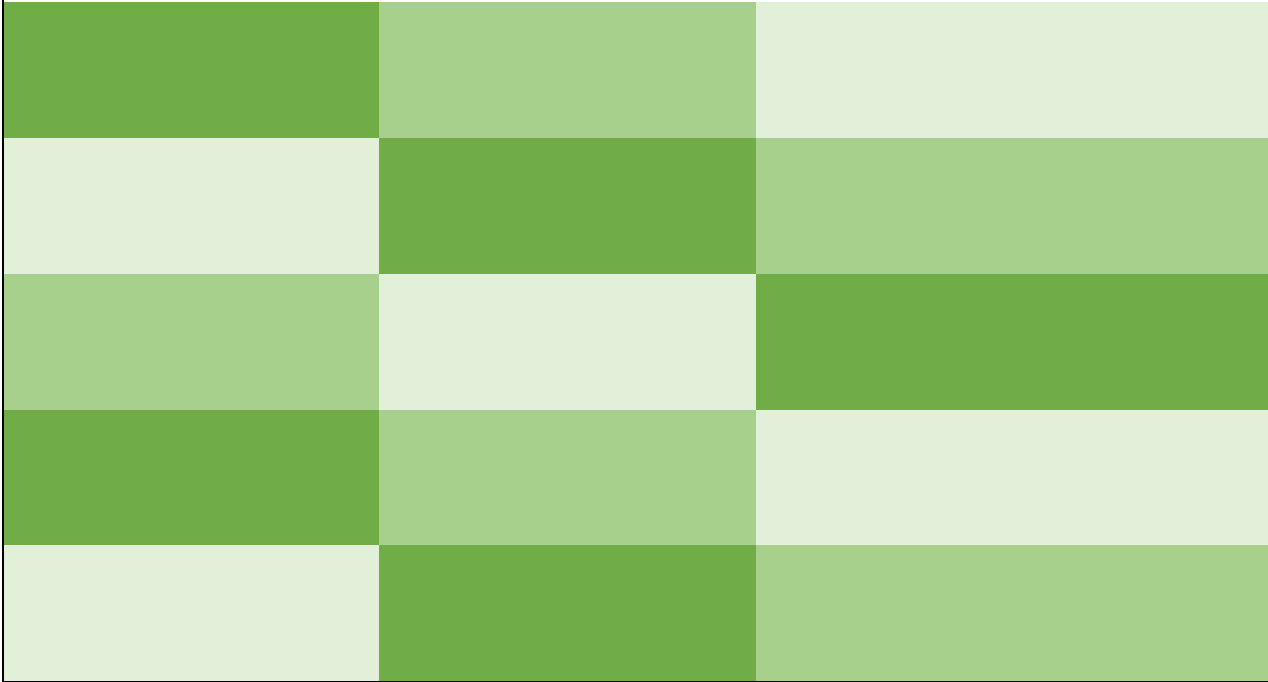




# UMEHLUKO

Medical Service Provider User Guide



In this chapter the user will be introduced to the basic concepts of the MSP Portal. The user will learn how to log on to, navigate and log off from the system. The user will also be introduced to the different screen elements that make up the application window.

The chapter comprises of the following lessons:

- LESSON 1A**    **LOGGING ON TO THE SYSTEM**
- LESSON 1B**    **NAVIGATING THE SYSTEM**
- LESSON 1C**    **LOGGING OFF FROM THE SYSTEM**
- LESSON 1D**    **LEARNING ABOUT EVENTS, PERSONS, PERSON EVENTS AND CLAIMS**
- LESSON 1E**    **DATA CAPTURING AND PROCESSING CONVENTIONS ON THE  
RMA SYSTEM.**

