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Identifiable personal information of the complainants and any associated individuals have been redacted for their protection.

F v DISCOVERY HEALTH PTY(Ltd)

The Complainant indicated that the above administrator had effectively suspended her Practice from servicing patients who are members of medical schemes it administers since 25 June 2021. She added that the administrator took a decision not to honour claims from members who received services from her practice. She stated that the suspension was on the basis of a failure to verify certain claims. She further indicated that the list of claims requested for verification went as far back as 2018, and she was of the view that the request was unreasonable

In its response to the complaint, the administrator advised that after a complaint from one of the members in December 2020 alleging that there was a claim in her statement for services she did not receive, it decided to conduct an investigation on the billing conduct of the Complainant's practice. The administrator submitted that on 27 January 2021, the Complainant was requested to verify claims with specific reference to purchase records for items billed for a 24-month period of January 2019 to January 2021. It stated that after numerous correspondence between the parties, it did not receive all the information requested. It concluded that as certain claims were not verified, an amount of R873 975.04 was owed back to the medical schemes it administers because the Complainant's practice was not entitled to the received *bona fide* payment.

After review of the facts submitted by both parties to the complaint, the Registrar found that the Complainant did not provide information to verify the claims identified by the administrator and that she did not prove the entitlement to the amounts paid *bona fide* by the administrator. The Registrar concluded that the Complainant failed to provide any evidence to support that the conduct of the administrator towards her practice, was unjustified

The complaint was accordingly dismissed