



myMPS

How to guide

How to reverse a claim

Online claim reversals in **myMPS** are only available for the following schemes:

- Discovery
- Medscheme
- Momentum

Note: Schemes that do not cater for online reversals have to be contacted directed.

Reversals can be done from the **'View invoices'** and **'Search accounts'** menu option in the **'Accounts'** tab.

Search accounts menu option

From the **'Accounts'** tab, click on **'Search accounts'**, and use any of the filter options to search for the patient's account.

| Name | Surname | Date of Birth | Account No. | Membership No. | Scheme |
|----------|---------|---------------|-------------|----------------|-----------|
| Ntuthuko | Nene | 14/10/1983 | nen00 | 50264983 | DISCOVERY |
| Penny | Nene | 15/10/1979 | nen00 | 50264983 | DISCOVERY |

Once found, click on the patient's name which will take you to the account screen where you can select the **'Invoices'** tab.

From the list of invoices, click on the 3 dots (●●●) for the claim you would like to reverse and select **'Reverse'** from the list.

| Date of Service | Invoice No. | Invoice Date | Patient | Status | Invoice Total | Med Aid Liabile | Patient Liabile |
|-----------------|-------------|--------------|---------------|---------|---------------|-----------------|-----------------|
| 20/11/20... | 1911/0063 | 20/11/2... | Penny Nene | Awaitin | R 611.15 | R 611.15 | R 0.00 |
| 19/11/20... | 1911/0049 | 19/11/2... | Penny Nene | Awaitin | R 499.85 | R 499.85 | R 0.00 |
| 14/11/20... | 1911/0051 | 19/11/2... | Ntuthuko Nene | Awaitin | R 571.32 | R 571.32 | R 0.00 |
| 13/11/20... | 1911/0024 | 13/11/2... | Penny Nene | Awaitin | R 522.49 | R 522.49 | R 0.00 |
| 06/11/20... | 1911/0014 | 06/11/2... | Penny Nene | Awaitin | R 229.70 | R 229.70 | R 0.00 |

Type in your reason for the reversal and then click on **'Request reversal'**.

View invoices

From the **'Accounts'** tab, click on **'View invoices'** and use any of the filter options to search for the specific invoice.

Once found, click on the 3 dots () next to the claim. Select **'Reversal'** from the pop up and type in your reason for the reversal. Click on **'Request reversal'**.

| Patient | Account No. | Scheme | Date of service | Status | Aid | Patient Liabile |
|------------------|-------------|-----------|-----------------|-------------------|------|-----------------|
| ROBERT DEL... | DEL001 | DISCOVERY | 01/11/2019 | Awaiting respo... | 4.80 | R 0.00 |
| ROBERT DEL... | DEL001 | Cash | 01/11/2019 | Cash | 0.00 | R 1.10 |
| LYLE SEGE | SEG001 | DISCOVERY | 01/11/2019 | Awaiting respo... | | R 0.00 |
| Penny Nene | nen001 | DISCOVERY | 01/11/2019 | Awaiting respo... | 9.10 | R 0.00 |
| GIVEN MOIM | 9197020 | DISCOVERY | 04/11/2019 | Awaiting respo... | 5.90 | R 0.00 |
| TINY ADEL | 9197020 | DISCOVERY | 04/11/2019 | Awaiting respo... | 5.90 | R 0.00 |
| ROBERT DEL... | DEL001 | DISCOVERY | 05/11/2019 | Awaiting respo... | 4.80 | R 0.00 |
| Chanel Dippen... | 91970 | Cash | 05/11/2019 | Cash | 0.00 | R 0.00 |

Viewing reversal results

All online reversals can be viewed from the **'Inbox'** tab. Select the **'Claims'** menu option then **'Claim - view reversal result'**.

| Action | Description | Created |
|------------------------------|--------------------------------|------------------|
| Claim - view reversal result | Reversal accepted for ZE DUD | 06/11/2019 09:43 |
| Claim - view reversal result | Reversal accepted for M GOVEI | 15/11/2019 11:54 |
| Claim - view reversal result | Reversal accepted for MS MAHLA | 25/11/2019 16:46 |
| Claim - view reversal result | Reversal accepted for MS MAHLA | 25/11/2019 16:46 |
| Claim - view reversal result | Reversal accepted for R Meiri | 27/11/2019 15:23 |