## LESSON 1A

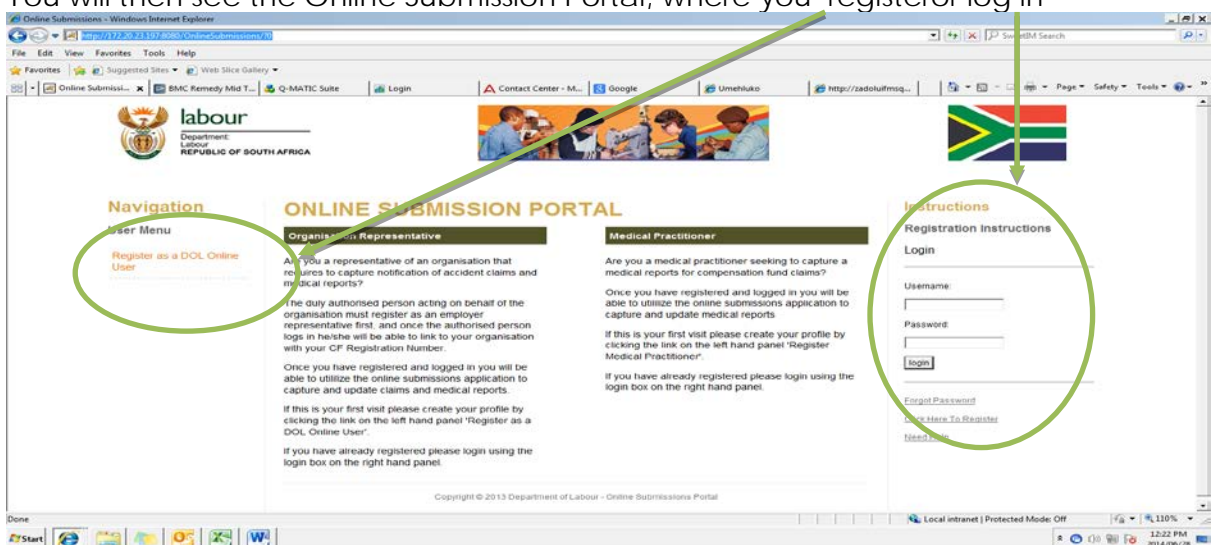
## LOGGING ON TO THE SYSTEM

To log on to the system double-click on the Internet Explorer Browser icon on your desk top.

The user's internet home page will display and the user enters the CF website address [www.labour.gov.za](http://www.labour.gov.za) and the select online claims submission.

