



## Memo

To : All Stakeholders of the Compensation Fund

### Implementation of the Compensation Fund's new Integrated Online Claims System: The Ramp Up process

The Compensation Fund's journey towards implementing its new claims management system, **CompEasy**, is at its' peak. We previously communicated the cutover plan, which detailed activities relating to the uMehluko shutdown, as well as processes to be followed during the shutdown period.

Our **CompEasy** system ramp-up process commences on the **1<sup>st</sup> October 2019**.

#### What is the Ramp-Up Process?

The ramp-up process details the incremental approach to the activities associated with how the **CompEasy** Go-Live will be executed. This is part of the systematic cut-over approach that is being executed, to ensure that we successfully transition to the new system. During the ramp-up process you will be provided access to your modules in a staggered approach however the system will be fully accessible by the 31st October 2019.

The **CompEasy** go-live will entail a staggered approach wherein sanity tests will be performed on the system prior to the system functionality being made available to yourselves, for your usage. This is to ensure that the data migration process has been validated, and that claims and invoices are accounted for. The check-points are tracked as follows:

- 1 October 2019: Technical Go-Live



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- 11 October 2019: Data validation and checks complete
- 18 October 2019: Capturing of claims received during shutdown complete. System access and Claim Registration made available to external users.
- 25 October 2019: All system functionality fully available for use.

Progress on the ramp-up process will be made available frequently on the **CompEasy** portal accessed through Online Services in the Department of Employment and Labour website or [www.CompEasy.labour.gov.za](http://www.CompEasy.labour.gov.za), and through our various stakeholder management forums until all modules are fully operational.

### Ramp-Up Process Rationale

In 2014, the Fund introduced the uMehluko claims management system where no data migration was done. This resulted in stakeholders having to recapture claims and resubmit invoices; a process that created a large number of unpaid invoices. The CompEasy implementation includes data migration in order to circumvent the issues experienced with the system going live without data.

### How to get access to the CompEasy system?

In order to have access to **CompEasy**, all Medical Service Providers need to register to ensure that the right access and profile is granted. Go to <https://CompEasy.labour.gov.za>, click on the **External User Registration button**, and follow the prompts. A confirmation email will be sent once the submitted documentation has been verified and access has been granted. Due to high volumes anticipated, please note that the turnaround time for registration might be delayed at first. The Fund has however doubled up on capacity to support the system go-live process. Those who have submitted their documentation to the Fund for manual registration prior to the cutoff period of 25 September 2019, will be prioritized.



### What does this mean for the Medical Service Providers' Invoices?

The ramp-up process for the Medical Services Providers' invoices as of the 1<sup>st</sup> October 2019, is as follows:

1. An internal data migration verification process will commence to ensure that the invoices previously submitted have been migrated to the **CompEasy** system. This delicate process is crucial to ensure that all submitted invoices are accounted for.
2. New invoices submitted post August 2019, will be processed in the new **CompEasy** claims management system. This includes all invoices that have been switched.
3. Despite the process above, invoices should continue to be submitted/switched to the Fund. A controlled batch management retrieval process will be implemented between the switching houses FTP sites and the Compensation Fund FTP. Feedback regarding the submitted files will be issued to the Medical Service Providers and/or Switching Houses in line with the incremental system functionality availability approach

### What does this mean for the Submission of Claims and Medical Reports?

Whilst the system sanity checks are being conducted, submission of claims including medical reports, as well as claims related enquiries should be sent to [CompEasy@labour.gov.za](mailto:CompEasy@labour.gov.za), where feedback will be provided by our officials. Once access has been granted, you may use the **CompEasy** system to submit your claims.

### What does this mean for payment of submitted medical claims?

We have started processes to start paying all medical invoices which have been validated and allocated in uMehluko prior to the uMehluko shutdown on the 12<sup>th</sup> September 2019.

### What does this mean for Pre-Authorizations?



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Requests for Pre-Authorizations should still be sent to the dedicated email addresses as previously communicated. Feedback will be provided by the CF team, as per the process that has been followed, as communicated. The process will continue until further notice. For ease of reference, the contact details are as follows:

Mpumalanga: <a href="mailto:MPUPreauths@LABOUR.gov.za">MPUPreauths@LABOUR.gov.za</a>	Gauteng: <a href="mailto:GPPreauths@LABOUR.gov.za">GPPreauths@LABOUR.gov.za</a>
Eastern <a href="mailto:ECPreauths@LABOUR.gov.za">ECPreauths@LABOUR.gov.za</a>	Cape: KZN: <a href="mailto:KznPreauths@LABOUR.gov.za">KznPreauths@LABOUR.gov.za</a>
Western <a href="mailto:WCPreauths@LABOUR.gov.za">WCPreauths@LABOUR.gov.za</a>	Cape: North West: <a href="mailto:NWPreauths@LABOUR.gov.za">NWPreauths@LABOUR.gov.za</a>
Limpopo: <a href="mailto:LimpPreauths@LABOUR.gov.za">LimpPreauths@LABOUR.gov.za</a>	Free State: <a href="mailto:FSPreauths@LABOUR.gov.za">FSPreauths@LABOUR.gov.za</a>
Northern <a href="mailto:NCPreauths@LABOUR.gov.za">NCPreauths@LABOUR.gov.za</a>	Cape:

We ask for your continued patience and thank you for your support during this transition.

Yours faithfully,

V Mafata

Compensation Commissioner

Compensation Fund