstruction codes were declined, and you were provided with communications regarding the outcome.

Our funding protocol states that only codes 0339, 2802 and 0009 can be approved for bilateral breast reduction surgery for GEMS patients. All other codes will be declined. The additional codes that were previously authorized were inappropriately approved.

Apologies for any confusion caused.

Kind regards,

Dr. Shakira Navsa
GEMS Senior Specialist Medical Advisor
Hospital Benefit management