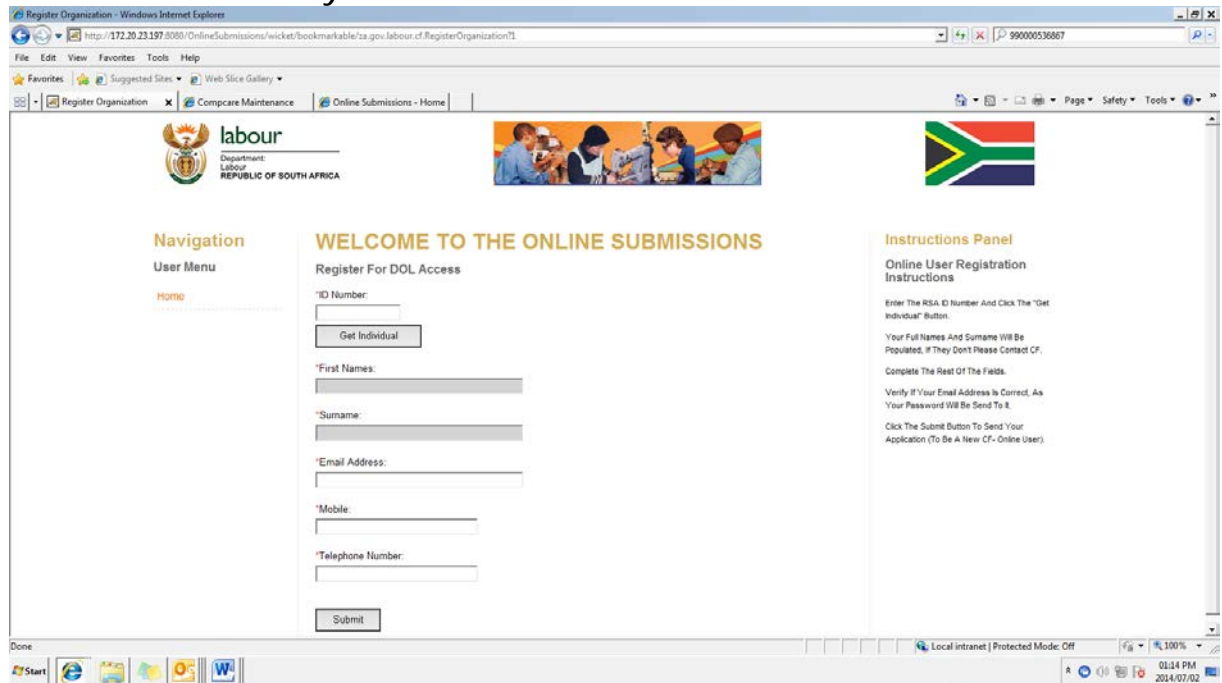


You will then see the Online Submission Portal, where you register or log in

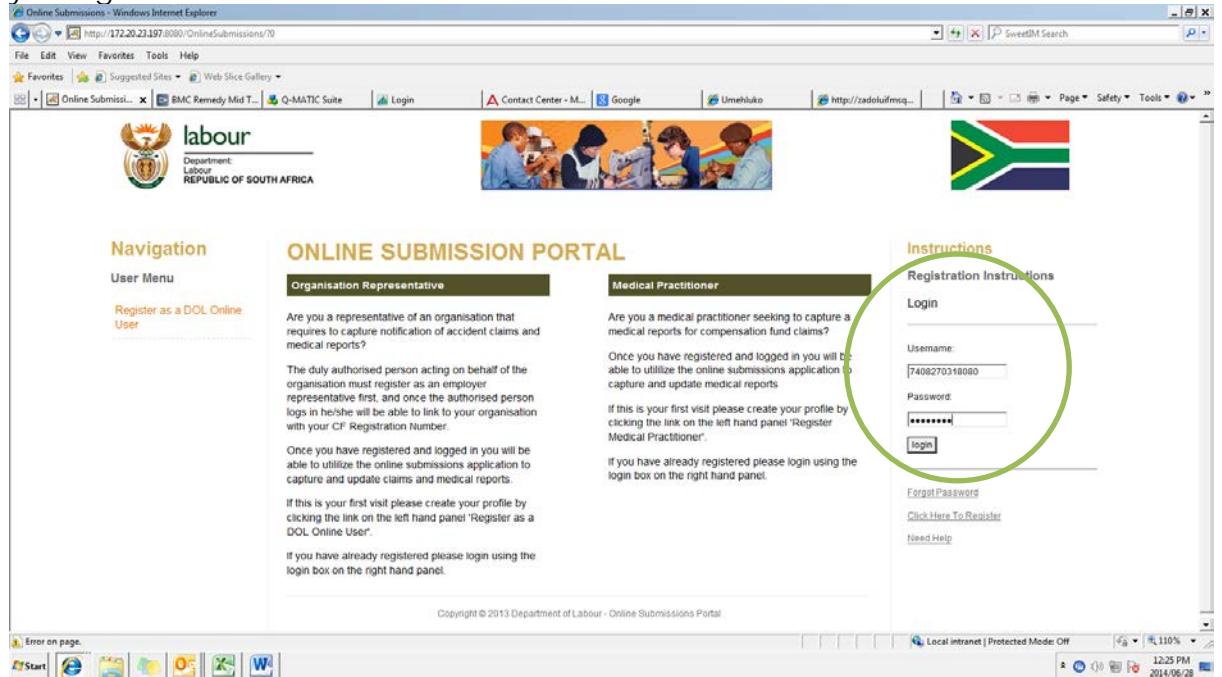


Lets look at "How To Register" - This is to be done only if you do not already have an online account, if you already do, please enter your log n details

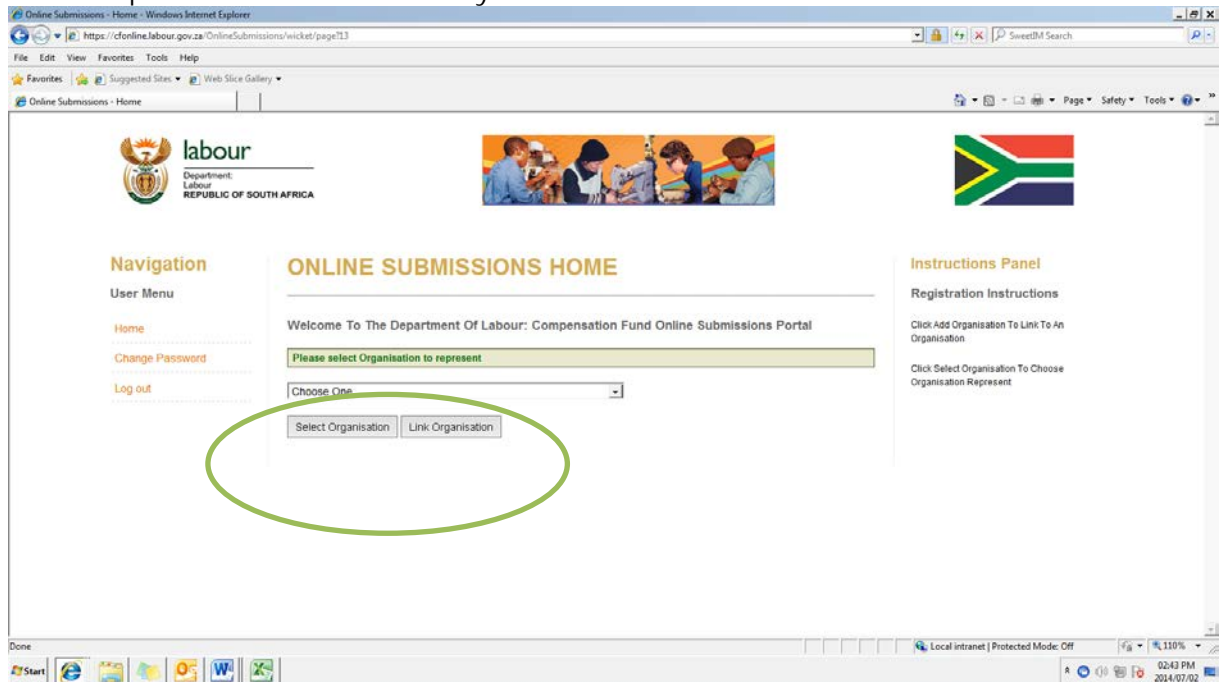
Fill in the required information on the registration form , upon completion click submit, thereafter and email will be sent to you containing your **username and password and authentication key**



