

# WHY MAKE USE OF OUR SERVICES

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## Our Vision

To be the preferred medical practitioners' accounts administrator by supplying all related parties with professional service, and to be accurate, dynamic, and pro-active in our approach to service delivery.

## Our Mission

To have all claims successfully settled within 60 days of service delivery without causing any harm to the relationships that exist between the medical practitioner, the patient, the medical schemes and the applicable third parties.

## Our Values

Pro Active | Dynamic  
Efficient | Accurate  
Honest | Respectful  
Creative

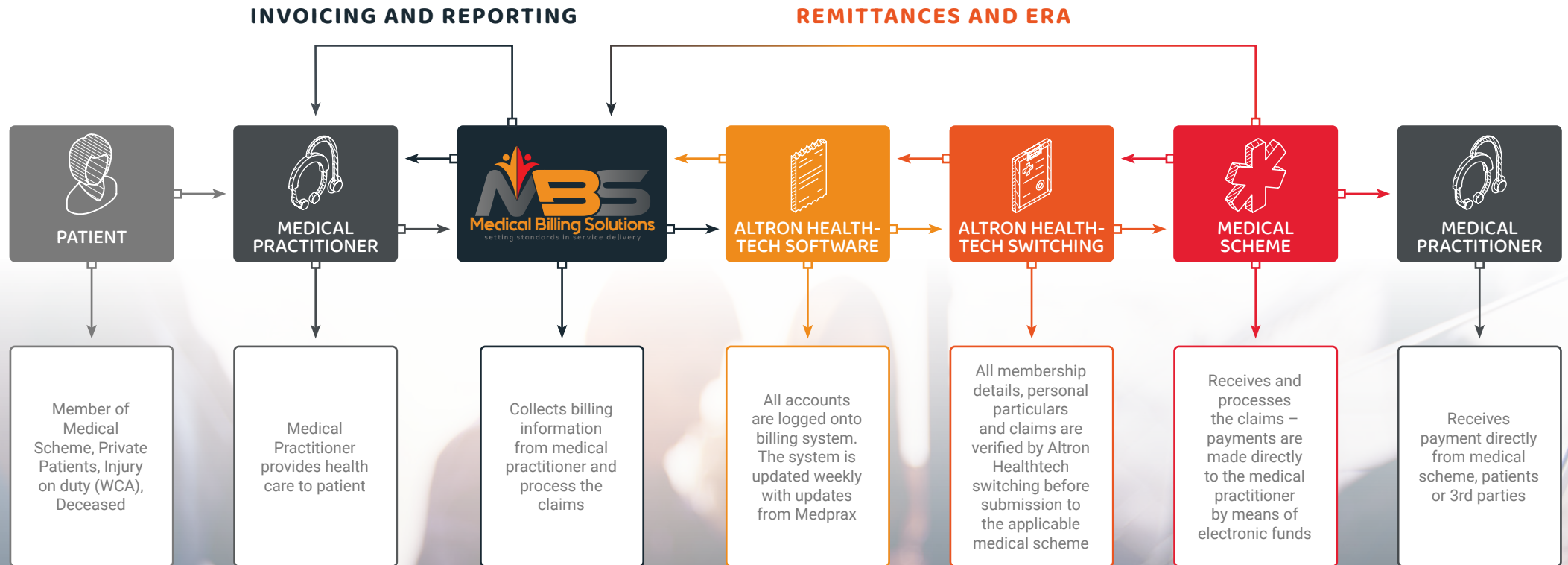
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# STEPS IN THE CLAIMS PROCESS



## Please note:

All of the abovementioned steps are compulsory, and that all costs to the applicable third parties will be covered by Medical Billing Solutions. Even though Medical Billing Solutions have strict policies regarding the administration of the accounts of medical practitioners, the medical practitioner can request us to adjust their profile to reflect their personal preferences.



## PROVEN TRACK RECORD

Medical Billing Solutions (MBS) opened its doors in 2006 and has been supplying a professional practice management service to our clientele ever since. With more than 17 years of experience in our field, and a constant endeavour to improve, MBS have developed a winning recipe that is the core reason for our success. We are also thankful that some of our clients have leaned on our support since our inception.

