



# Memo

To : All CompEasy External Users

## Progress on the Implementation of the Compensation Fund's new Integrated Online Claims System

The Compensation Fund has embarked on the modernization journey which is aimed at improving service delivery. The eCOID project developed an integrated online claims management system called CompEasy which replaced Umehluko.

Update on the functionalities that are available on the CompEasy system since Go Live:

***The CompEasy system has the following functionalities available:***

### 1. System access

System access functionality both external and internal users has been available since October 2019. Internal users can only have access to the CompEasy system after they have successfully completed the mandatory CompEasy assessment. External users have to comply the registration requirements. The functionality is available for both user and third party registration.



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The Third parties are required to submit all service provider's information to be linked under their user profile, as per the following requirements below:

- Proof of Residence/ Proof of business address
- User Access form filled and Signed by the owner
- Certified ID copy of the owner of the company
- Certified copy of ID if you are a third party representing the above
- Power of Attorney on a company letter head signed and dated by the director
- CIPC Documents of the business
- Health Practice Certificate (BHF)
- Valid CF Reference number 9900 or Practice number for medical service providers

These external stakeholder requests should be emailed to:

- [CompEasyNW@labour.gov.za](mailto:CompEasyNW@labour.gov.za) – For North West users
- [CompEasyGT@labour.gov.za](mailto:CompEasyGT@labour.gov.za) – For Gauteng users
- [CompEasyKZN@labour.gov.za](mailto:CompEasyKZN@labour.gov.za) – For KZN users
- [CompEasyMP@labour.gov.za](mailto:CompEasyMP@labour.gov.za) – For Mpumalanga users
- [CompEasyFS@labour.gov.za](mailto:CompEasyFS@labour.gov.za) – For Free State users
- [CompEasyEC@labour.gov.za](mailto:CompEasyEC@labour.gov.za) – For Eastern Cape users
- [CompEasyLP@labour.gov.za](mailto:CompEasyLP@labour.gov.za) – For Limpopo users
- [CompEasyWC@labour.gov.za](mailto:CompEasyWC@labour.gov.za) – For Western Cape users
- [CompeasyNC@labour.gov.za](mailto:CompeasyNC@labour.gov.za) – For Northern cape users
- [CompEasyFS@labour.gov.za](mailto:CompEasyFS@labour.gov.za) – For Free State users

## 2. Claims registration:

The functionality for claims registration is functional for both internal and external users.



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### 3. Claim adjudication:

The functionality for claim adjudication is available to internal users.

### 4. Medical invoices:

The functionality to adjudicate and pay medical invoices has been available since November 2019. Switching Houses are able to successfully switch invoices and all invoices that meet the Fund requirements can be successfully processed.

The external medical invoice App and medical reports App is available for the Medical Service Provider has to upload the Medical Invoices and Medical reports.

### 5. Pre-authorizations

Online pre-authorization functionality is available for both internal and external users. We have encountered errors on some functionalities related to the preauthorization of assistive devices and we are currently testing the solution.

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## 6. Searching a claim with an ID number

The claim search functionality using the claim number has been available on CompEasy since October 2019. The enhancement of the search functionality to allow the users to search with an ID number is under development and communication of the progress will be sent out by 27/03/2020.