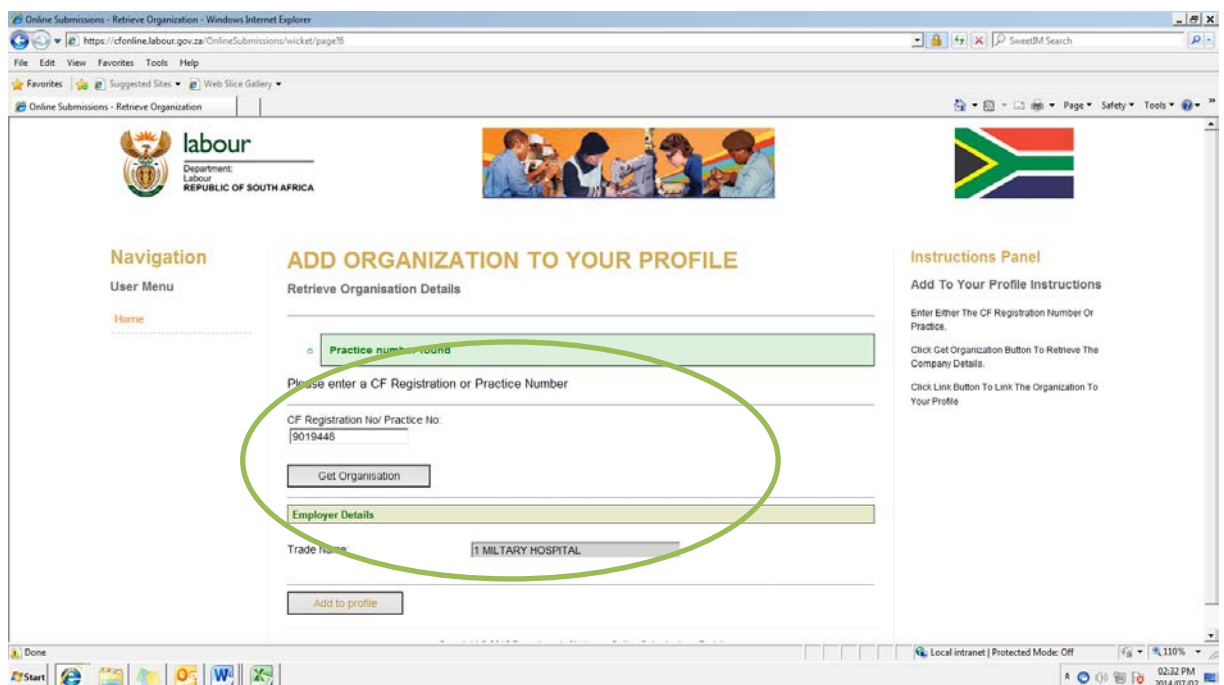
Once you receive your username and password go back to the website and fill in you log in credentials



