

Introduction

This policy sets out Konnect's payment terms for paying medical practitioners for medical information requested by insurance companies using the SureMed platform.

Each SureMed request is a purchase order for a report containing specific medical information about a particular patient. The patient's doctor submits the report through SureMed for a fee. Unless the SureMed request states otherwise, the doctor is not required to examine the patient and the report can be compiled from the patient's medical records held by the doctor. If a consultation or examination is required, the SureMed request will set this out clearly.

Guideline pricing for SureMed requests delivered electronically have been determined based on proven best practice. Konnect recognises that in some instances, the effort required to complete the medical report is greater than normal. In these instances, and for all 'paper' reports completed, doctors are asked to manually invoice Konnect, providing an itemised breakdown of costs.

Payment Policy

- Konnect will pay the doctor only for the services specified in the SureMed request on receipt of a complete report.
 - If a report is incomplete (ie the doctor has not addressed all of the questions in the SureMed request), Konnect requires the doctor to complete the "missing information" at no additional cost.
 - Konnect will not pay for any services that have not been specified by in SureMed request (such as additional specialist referrals, ECG's, or pathology tests). If a doctor believes that additional work is required, the doctor must obtain Konnect's approval before committing to the work.
 - If a Doctor decides to see a patient (and the SureMed request does not require a consultation) Konnect will not pay for that consultation.
- Where a patient does not attend an appointment scheduled with their Doctor for an examination requested through SureMed, any "no show" fee is the responsibility of the patient.
- Cut off for inclusion of automatic invoices into the weekly payment run is midnight Thursday. Payment will be made within 10 working days.
- Manual Billings require additional time to process and payment will be made within 20 working days of their receipt by Konnect.