

<b>Practice:</b>	[Practice name redacted]
<b>Review date:</b>	June 2026
<b>Period reviewed:</b>	January–May 2026 (5 months)
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## Executive Summary

This specimen review format illustrates the output structure GoMedPay produces at the end of an Unpaid Claims Review engagement. All practice identifiers, amounts, and scheme details have been removed. The findings below are representative of the analysis performed — not of any specific practice.

### Key Findings at a Glance

Category	Claims reviewed	Amount (R)	Status
Medical aid — paid	—	—	Matched
Medical aid — short-paid	—	—	Disputed / recoverable
Medical aid — rejected	—	—	In remediation
PMB-qualifying, unfunded	—	—	Escalation required
Patient balances 0–90 days	—	—	Follow-up due
Stale (>120 days, no dispute)	—	—	Written off / noted

## Findings

### F1 — Rejection pattern: switch-level errors

A proportion of the rejected claims failed at the switch layer before reaching the scheme. These rejections are correctable with minimal clinical involvement. Resubmission window is still open.

### F2 — PMB funding gap: ICD-10 coding specificity

Several consultations involving PMB-qualifying conditions were submitted with non-specific ICD-10 codes. This resulted in funding from day-to-day savings rather than the PMB risk pool. The shortfall can be quantified and disputed where the 30-day dispute window is open.

### F3 — Remittance-to-bank reconciliation gap

ERA batches were not matched to bank EFT receipts on a same-day basis. Three ERA batches from Q1 remain unmatched. This creates risk of undetected reversals and overpayment.

### F4 — Stale claims approaching write-off threshold

A number of claims are within 14 days of the scheme's four-month stale-claim threshold. Immediate action is required to resubmit or raise formal dispute before the window closes.

## Recommended Actions

Priority	Action	Owner	Deadline
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High	Resubmit correctable switch rejections	GoMedPay	Within 5 days
High	Raise PMB funding disputes (open window only)	GoMedPay	Within 14 days
Medium	Complete ERA-to-bank reconciliation for Q1	Practice + GoMedPay	Within 7 days
Medium	Establish daily remittance-matching routine	Practice manager	Ongoing
Low	Implement Day 75 alert on all active claims	GoMedPay	Phase 2

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This is a specimen document. Patient identifiers, practice names, scheme names, amounts, and claim references have been removed. It is intended to show the output format, not to represent any actual recovery outcome. GoMedPay does not claim recovered amounts unless they are real, documented, anonymised, and owner-approved for disclosure.

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