



## Contact Details

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 **Zurreal4practice**

# Zurreal4practice understands the need to strengthen and maintain good partnerships with our various designated service provider professionals.

In addition, we are aware of the excellent service and assistance offered by the professionals' staff to our members and our operational staff. It is with this in mind that we have developed a comprehensive programme for the entire contracted practice.

The Zurreal4practice offering includes contracting, communication, and practice assistance via our unique loyalty programme, online CPD activities and authorisation/verification portals.

## Contracting

The ultimate delivery of care is done by the health care professional; this then is the key for any successful clinical outcome. The aim of managed care is to ensure the best clinical outcome for every Rand spent on healthcare and to ensure equitable access and consistent delivery of care to all the client schemes' members. Since the space in which this care is delivered is the professional practice and or provider of care's facility we acknowledge the importance of appropriate costing and contracting to ensure the required outcome in a supportive environment. Zurreal4practice is our client schemes' channel for contracting and profiling as well as ensuring optimal provider support.

## Communication

Communication to providers is done using Zurreal4practice as the route to bring scheme specific information e.g. billing guides, tariffs and member issues to providers timeously and in a concise and palatable way. Making certain that our contracted providers have access to cutting edge information and regular industry updates, forms part of our commitment to ensuring our providers remain leaders within their field.

## Practice Assistance

The aim of practice assistance is to enhance the practice's experience when delivering service to members of client schemes while providing opportunities to benefit from our contracting process.

### Authorisation/verification portals

In order to minimise paperwork and enhance provider and patient experience, portals are available to update biometric data or to request authorisation of medicine, procedures and hospitalisation. These portals are available per scheme client specific.

### How does CPD online work?

Professional providers register online for their monthly CPD activity. Ten free points are offered per year and the activity may be selected in any 2 year cycle. After successful submission a certificate is generated and forwarded to the healthcare provider.

### How does the loyalty programme work?

- The programme is based on a points system.
- This programme is offered to all staff at the designated practice
- Once you have registered to be part of the programme, your staff will be awarded points for each time they comply with the requirements.

### How do you earn points?

- Earning points is easy – your staff simply ensures that they follow the guidelines and earn points for every guideline undertaken.
- Staff can view the number of points they have accumulated at the end of each month.
- Depending on the number of points accumulated, they may redeem the points in exchange for various gifts via the Zurreal4practice portal.

### How are points redeemed?

- Logon to the Zurreal website
- Enter the password protected Zurreal4employers portal
- Select gifts to the allocated point value

