

# GoMedPay – Rejections Snapshot

Snapshot confidence: 67%

[Practice] • [Period] • Generated 2026/06/13

Your claim file was processed in your browser. It was not uploaded to GoMedPay.

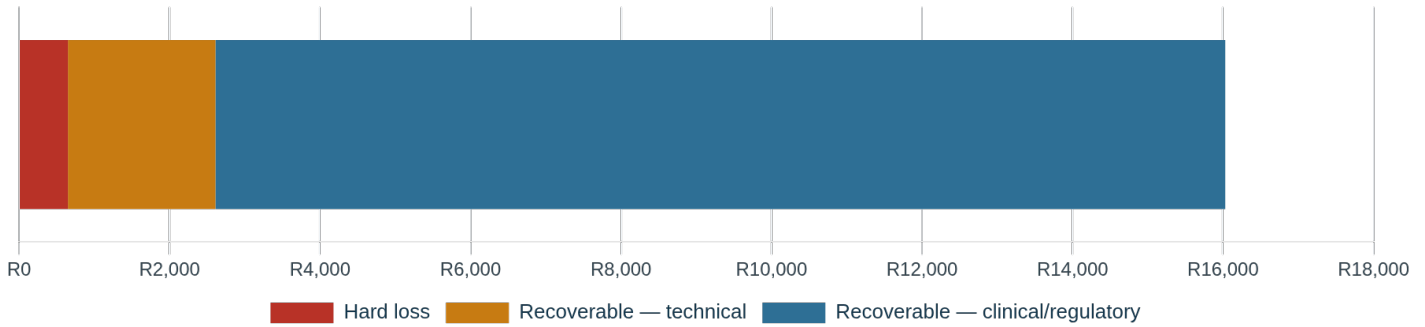
## RECOVERABLE VALUE AT RISK

# R8,487 – R14,145

of R16,029 total at risk • R650 hard / unrecoverable

### Recovery value

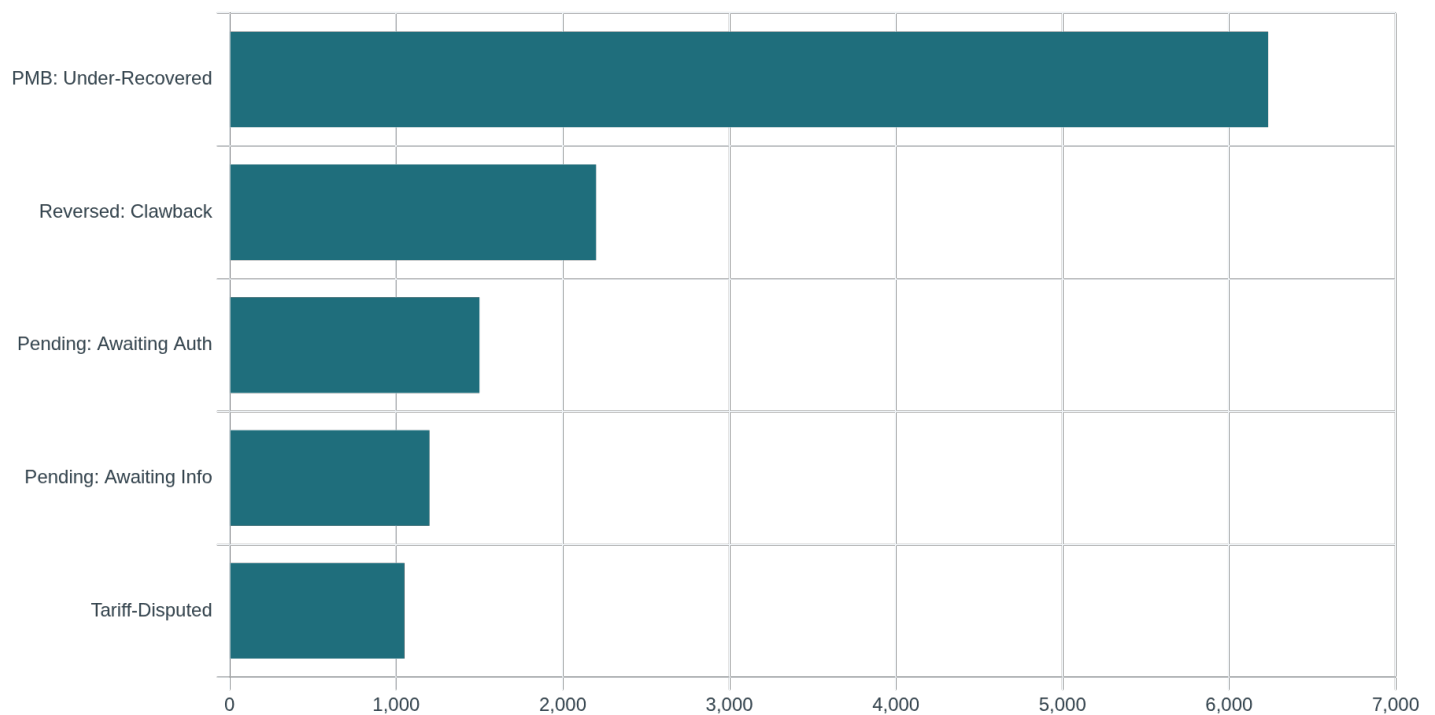
Open-appeal value	R5,115
Recovered to date	R5,000
<b>Total recoverable</b>	<b>R14,145</b>
At risk – stale/repudiated	R1,235