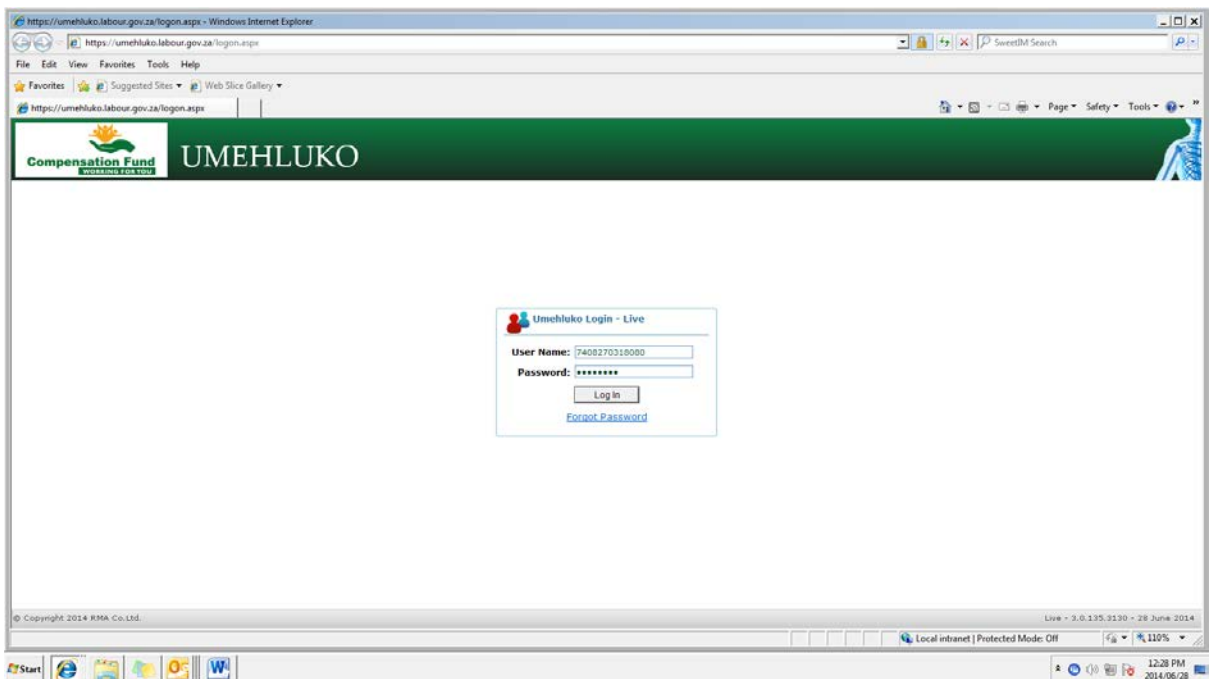
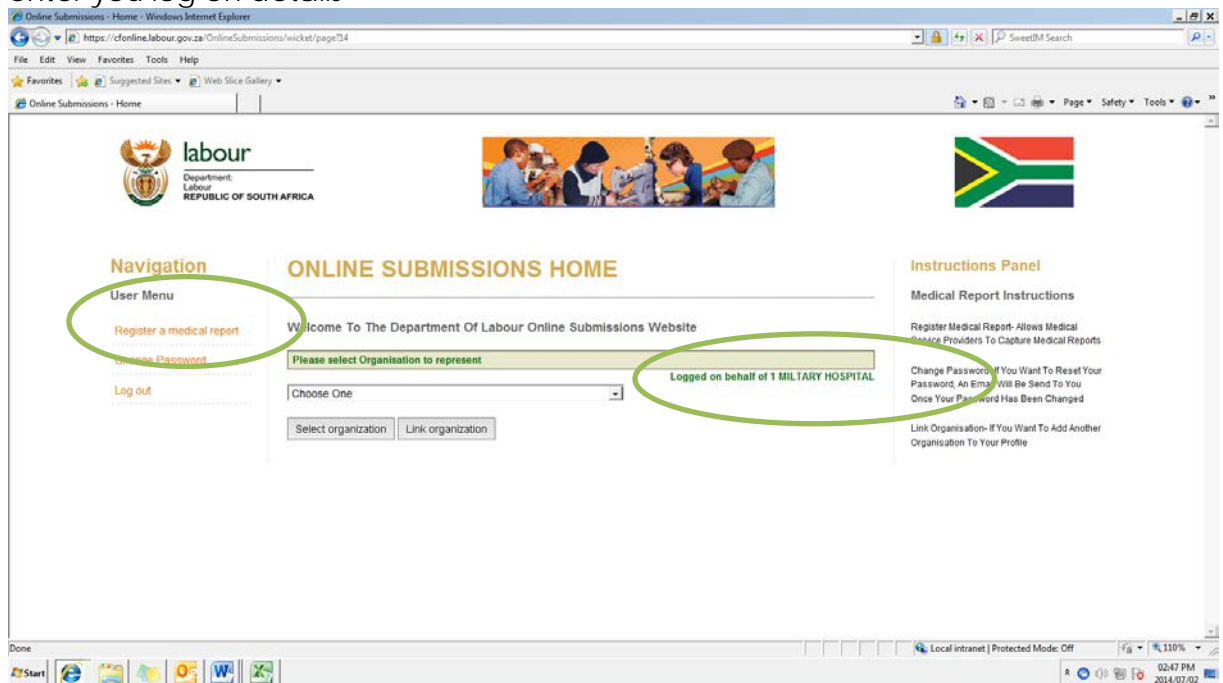
You will then see the page below, where you can link a practice to your profile or select a practice that has already been linked



