


UMEHLUKO CLAIMS & MEDICAL ONLINE PORTAL




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Simple.

Umehluko is an online claims case management system that CF has implemented since 04 August 2014. Umehluko means "change or the difference". It will cater for online submission of accident reports and medical reports. Electronic submission of medical invoices will be done via the aid of switching houses.

Efficient.

Fast.



What's new?

Employer


Employer submit accident reports electronically

How?
By capturing the accident details online - Umehluko System

Doctors

Submit medical reports for COVID patients

How?
By capturing directly on Umehluko system




The employer can provide feedback to the employees.

Employer/Responsible registers an accident notification on Umehluko

Simple, Fast, Efficient..

The employer can then follow up on progress of a claim and/or any outstanding requirements

A confirmed accident notification generates a claim number in "real time" from the Compensation Fund - 24/7



Hospital receives Remittance Advice of Payment via e-mail

Hospital/Doctors Supplies treatment to injured employee


Hospital/Doctors submits Medical Reports

Simple, Fast, Efficient..

Hospital/Doctors can monitor progress of submitted invoices via Medical Portal

Hospital/Doctors submit Medical Invoices Electronically via Switching House

Hospital/Doctors can conduct an electronic enquiry on a medical invoice via Medical Portal





Registration process?





Double click on the item

Click on Medical, then select medical reports

Complete the medical report you are required to submit. Ensure all mandatory fields are completed

Capture Days off (TTD), if applicable.

Enter auth key and submit

The report has been submitted and an invoice can be sent to the switching house for payment.

Submission of Medical Invoices via Switching Houses

Comment

- Paper invoices will no longer be required
- All medical invoices to be submitted via the switching houses

Requirements

- Claim Number
- First Name and Surname of the injured
- Identity Number
- Name of Employer
- Date of Accident
- ICD10 Code

MSP

- Provider Practice and VAT Registration number (Compulsory)
- Provider account reference number
- Actual Service dates
- Service/ Tariff codes (COIDA, NHRPL or NAPP)
- Amount claimed per line item

How To View Payment Of Medical Invoices?