Konnect NET

User Guide

22/05/2025

SureMed User Guide for Medtech Evolution

By Konnect NET – a smarter way to securely share information with insurers.

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SureMed Requests

A simpler, more secure way to complete medical information requests for insurers—right from your practice management system.

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Contact

Konnect NET Customer Service Team

suremed@konnectnet.com or call us on 0800 566 632 (option 1)

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Section 1

Accessing SureMed forms

You can access our SureMed request from both the Patient and Provider's inbox.

If you are unable to locate the SureMed request, it may be sitting as an 'unmatched form' in the Provider's inbox.

A Filter the Provider's inbox selecting 'Filter'.

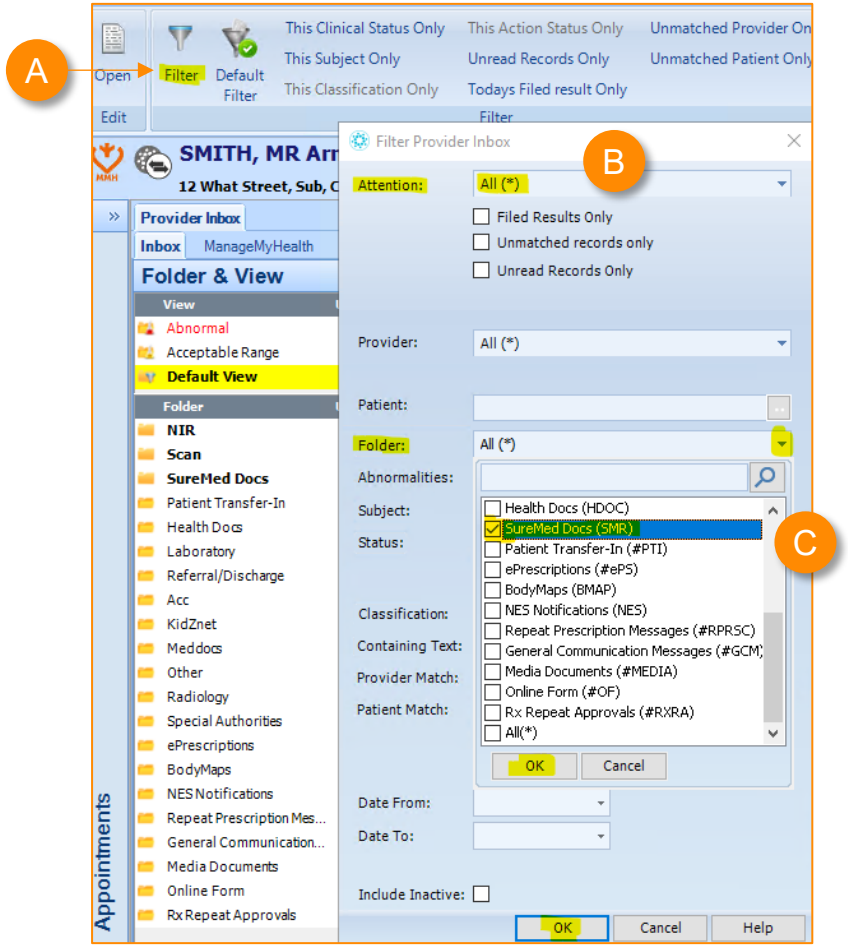
Ensure to change the following tabs:

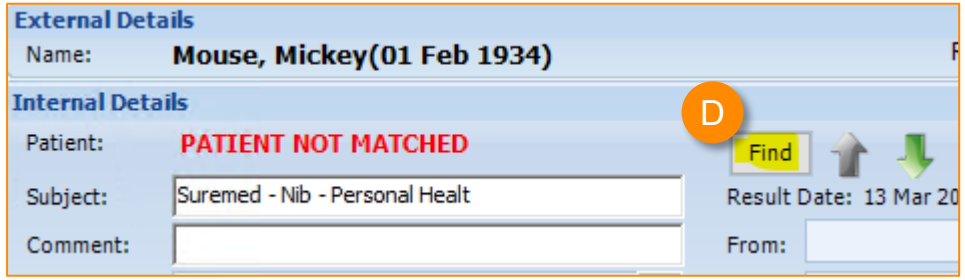
B Attention to 'All'

C Folder to 'SureMed Docs'

D Once you have located the unmatched form, you will see *PATIENT NOT MATCHED*. Select the 'Find' tab to search for the correct patient.

Once you have matched the request, the form will automatically drop into the patient's inbox.





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Section 1

Accessing SureMed forms (continued)

E

Please note, you can receive multiple messages in the patient inbox, depending on the Insurers requirements.