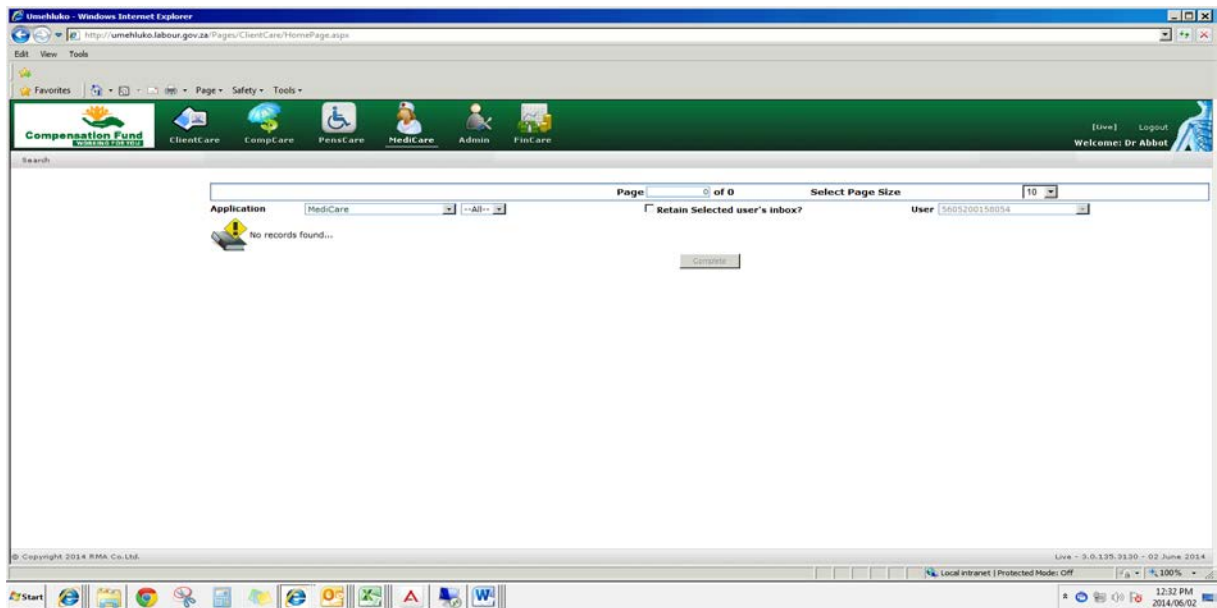
You can link the practice you wish to act on behalf of by entering the practice number and then clicking 'get organisation' and then 'add to profile'



You can then select the linked practice and submit a medical report, by clicking submit medical report you will be redirected to the Umehluko log on page where you enter you log on details



After you log in, you will see the MSP portal home screen will then display as indicated below.



Records in the inbox will be communications sent from CF.



**Note:** - To open a workflow the user is required to click on the workflow and then click on the URL link on the next screen which would then take the user into the case.  
NOW the user can click on the URL button in the column next to the case that needs action and it will open the workflow for further action.

*In the next lesson, the user will learn to navigate around the home screen.*

## LESSON 1B

## NAVIGATING THE SYSTEM

The user, after logging on, will be presented with the MSP Portal Applications home page. On the top of the page are various icons indicating the individual applications. Each application's is described below in the boxes.

The screenshot shows the MSP Portal Applications home page in a Windows Internet Explorer browser. The page features a green header with the 'Compensation Fund' logo and navigation icons for ClientCare, CompCare, PensCare, MediCare, Admin, and FinCare. A search bar is located below the header. The main content area displays a table with columns for Application, Page, and Select. The 'Med-Care' application is selected, and the table shows 'No records found...'. Several callout boxes provide descriptions for the applications:

- Pension's application to manage all pensions' matters of injured Employees in terms of RMA member's policies** (points to PensCare)
- Financial application to manage all the payments made to various stakeholders in terms of the various members' policies.** (points to FinCare)
- Medical application to manage all medical matters of injured Employees in terms of RMA member's policies** (points to MediCare)
- Information Technology application to manage all the applications** (points to Admin)
- The Underwriting application to manage compensation insurance policy matters of RMA Members** (points to ClientCare)
- Claims application to manage all claims matters of injured Employees in terms of RMA member's policies** (points to CompCare)

The icons that are **greyed out** are the ones that the user cannot access. The icons that are in **bold black** are the applications that the user can access and may use. This access is usually linked to the user's role and permission levels contained within the system. The grey toolbar (Highlighted) at the top of the screen contains menu options.

This screenshot shows the same MSP Portal Applications home page. A search dropdown menu is open, showing options for 'Persons', 'Claims', and 'Medical Invoices'. The 'Persons' option is highlighted. The rest of the page content is the same as in the previous screenshot.