## Rejection KPIs

Switch rejection rate <b>0.5%</b> Green	Adjudicated denial rate <b>2.5%</b> Green	PMB denial rate <b>13.3%</b> Amber
Recoverable % <b>88.2%</b> Green	Median days to resubmission <b>0.0</b> Green	Deadline-danger claims <b>0 (R0)</b>

## Where the money is trapped – top categories by recoverable value



• PMB exposure: 2 denied/under-recovered PMB claim(s).

Request a GoMedPay Deep-Dive – find the root causes and stop repeat rejections.

# Operational work queue

What must be fixed now – for the Practice Manager

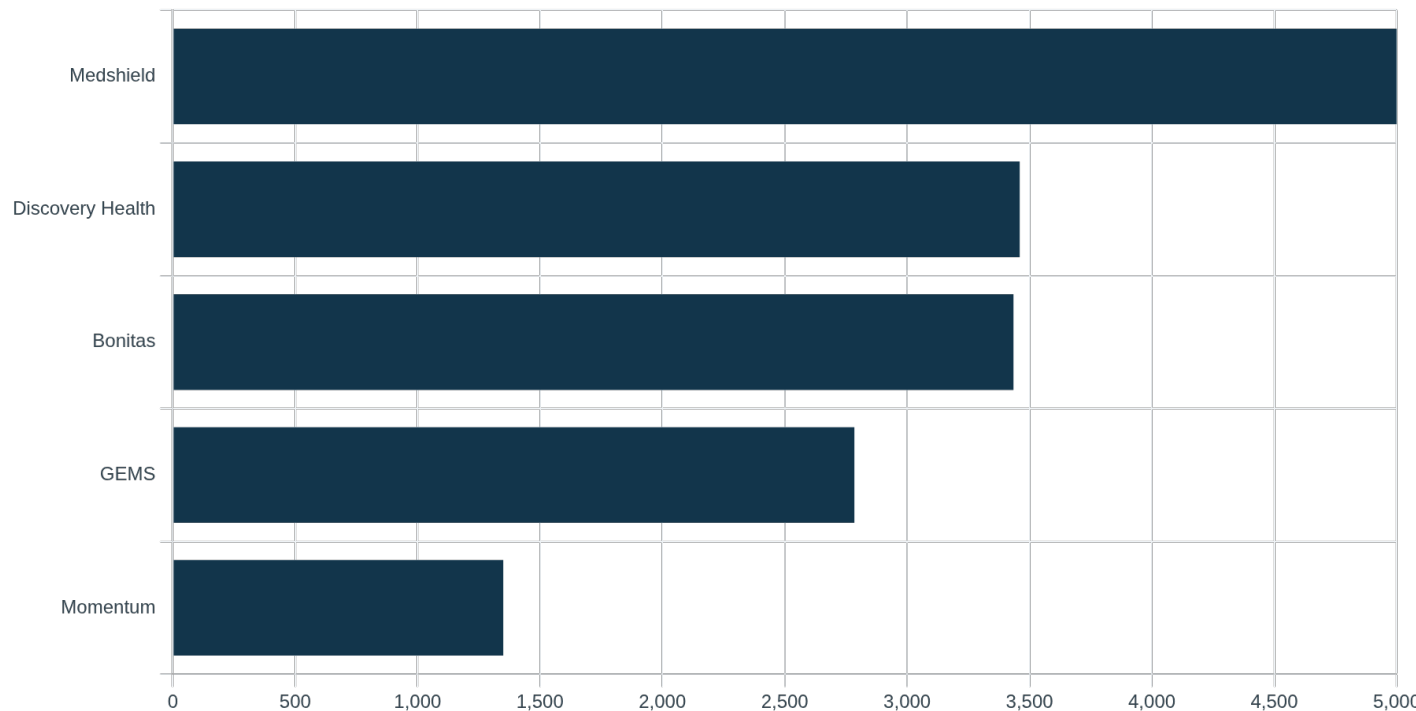
<b>12</b> Exceptions logged	<b>1</b> Switch rejects	<b>5</b> Adjudicated denials	<b>2</b> PMB denied	<b>0</b> Deadline danger
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## Deadline-danger & owner accountability