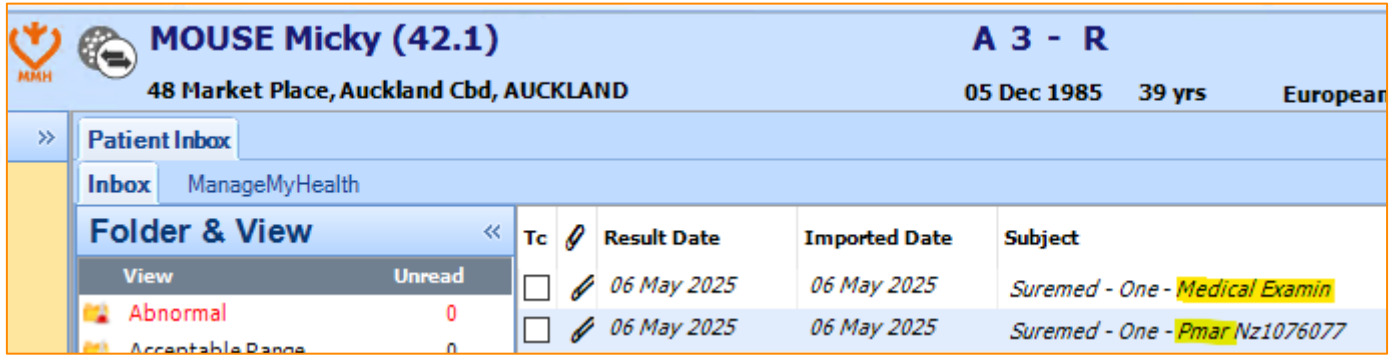
Each message should be actioned accordingly as per the instructions i.e. PMAR requesting medical information can be actioned immediately, whilst the patient arranges a double appointment for the Medical Exam.

F

Comments can be added to the SureMed message, in the free text box.

This enables reception to view comments easily when arranging upcoming appointments, specifically for the SureMed request.

E



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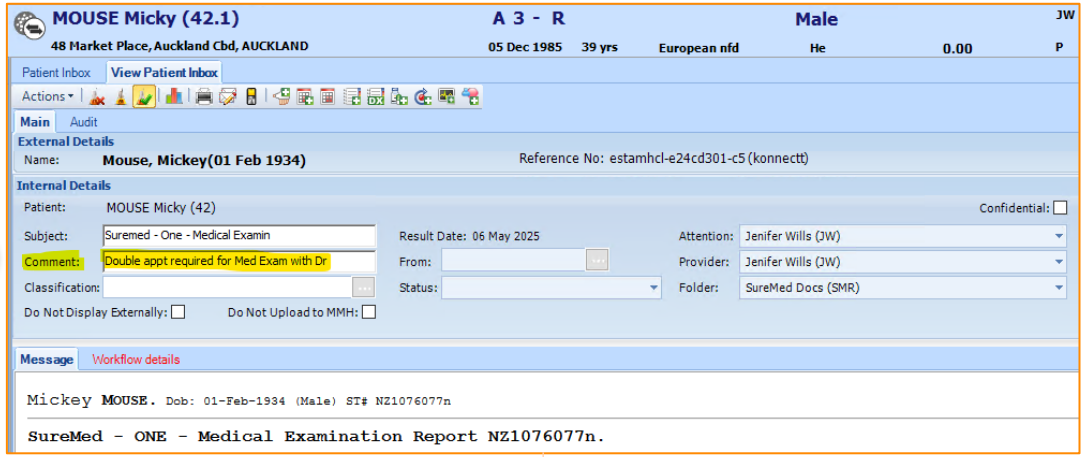

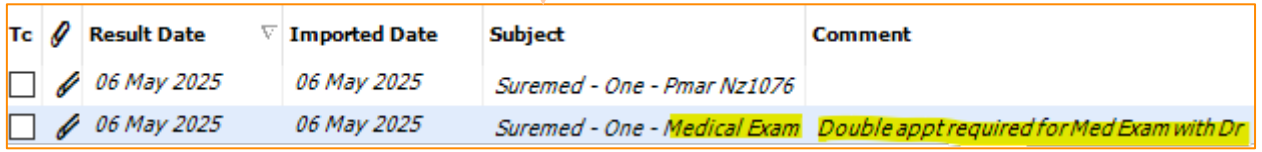

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Section 2

General inbox message overview

A

If we have addressed our request to the **incorrect Doctor**, please ensure to change both the ‘Attention’ and ‘Provider’ fields to the correct Doctor, ensuring the request is correctly assigned.

