

## Provider Communication | GEMS REO Family Practitioner Network Rates 2024 [MI590857257]

1 message

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To: finance.famhealth@gmail.com

Mon, Dec 11, 2023 at 8:14 PM



Dear Dr GOVINDSAMY GOVENDER

**GEMS RUBY, EMERALD, EMERALD VALUE AND ONYX (REO) FAMILY PRACTITIONER (FP) NETWORK:  
IMPORTANT REMINDERS AND BENEFIT ENHANCEMENTS FOR 2024**

GEMS considers the Family Practitioner (FP) to be at the heart of the healthcare process and appreciates the intensive work done by FPs to ensure that our more than 2.2 million beneficiaries receive the quality healthcare they require.

The purpose of this communication is to update you on the following:

1. FP and Family Physician tariff increases;
2. Enhanced paediatric benefit;
3. Continuous Glucose Monitors (CGM) and insulin pumps;
4. Change in GEMS Hospital Network non-network co-payment;
5. PPE Re-imbursement; and
6. GEMS Practitioner Application / Portal.

**1. FP and Family Physician tariff increases**

The following tariff increases are applicable to REO FPs and Family Physicians from 1 January 2024:

	Network FPs & Family Physicians		Non-Network FPs & Family Physicians	
Professional Fees	5.4%		5.0%	
	Network			Non-Network
	Consultation Rate	REPI <sup>2</sup> Cat 1 Enhanced fee	REPI <sup>2</sup> Cat 2* Enhanced fee	
FP	R494.10	R69.80	R31.60	R446.00
Family Physician	R640.90	R69.80	R31.60	R465.70

\* Category 2 practices will be required to achieve the benchmarks indicated in the GEMS quality measures to qualify for the enhanced fee. An electronic copy of the 'GEMS Focus Measures Benchmark Report' is distributed to all qualifying practices on a quarterly basis.

Please **do not** add the enhanced consultation fee to your GEMS REO FP Network consultation fee, as we will automatically assign it to qualifying practices upon payment of claims.

**2. Enhanced Paediatric Benefit**

From 2024, GEMS will fund medicines for intestinal flora if prescribed for beneficiaries up to and including 6 years of age. This will pay from available benefits and excludes self-medication and over-the-counter purchases.

**3. Continuous Glucose Monitors (CGM) and Insulin Pumps**

From 2024, GEMS will fund one CGM / Insulin Pump (and consumables) subject to clinical protocols and available benefits every 5 years for beneficiaries with Type 1 Diabetes who are under the age of 18.

**4. GEMS Hospital Network**

Members on the Tanzanite One and Emerald Value options must make use of the GEMS Hospital Network for hospital admission. Voluntary use of a non-network hospital will result in a co-payment of **R15 000**. To view and download the GEMS Hospital Network list, please access the GEMS [website](#).

In order to assist your patient on the Emerald Value option to avoid a non-network co-payment, please refer them to a specialist based at a network hospital.

**5. PPE Re-imbursement**

The reimbursement of PPE will be discontinued from 1 January 2024.

**6. GEMS Practitioner Application / Portal**

The Scheme is pleased to announce the newly redesigned and upgraded GEMS Practitioner Portal and Mobile Application. The platforms provide a more personalised and improved functionality and are user-friendly. Registration details and links are available on the GEMS website ([www.gems.gov.za](http://www.gems.gov.za)).

**Continuation of Agreement**

Please note that you **do not** need to sign or return the Agreement. Should you have any objections to the information contained in this communication, you are required to inform us in writing. The objection must reach the Scheme on or before **Friday 26 January 2024**, failing which it shall be deemed that you agree to the contents hereof, and shall be legally bound thereto, as a GEMS REO Network Provider.

#### More GEMS information at your fingertips

Our website offers a wealth of information to members and providers alike. Please visit [www.gems.gov.za](http://www.gems.gov.za) for provider guides, network lists, ICD-10 codes, formulary lists, tariff files, healthcare programmes, and more. The **GEMS Practitioner Portal** can be accessed at [hcp.gems.gov.za](http://hcp.gems.gov.za), and the **GEMS Practitioner App** downloaded from Google Play or the App Store.

Should you need any assistance during the registration process, you can contact the GEMS Provider Online Support Desk via email on [ictservicesdesk@gems.gov.za](mailto:ictservicesdesk@gems.gov.za).

Thank you for your continued support and co-operation. If you have any queries, kindly call the GEMS Call Centre on 0860 436 777, or email [networkscontracting@gems.gov.za](mailto:networkscontracting@gems.gov.za).

Kind regards,

**GEMS Network Management**

#### Disclaimer:

*Every effort has been made to ensure that all information provided to you is factual and accurate. However, in the event of a dispute, the Scheme Rules shall apply. You can view the Scheme Rules on our website at [www.gems.gov.za](http://www.gems.gov.za). The information provided on this correspondence is for information purposes only and cannot replace medical advice from your professional healthcare provider. We are committed to protecting your personal data. Your right to privacy and security is very important to us. The Government Employees Medical Scheme (GEMS) and its contracted Service Provider Network (SPN) treat personal information as private and confidential. We collect personal information for the purposes set out in the Scheme's Registered Rules or otherwise communicated to you and we use your information for a number of different purposes, for example to provide our services to members and others and to meet our legal and regulatory obligations. For more detailed information on how and why we use your information, including the rights in relation to your personal data, and our legal grounds for using it, please view the GEMS Protection of Personal Information Policy and Promotion of Access to Information Manual on our website.*

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**Email:** [enquiries@gems.gov.za](mailto:enquiries@gems.gov.za) • **Fraud Line:** 0800 21 2202 • **HIV Aids Helpline:** 0860 436 736 • [www.gems.gov.za](http://www.gems.gov.za)

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