Scheme	Failed	Outstanding (R)	Recoverable (R)	Avg days	Top category
Medshield	2	R5,000	R5,000	92	PMB: Under-Recovered
Discovery Health	3	R3,460	R3,460	93	Pending: Awaiting Auth
Bonitas	2	R3,435	R2,200	94	Reversed: Clawback
GEMS	3	R2,785	R2,785	92	PMB: Under-Recovered
Momentum	2	R1,350	R700	93	Tariff-Disputed

**Clawbacks (reversals) flagged this period: money already received and now at risk – respond before it becomes permanent. Outstanding exposure: R2,200.**

## Scheme league – where the rand is sitting



**What GoMedPay would test in the deep-dive**    
 Pre-submission control weakness • authorisation capture/validation • PMB classification & appeal-pack quality • scheme/category concentration

# Governance & diagnostics

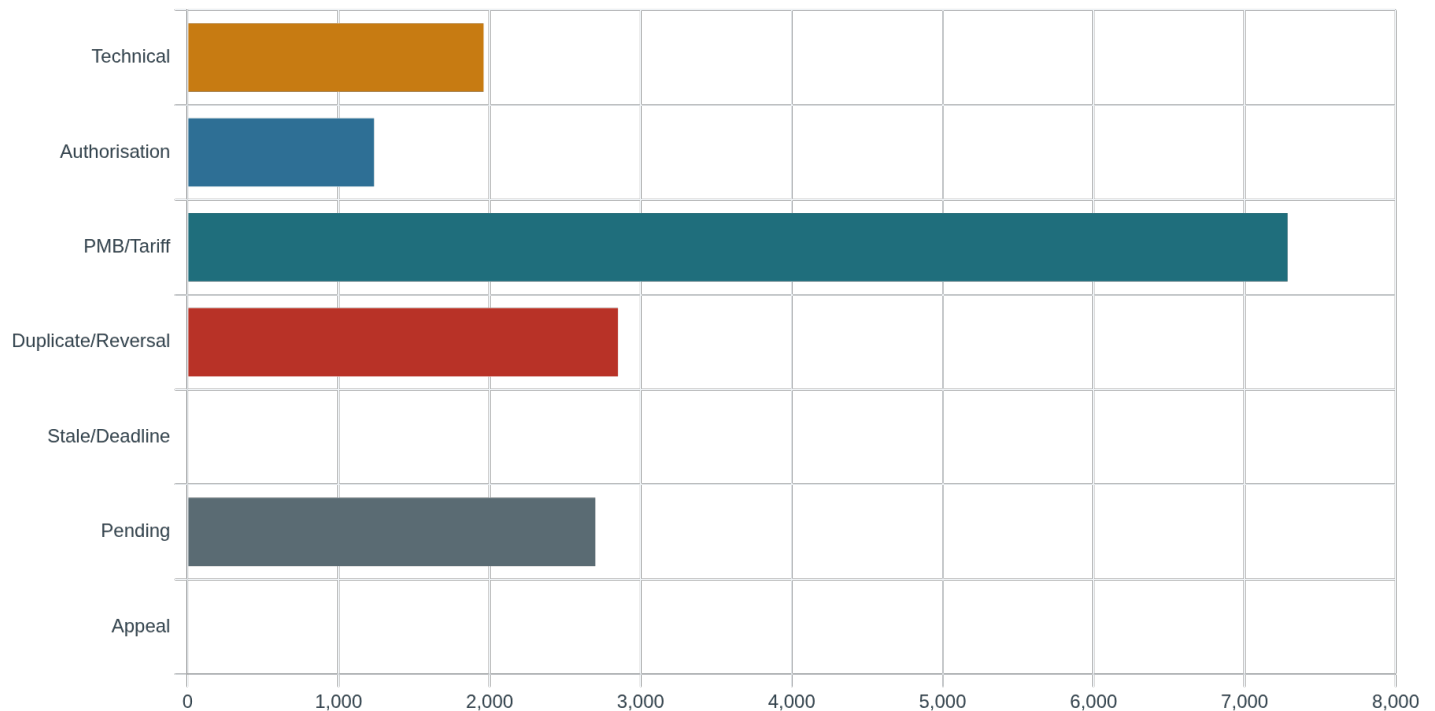
Is the rejection environment improving?

## Rejection value at risk – category × scheme (outstanding R)

Darker cells = larger rand exposure. Fix there first.

Rejection category	Discovery Health	GEMS	Bonitas	Momentum	Medshield	All (R)
6 - Pending: Awaiting Info	-	R1,200	-	-	-	R1,200