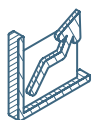
We (and you) have seen many 'fly by night' billing bureaus and individuals that come and go over time, many times causing more harm than good to our industry. MBS however remains committed to stand the test of time and to provide excellent services to all related parties. We believe this enables clients with peace of mind that ensures growth and stability to their practices.



## MAIN OBJECTIVE

Our main objective is to provide you with professional and pro-active service delivery, to take care of all the administrative responsibilities, ensure compliance, and to guarantee that your practice is well represented in all applicable spheres. Our passion is management and administration, and we aim to take care of these concerns, in conjunction with your input, but mostly autonomously.

When successful in our objective, we enable our clients to focus on their speciality and patient outcomes. Client preferences and objectives are clearly documented (during the creation of your practice profile) and utilized to manage your practice accordingly. Any deviations or uncertainty by our teams in executing these objectives will be referred to management, and if need be, we will refer it to the client for input.



## NOT FOCUSED ON GROWTH

We are not focused on merely growing our client base. During the last 5 years we have sustained our client base with a limited level of new client intake, in order that we could focus on personalized service levels. Our strategy allows us to focus on client satisfaction and enables us to concentrate more on the client, instead of internal growth. MBS is committed not to grow at our clients' expense.



## WE ARE PRACTICE MANAGERS, NOT DEBT COLLECTORS!

We have never classified ourselves as 'debt collectors', but rather as practice managers. We pride ourselves in making a difference in the medical administrative industry. We apply sound financial and management policies to ensure efficient collections, but we also assist and advise our clients on all applicable matters related to the practice and the financial challenges it may bring.

As part of our mission statement, we are bound to carefully execute our operational aspects and to ensure sound relationships with all related parties, especially with the patient. We have been able to develop and maintain transparent relationships with all role players which is beneficial to our clients.



## PASSION FOR SERVICE DELIVERY

By employing a team with a passion for service delivery, we constantly seek ways to improve our services and to provide them with a competitive edge. All our employees, especially the management team are carefully selected to ensure creative thinking and problem solving.





## STRIVING TOWARDS EXCELLENCE

MBS is constantly seeking ways to improve our services across a wide variety of aspects. We strive to achieve excellence in all aspects of our service delivery to ensure that we remain current and deliver on our promised client satisfaction.



## OUR TEAM

The MBS team consists of various individuals and our group of approximately 25 employees includes the management team, key account managers, credit controllers, clerks, receptionists, call centre agents and cleaners. Our external team and advisors consist of various legal and accounting practices, financial advisors, and business advisory specialists.

The main aim of this internal and external team is to ensure client satisfaction and compliance and we are proud to form part of a team of excellent role players that affects and improve various areas of the medical industry.



## SINGLE POINT OF CONTACT

Think of our services in the same way as a private banker. By providing you with a key account manager, you can contact him/her directly, irrespective of the concern. Key account managers are carefully selected and appointed to ensure that they take care of your practice's needs, and to assist you in any way that they can. They are primarily responsible for the operational aspects related to your practice and are assisted and overseen by an operational manager.

Apart from our single point of contact approach, our organizational structure also ensures that in the event of temporary unavailability, another team member will effectively assist you. This is of tremendous importance to ensure continuity and stability to our clients as our services will not be interrupted.





## SOUND POLICIES

Our policies are regularly reviewed and updated to ensure compliance. Creating policies that improves our work methods, adapt to technological change and improving our service delivery is key.

One of our unique competitive advantages is the fact that we always have ample resources assigned to operational matters to ensure accuracy. This includes checking and approving matters such as billing, credit control, quotations etc. Another advantage is that we process billing within 24-48 hours of receipt thereof.

Frequent random internal audits also enable us to maintain our excellent track record when it comes to transparency and prevention of irregularities.

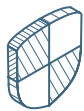
Monthly reconciliations also form part of our policies to ensure accuracy and efficiency. We have a zero-tolerance approach to fraud, and we endeavour to be transparent in all our ways.



## COMPLIANCE

Compliance is one aspect that always needs to be ensured. Our management team is responsible to ensure compliance towards all applicable areas in the medical industry which includes rules and regulations by governing bodies, medical schemes, insurance regulations and legislative obligations.

