



## SECTION 59 INVESTIGATION

Day 11

Minutes of the Inquiry

Session 2

Date	Thursday, 26 September 2019
Time	12:00
Location	420 Witch-Hazel, Block A, Eco Glades
Chairman	Adv. T. Ngcukaitobi

Agenda Subject	Discussion
I. Call to order	Chair Adv. Ngcukaitobi called the inquiry to order at 12:05
II. Witness swore under oath	Chair called the motion to have the Dr. Stephen Molepo (Clinical Psychologist) to take an oath and then to begin with his presentation.
III. Noting of submissions on file received from Dr Molepo	Chair noted that they (the Secretariat, Advocates Ngcukaitobe, Williams and Hassim) received copies of the letters and the report of the audits from Gems and Discovery.
IV. Introduction	Dr. Molepo gave an introduction of himself and his work as a clinical psychologist working in Polokwane from 2008.
V. <b>Complaint</b>	Dr. Molepo complained that he made two submissions to <b>CMS</b> in June and he did not get proper feedback up to date regarding the filed complaints
VI. Key Issues of Discussion	<p>The first case was in 2018 whereby Gems was questioning or alleging that he is seeing a lot of patients compared to his colleagues. His response to this allegation was that he runs a private practice and deals with patients who suffer from trauma, and some are couples with marital issues.</p> <p>On the 8th of May 2018, he also got another communication from Discovery with the allegations that he is an outlier and wanted him to verify if he really saw the patients he claimed he saw for the amount of time that he said he did. They requested for the clinical notes and diary of appointments of members of Discovery.</p> <p>Dr. Molepo then sent discovery a copy of the excel spreadsheet on the 10th of May 2018, where consulted patients were recorded. The only information Dr. Molepo could not provide via fax or post was the diary of client appointments to Discovery's office in Sandton. Dr. Molepo then invited them to his practice in Polokwane in order for them to look at the voluminous diary and clinical notes of Discovery's patients that were in the audit. However, Discovery refused to visit</p>

	<p>his practice to obtain the information from the diary and clinical notes. After a long silence, then Discovery communicated on the 5th of August requesting that Dr. Molepo should give them the information from the diary and clinical files.</p> <p>Adv. Williams requested to see the copy of the email that Dr. Molepo had sent to Discovery which contained the excel spreadsheet that contained appointments for patients, dates and times together with patients' contact details.</p> <p>With regards to clinical files Dr. Molepo expressed his concern for giving client files to a none-medical individual from Discovery without the consent of His patients. In this instance, he again invited the scheme to come to his practice to have a look at the files, rather than Him having to email copies of these files. Yet again the scheme did not want to go to the practice.</p> <p>Later in November the medical scheme (Discovery) sent Dr. Molepo a notice that since he failed to provide the information that was requested, they will suspend payments, indeed payments got suspended and also clawbacks started by December 2018 up until now.</p> <p>He is getting communication from discovery saying they have incorrectly paid him.</p> <p>The other issue raised by Discovery was that of coding. They said that Dr. Molepo should use a certain code that his colleagues are using. They also complained about the time spent with patients.</p> <p>Dr. Molepo's argument with that was that if a patient has been consulted for thirty minutes or an hour for example, then the billing should also be accordingly to the medical aid. On average his consultations range between 51 to 60 minutes, however Discovery continued to clawback payments made.</p> <p>Adv. Williams asked Dr. Molepo that could he not provided the clinical files and black out the notes leaving only the name of the patient, and was it because he did not want to incur the administrative cost of sending the files to the scheme. Dr. Molepo's response was that it was more than the costs, but also his obligation to the HPCSA for client information confidentiality, hence he requested the scheme to engage with the patients and get their consent to receive clinical files from the Doctor. Dr. Molepo said that Discovery refused this option also and placed onus on him to get these consents from the patients.</p>
<p>VII. Impact of suspended payments and clawbacks on the business</p>	<p>Dr. Molepo explained to the panel the impact of suspended payments that affected both him and the patients as some are very sensitive to start therapy or counseling with a different Doctor. The practice has even lost some of the patients, and a few remained and are willing to pay cash. Dr. Molepo also noted that he still sees most patients who are in hospital even though he knows that he will not be paid for it because his primary concern and commitment is to help patients.</p> <p>He stated that the amount lost from drawbacks so far was about R71 000 across medical aids.</p>
<p>VIII. Other business</p>	<p><b>None</b></p>

Adjournment: Adjourned at 13: 00 pm to  
Next date for the inquiry 27/09/19 at 10a.m.