Each of the options is briefly described below as each item will be discussed where applicable later in the guide.

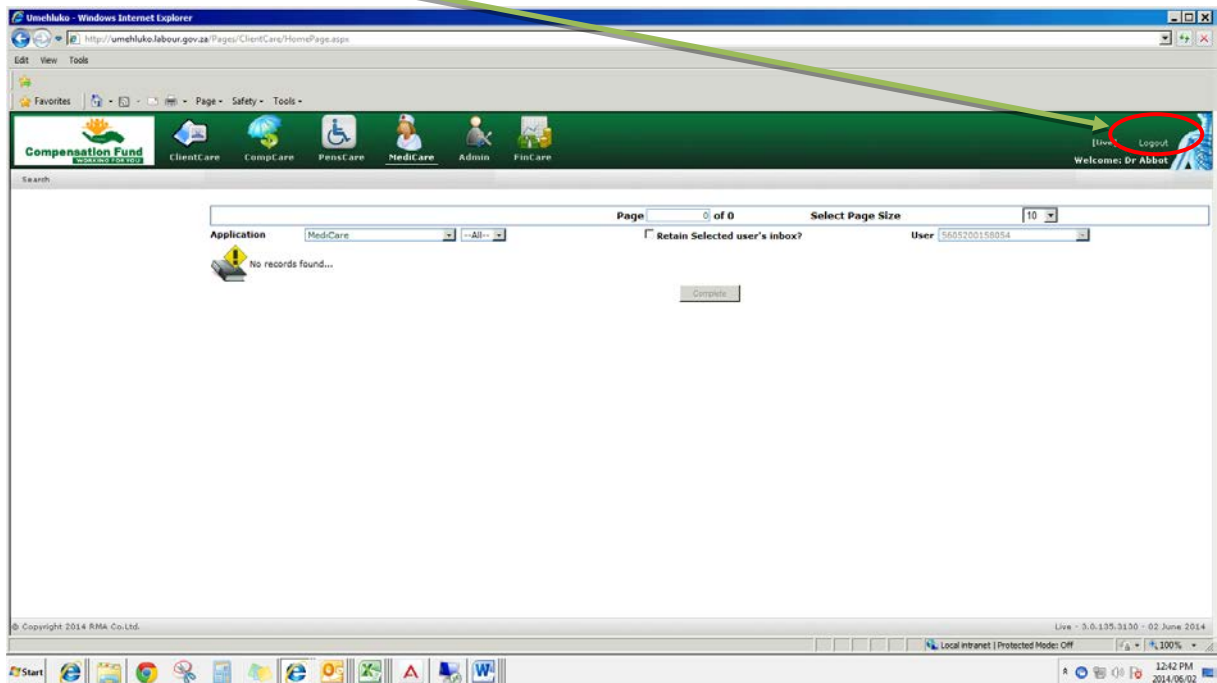
<b>SEARCH TAB</b>		
<b>Persons</b>	<b>Person</b>	Allows the user to search for a person using a variety of options
<b>Claim</b>	<b>Claim</b>	Allows the user to search for a claim using a variety of options
<b>Medical Invoices</b>	<b>Medical Invoices</b>	Allows the user to search for a medical invoice using a variety of options

## LESSON 1C

## LOGGING OFF FROM THE SYSTEM

To log off from the system:

Click on Logout.

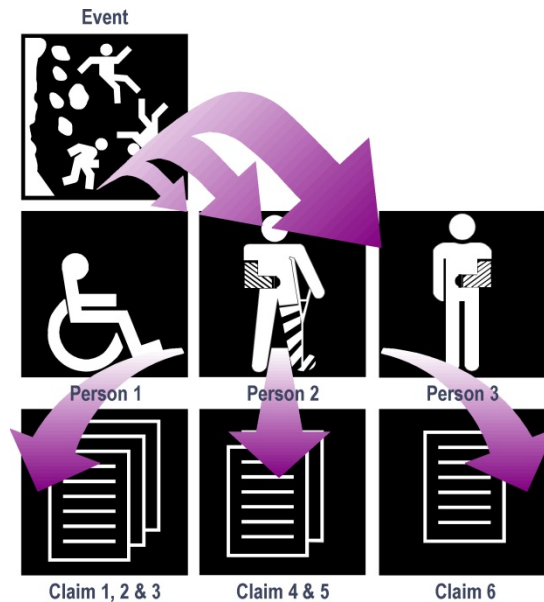


The application window closes and your current session is terminated.

