

# Categories

```
graph TD; A[Categories] --- B[Medical aid]; A --- C[Private]; A --- D[WCA];
```

Medical  
aid

Private

WCA

# Sub- Categories

```
graph TD; A[Sub-Categories] --> B[Normal]; A --> C[PMB]; A --> D[Hybrid]; B --- E[Follow the normal Collection Cycle]; C --- F[If the invoice has a PMB ICD-10 it should follow the PMB Collection Cycle]; D --- G[To change between Collection Cycles];
```

**Normal**

Follow the normal  
Collection Cycle

**PMB**

If the invoice has a  
PMB ICD-10 it should  
follow the PMB  
Collection Cycle

**Hybrid**

To change between  
Collection Cycles

# Collection Cycle

**Medical aid**

**Private**

**WCA**

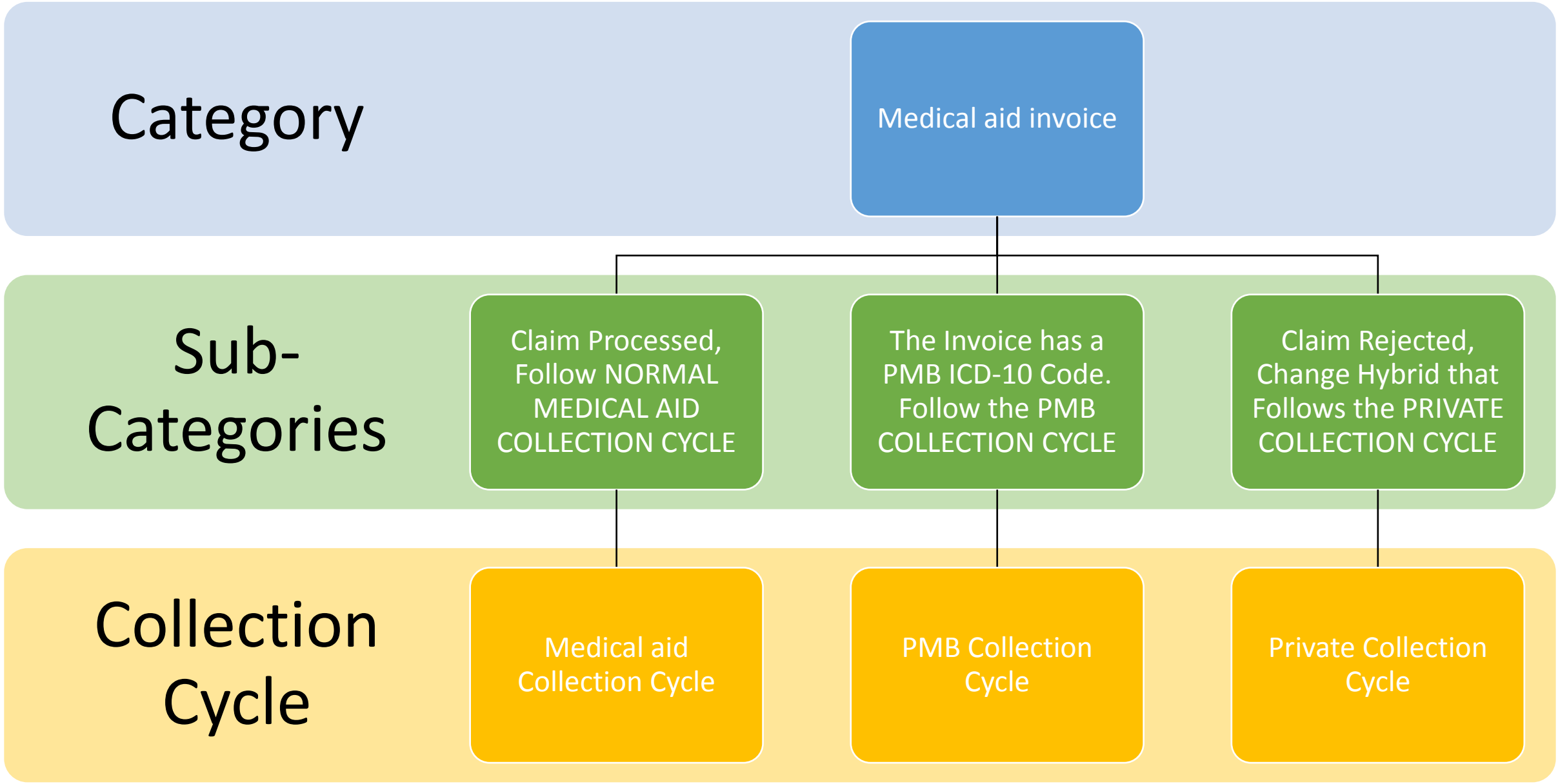
**PMB**

Days	Action
0	Submit account
14	Follow up with Medical aid
21	Send statement to patient
30	Reminder SMS
60	Phone call and SMS
90	Final demand
120	Handover

Days	Action
0	Mail account and SMS
30	Mail account and Phone
60	Reminder SMS
70	Urgent SMS
90	Final demand
120	Handover

Days	Action
0	Submit account
30	Follow up with COID/WCA
60	Follow up with COID/WCA
90	Mail account and Phone
120	Urgent SMS
150	Final demand
180	Handover

Days	Action
0	Submit account
14	Follow up with Medical aid
21	Obtain Ref for PMB
30	Mail account and Phone
60	Urgent SMS
90	Final demand
120	Handover



Category

Medical aid invoice

Sub-Categories

Claim Processed,  
Follow NORMAL  
MEDICAL AID  
COLLECTION CYCLE

The Invoice has a  
PMB ICD-10 Code.  
Follow the PMB  
COLLECTION CYCLE

Claim Rejected,  
Change Hybrid that  
Follows the PRIVATE  
COLLECTION CYCLE

Collection Cycle

Medical aid  
Collection Cycle

PMB Collection  
Cycle

Private Collection  
Cycle