Although our management team is mainly responsible to ensure the fulfilment of these obligations, we make use of various external contractors and advisors to assist us in our endeavour that compliance is achieved.



## RELIANT

MBS has been operating in the medical industry for longer than 17 years and have been able to ensure our continued service delivery throughout various challenges during this time. By applying sound strategic management, we have positioned ourselves to overcome various difficulties such as the 2008 recession and the more recent Covid-19 pandemic through 2020/21.

Although we were also severely challenged during these times, we were able to adapt and sustain our service levels to ensure continuity to you, our valued clients.

**TO DATE MBS HAVE SUCCESSFULLY FACILITATED  
MORE THAN 1 250 000 CLAIMS.**



## AGILITY

One of our main competitive advantages is that we have remained agile in the business arena. Being a company that is large enough to affect our environment, yet small enough to counter challenges like those faced in recent times. Our business type and structure enable us to make quick and responsible business decisions. Being agile can also be counterproductive if not managed properly, and therefore we have identified various advisors to assist MBS with sound decisions.







## CONTINUOUS EMPLOYEE DEVELOPMENT

MBS have adopted a development programme to ensure that all our employees are effectively trained and continuously developed. Providing our employees with opportunities to further develop a career in medical practice management is of great importance to us as this leads to better self-esteem and increased levels of service, also enabling better development of our teams' careers.

Many of our employees are currently studying and developing themselves in this programme. These studies include NQF accredited certificates, degree studies and MBA programmes. In addition to this we also present our employees with opportunities to attend a variety of courses to ensure continues skills development. This development programme enables employees to study, and MBS contribute to their development.



## FINANCIAL PLANNING AND ADVISE

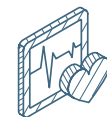
Although we are not registered financial planners, we have become known to provide our clients with a variety of guidelines which might assist them in making sound financial decisions. These guidelines might benefit you in both your professional and personal capacity. Apart from a vast amount of experience, some members of the management team have a great passion for creating diligent financial planning structures and will be happy to point you in the right direction to create these financial structures in your practice at your request.

Some popular financial topics such as risk management, budgeting, investment, debt application, fiduciary planning etc. can be overwhelming, but from our experience, the sooner you apply your mind to this matter, the sooner you will benefit from these decisions.



## SOCIAL RESPONSIBILITY

MBS has a social responsibility programme, and we are committed to giving and assisting on various levels. By impacting the immediate environment, this will lead to impacting the community and impacting the country. All MBS team members are proud to be part of this initiative as we are striving towards a philanthropical spirit.



## PMB MANAGEMENT AND TRAINING

All MBS employees are well equipped and trained to properly manage PMB (Prescribed Minimum Benefits) claims. Our offices are in constant contact with CMS to ensure compliance to the benefit of our clients. Due to the high level of technicality, we are also able to provide training to our clients in this regard.



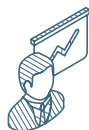




## DEVELOPING RELATIONSHIPS AND GOOD STANDING

We pride ourselves in developing and maintaining good and transparent relationships with all related parties such as medical schemes, medical associations, HPCSA, CMS etc. By upholding these relationships, we can network and communicate more effectively to the benefit of our clients and ensure compliance.

**WE CAN ALSO CONFIRM THAT DURING OUR  
17 YEARS OF SERVICE DELIVERY,  
MBS HAS NEVER BEEN ACCUSED OF ANY FORM OF  
MISCONDUCT AND HAS BEEN IN GOOD STANDING  
WITH ALL APPLICABLE ROLE PLAYERS.**



## MAKE USE OF OUR FACILITIES

MBS has boardroom facilities available that may be utilised by clients free of charge. Our facilities also include Wi-Fi, telephone equipment, overhead projector, and a bean to cup coffee machine to provide you (and our staff) with the much-needed quality caffeine injection. We can also assist you with formalities and arrangements such as invitations, agendas and taking minutes to your meetings. Further catering may be arranged at request (price on assistance).