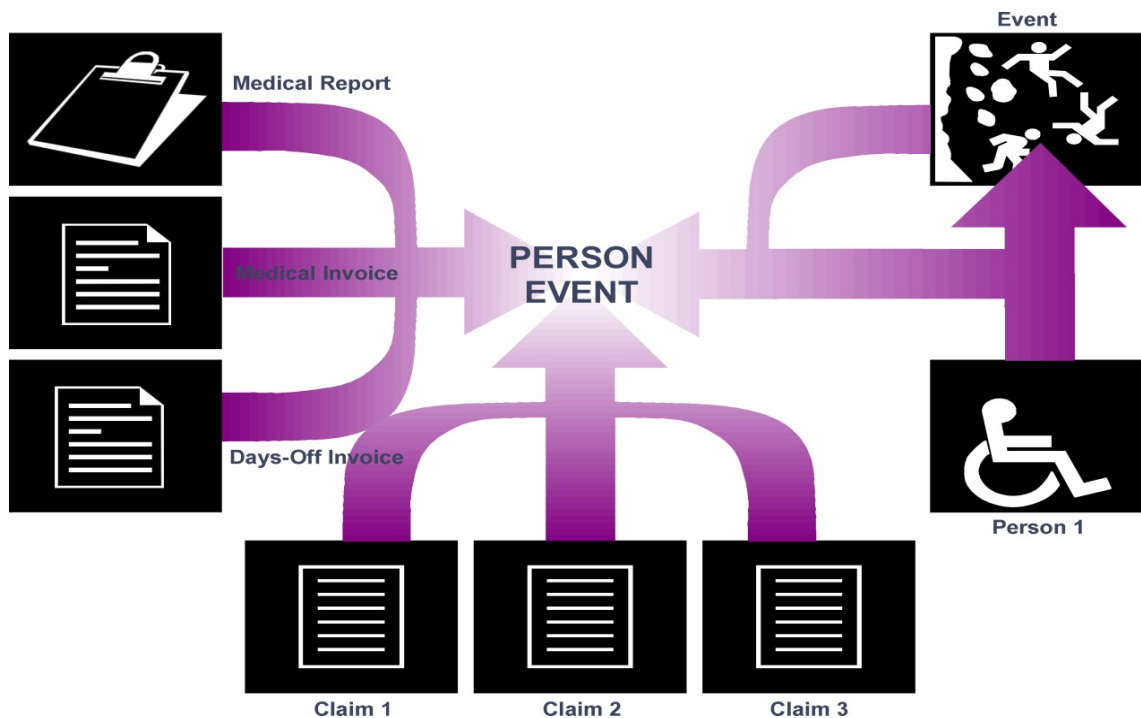
## LESSON 1D

### LEARNING ABOUT EVENTS, PERSONS, PERSON EVENTS AND CLAIMS.

An event such as an accident or disease may have more than one affected person associated with it. Each person involved in that event may have cover from more than one policy and therefore more than one claim.



The system treats each event and involved person as a person event and links invoices, medical reports, and so forth at this level, which makes it possible to associate more than one claim with an event.



A claim is created for every product that applies to an event, for example, a person may be covered under the Employees Policy (COIDA) for a single event.

When making payments, the invoices that are captured at person-event level are allocated to the claims and payments made based on each claim's specific cover rules, for example, only pay 75% of the days-off value on COIDA.

## LESSON 1E

## DATA CAPTURING AND PROCESSING CONVENTIONS ON THE MEDICARE SYSTEM.

The system has been designed to capture all the information relating to an injury on duty claim for benefits. Provision has been made to enable the user to capture certain information quicker and thereby speeding up the entire claim processing function.

The system provides several tools to simplify and speed up this process such as drop down lists, online calendars, check boxes and so forth.

For example, the user clicks on the drop down arrow button to the right of the Date Captured field and the following calendar displays:

The screenshot shows the 'Search Claims' page in the Umehluko MSP system. The 'Date Captured' field is selected, and a calendar for June 2014 is displayed. A red asterisk is visible next to the date '1' in the calendar, indicating a mandatory field. The system status bar at the bottom shows 'Local intranet | Protected Mode: Off' and the time is 12:56 PM on 2014/06/02.

The user can then select the appropriate date and by so doing the system will automatically enter the information into the blank field. The user can also move from one field to another by using the TAB key when populating the fields with information.



A red asterisk next to a field indicates that the field is a mandatory field and the system will not allow the user to continue unless they provide all the necessary information. The user must complete all of the fields as accurately and completely as possible, ensuring that all of the mandatory fields are fully completed.

### What's next?

Now that the user has been introduced to the basic concepts of the medical online registration Portal system, the user is ready to learn more about capturing and/or accessing information into/from the system.