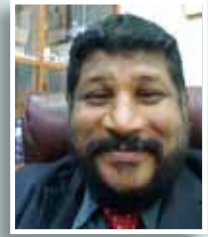


Updates on meetings with TPAs



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Dr Harshinderjeet Singh a/l Jeswant Singh (seated, centre), Senior Principal Assistant Director, Medical Practice Division, MoH with the representatives from MPCAM, FPMAM, PERDIM, AIA, PMCARE, RED ALERT and COMPUMED

PPSMMA has had ten meetings with Third Party Administrators (TPAs) since September 2015, to address various issues faced by GPs. This has been a very long standing issue that needs attention and commitment from everyone especially the Ministry of Health. The first six meetings were conducted by MMA with TPAs. The last four meetings were held with our partner medical associations and TPAs. The first networking meeting was attended by 22 TPAs. The TPAs that have been attending meetings regularly are AIA, PMCARE, EMAS, COMPUMED, RED ALERT, PCS Rakyat and ASP. The rest have only attended a few meetings.

Currently TPAs are not regulated but only required to register with Medical Practice Division of MoH, and they are required to send certain data to MoH on a periodic basis. They are also not required to register with Bank Negara to operate.

Our engagement is based on six basic principles:

- Focusing on the interest and welfare of patients.
- MCO guidelines.
- MMC Code of Professional Conduct.
- Private Healthcare Facilities & Services Act (Consultation fee for General Practitioners is RM30-RM125, which will be amended in the 7th Fee together

with the procedural fees soon, as per the letter issued in Nov 2015 by Dr Ahmad Razid bin Salleh, Director Medical Practice Division, MoH).

- Good medical practice.
- Good business practice.

Issues that we have brought up are on:

1. Work process in the clinic for TPA patients

- Registration** – easier method in patient registration, verification process, patient coverage.
- Submission** – standard data field to reduce errors that may result in 10-12% in loss of income due to rejections in claims and having to handle various systems. High turnover of staff has also caused challenges in having to keep teaching the new joining staff the same thing, again and again.

- Payments** – to be made within the stipulated time, late payment penalty for TPAs.

2. Service contracts and agreements

- Current agreements are lopsided and do not protect the interest of GPs and even patients. To comply

with the principles of engagement and to mutually agree, and for Bahagian AMALAN to vet through the agreement before signing. Even though there will be a challenge for a common agreement but mutually 'agreed for' clauses to be inserted to protect the interest of the GPs.

3. Consultation fees

Consultation fees for General Practitioners is RM30-RM125, which will be amended in the 7th Fee Schedule together with the procedural fees soon, as per the letter issued in November 2015 by Dr Ahmad Razid bin Salleh, Director of Medical Practice Division, MoH.

The breakdown of the fees are as below:

Consultation	Fee	Duration spent with patient
Simple Consultation	RM 30.00 – RM 50.00	Less than 10 minutes
Intermediate Consultation	RM 51.00 – RM 80.00	Less than 20 minutes
Complex Consultation	RM 81.00 – RM 125.00	More than 20 minutes

The consultation rate will be tied to 153 commonly used diagnoses. This has been agreed to by all TPAs.

4. Medicine prices

- Standardised medicine prices. A 30% mark up for generic and 18% for patent drugs from the agreed wholesalers' price.
- Medicine prices will be reviewed from time to time (a decision will be made on the duration).

5. Selection of clinics

- Transparency in the selection criteria of GP clinics as service provider.

6. Grievance mechanism

- Committee consists of: two representatives from MMA, one each from FPMPAM, MPCAM and PERDIM, and one each from AIA, PM CARE, RED ALERT, ASP and PCS rakyat.
- This committee will address various issues which are brought up by GPs and TPAs.

What is next before being implemented and enforced?

- MMA has presented the proposed revised 7th Fee Schedule to Deputy Director General of Health Datuk Wira Dr Jeyaindran. We are now awaiting a presentation to YBMK Datuk Seri Dr S Subramaniam.
- A circular from Director General of Health, Datuk Dr Noor Hisham Abdullah to TPAs and General practitioners to comply to the PHFSA, Fee Schedule, MCO guidelines and MMC Code of Professional Conduct.

PPSMMA has worked hard on this and now just awaiting MoH to enforce it.



Congratulations

Malaysian Medical Association
congratulates

Dato' Dr Fadzi @ Fauzi Bin Abdul Hamid
(Member, Kedah Branch)

On the award of
Darjah Dato' Setia Diraja Kedah (D.S.D.K)

By

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Almu'tasimu Billahi Muhibuddin Tuanku
Alhaj Abdul Halim Mu'adzam Shah Ibni
Almarhum Sultan Badlishah
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