

ACCREDITED MEDICAL SCHEME ADMINISTRATORS

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PMR.africa has conducted its annual survey assessing the Accredited Medical Scheme Administrators in South Africa.

Respondents were asked to rate the medical scheme administrators across a range of 24 attributes namely:

- Accessibility to appropriate medical aid administration personnel
- Accuracy of information
- Accuracy of statements
- Adaptability/ flexibility
- Adjudicate claims
- Advising on financial risk - building solvency, capital and security
- Administration/IT systems
- Call center
- Call time response
- Collection of contributions
- Communication of benefit options
- Communication of general issues and problems
- Cost containment
- Efficiency/changes of membership and benefit options
- Knowledge of staff
- Pay accounts from providers/suppliers
- Power of staff to make decisions and solve problems
- Quality of problem resolution
- Simplicity and clarity of statements
- Speed of problem solving
- Speed/ease of claim settlement
- Usefulness of reports
- Value-added initiatives
- Value for money

The respondents gave verbatim comments on the perceived strengths and weaknesses of the medical scheme administrators they rated.

The ratings are based on the perceptions of the respondents.

How the survey was conducted:

Universe: Listed and large companies offering medical aid benefits to their employees.

Timing: Interviews were conducted during October, November and December 2007.

Sample: A random, national sample of 110 HR directors, managers and senior managers dealing directly with employee medical aids were interviewed.

Methodology: Interviews were carried out telephonically utilising semi-structured questionnaires. Back-checks were conducted at all stages of the fieldwork, response coding, data capture and analysis.

Research process: Experts in this industry were consulted for their input towards the methodology and questionnaire design.

Business Intelligence Research Report:

A detailed business intelligence research report providing competitive insight of strategic value is available. The research report includes comparative tables and graphs of all the rated companies, verbatim comments as well as demographic details delivered on CD with a PowerPoint presentation. The research is available at R 20 000 excl. VAT. 4-year trends are available.

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