## MEDS PROGRAMME

Our MEDS (Medical Electronic Data Storage) programme has been designed to digitize your paperwork and MBS will store your electronic records free of charge for life. This programme assists you with ease of reference to patient records and gives you a sound mind to ensure that you remain compliant towards archiving. A small once off fee is charged per case and thereafter it is stored for life.



## ONLINE PAYMENTS

As technology evolved rapidly in terms of payment methods, MBS provides our clients with an online payment system which enables patients with a variety of options to allow secure and reliable payments. Patients can therefore create payments from anywhere in the world, and this leads to an improved cash flow.

MBS covers all related system and licencing costs, and the client will only be charged for the merchant fee on payments, if applicable. Payments are captured accordingly, and merchant fees are indicated on the monthly report as the merchant fees are 100% tax deductible to the benefit of your practice.



## BAD DEBT RATIO

As we continually improve and challenge ourselves on the status quo, we have been able to significantly reduce bad debt outcomes. We are proud to announce that our average of bad debt unrecovered is less than 1.25% annually, and some practices have no bad debt at all.



## LOAD SHEDDING SOLUTIONS AND CONTINUITY

As our country is challenged daily with power interruptions, MBS has implemented various smart solutions to ensure continuity. Some of these solutions includes solar power, inverters, and generators. By implementing these solutions, we can ensure continuousness to our services without interruption.



## TELEPHONE MANAGEMENT SYSTEM AND RECORDINGS

MBS make use of a telephone management system (TMS) which enables us to monitor incoming and outgoing calls, and in addition to this, we record all calls. This enables us to streamline our processes and to contract verbally with patients and related parties which is legally binding. Recording of calls also enables us to monitor the quality of our communication and highlights areas of improvement.



## LEGAL AND LICENCED SOFTWARE

MBS abides by all relevant software requirements and licencing obligations. This approach enables us to incorporate updates and upgrades regularly and sustain levels of compliance. This also limits the exposure to unwanted risks such as hacking and ransomware. By abiding to these fundamentals, we can limit exposure to our clients and their patients, especially keeping in mind that we work with highly confidential information.







## MBS FEE STRUCTURE

Considering all the competitive advantages of our service, we are confident that we can provide our clients with a very competitive and market related fee. The saying is true that “you get what you pay for!”, but at MBS, we believe our clients get even more.

We recognise your practice is unique, and as such we can negotiate a relevant fee structure based on various attributes such as, type of discipline, labour intensity, incorporation of technology etc.

MBS can also confirm that we do provide our clients with an all-inclusive fee, and there are no hidden costs.



## NO SUCCESS, NO FEE

Our fee is based on the successful collection and deposit of funds (not based on turnover) into the bank account of our clients (please note that we do not receive payments into our bank accounts), meaning that if we are not successful, you won't need to pay us.

**ALSO KEEP IN MIND THAT OUR FEE IS A  
100% TAX DEDUCTIBLE EXPENSE.**



## FOUNDING MEMBER

The founding member of Medical Billing Solutions is Philip Kotzé who has been functioning in the position of Chief Executive Officer since 2006. Philip is the Sole Director of MBS Plus (Pty) Ltd, a sister company of Medical Billing Solutions CC. Prior to starting MBS, Philip worked in the public and semi-government sector in the financial, HR and management departments for 11 years. During this period of employment Philip had the opportunity to learn all the intricacies of medical schemes. Philip studied towards a BCom with Specialisation in Management and is currently busy with an MBA programme.

Apart from primarily overseeing MBS, Philip is also serving as a director on various other for-profit and not-for-profit companies. Apart from these responsibilities, Philip has a passion to mentor young entrepreneurs and coach aspiring businessmen and women in the art of sound financial principles and planning. He is also an avid investor in the stock, cryptocurrency, and property market. Philip shares a great enthusiasm on the future of South Africa.





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**PHYSICAL ADDRESS:** Castle View South Building, Corners Lois Street & Tsitsa Avenue, Erasmuskloof, 0048

**WEBSITE:** [www.mbscc.co.za](http://www.mbscc.co.za)

**EMAIL:** [philipkotze@mbscc.co.za](mailto:philipkotze@mbscc.co.za)

**TELEPHONE:** 012 662 0505

**facebook** @MEDBILSOL

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