7 - Pending: Awaiting Auth	R1,500	-	-	-	-	R1,500
8 - Rejected: Technical	R980	-	-	-	-	R980
9 - Repudiated: Final	-	-	-	-	-	-
10 - Stale: Scheme-Barred	-	-	-	-	-	-
14 - Reversed: Clawback	-	-	R2,200	-	-	R2,200
15 - Switch-Rejected	R980	-	-	-	-	R980
16 - Under Appeal: IDR/CMS	-	-	-	-	-	-
17 - PMB: Under-Recovered	-	R1,235	-	-	R5,000	R6,235
18 - Duplicate Claim	-	-	-	R650	-	R650
19 - Auth-Mismatch	-	-	R1,235	-	-	R1,235
20 - Tariff-Disputed	-	R350	-	R700	-	R1,050
22 - Resubmitted: In-Chamber	-	-	-	-	-	-
<b>All categories (R)</b>	<b>R3,460</b>	<b>R2,785</b>	<b>R3,435</b>	<b>R1,350</b>	<b>R5,000</b>	<b>R16,029</b>

## Root-cause mix (high-level)



### Benchmark gap

Combined denial rate 3.0% vs GoMedPay operating threshold 8% ☑ within threshold.

### Top 3 root causes (unlocked in the deep-dive)

#### PMB: Under-Recovered

R6,235 recoverable

Root cause & control ⓘ

#### Reversed: Clawback

R2,200 recoverable

Root cause & control ⓘ

#### Pending: Awaiting Auth

R1,500 recoverable

Root cause & control ⓘ

Move from seeing the symptom to curing the cause – book a 15-minute walkthrough, no data shared.