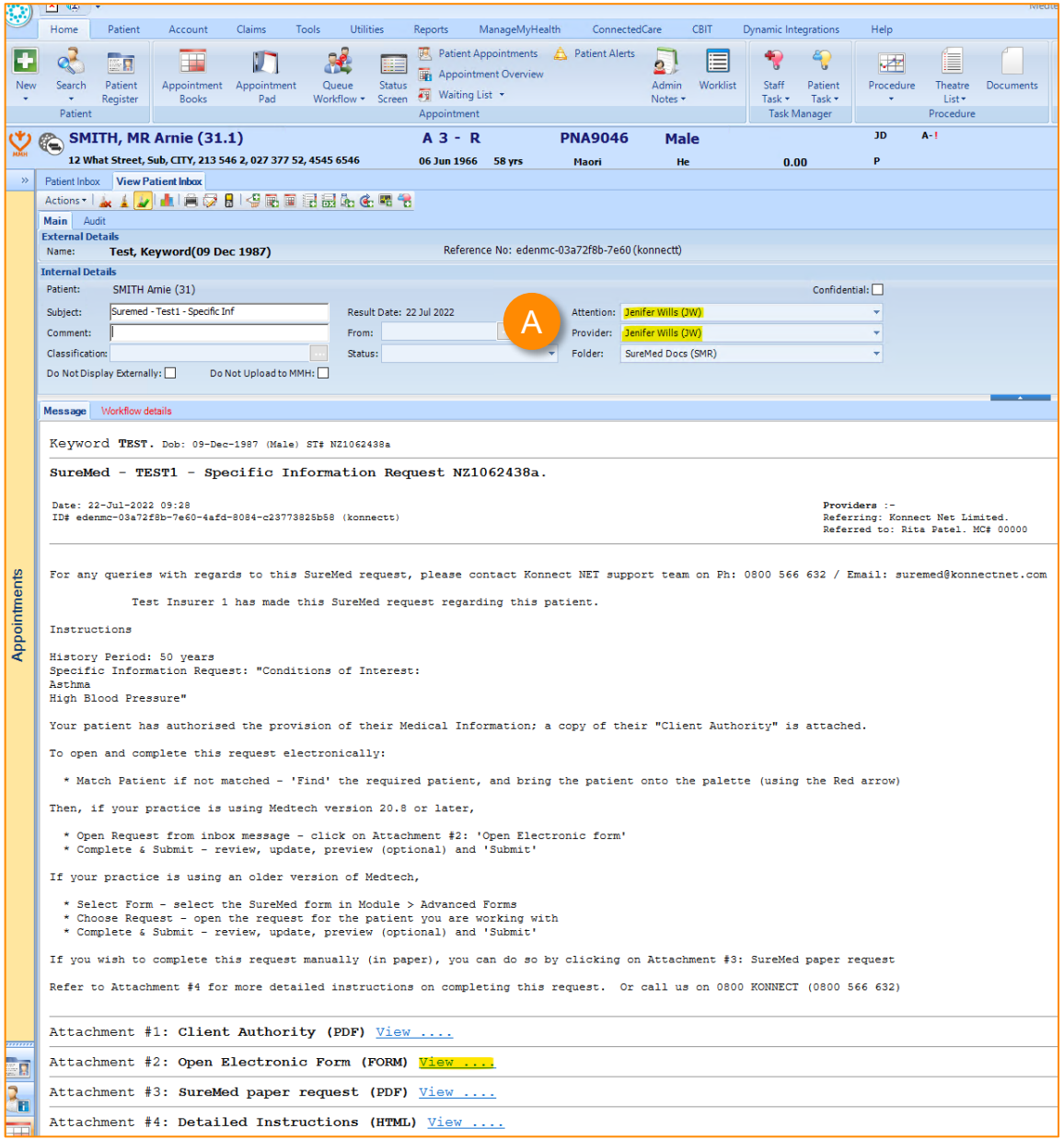
B

The main action links to our forms are located at the bottom left corner of the inbox message:

Attachment 1 = Copy of the patients Consent

Attachment 2 = Open our Electronic Form

Attachment 3 = Copy of our Paper form



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Section 2

General inbox message overview (continued)

C

If you have received a request and need to communicate with us e.g. *Patient is not registered at your practice*, please select **Attachment 5** – Decline to respond.

This will provide you a text box to send us your decline message. Once declined, this will automatically send us your notification to action the request accordingly or we will be in touch with you to discuss further.

C

Attachment #1: **Client Authority (PDF)** View ....

Attachment #2: **Open Electronic Form (FORM)** View ....

Attachment #3: **SureMed paper request (PDF)** View ....

Attachment #4: **Detailed Instructions (HTML)** View ....

Attachment #5: **Decline to respond (HTML)** View ....

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Section 3

Filling out our form

A

The patient's information will automatically pre-populate into the from, within the specified history period provided by the Insurer

The Instructions and history period are located at the top of your screen noted in the blue ribbon. Feel free to select ‘Hide Instructions’ to enlarge your screen.

B

Mandatory questions are indicated by a red asterisk *.

Please ensure these questions are answered accordingly throughout each tab.

C

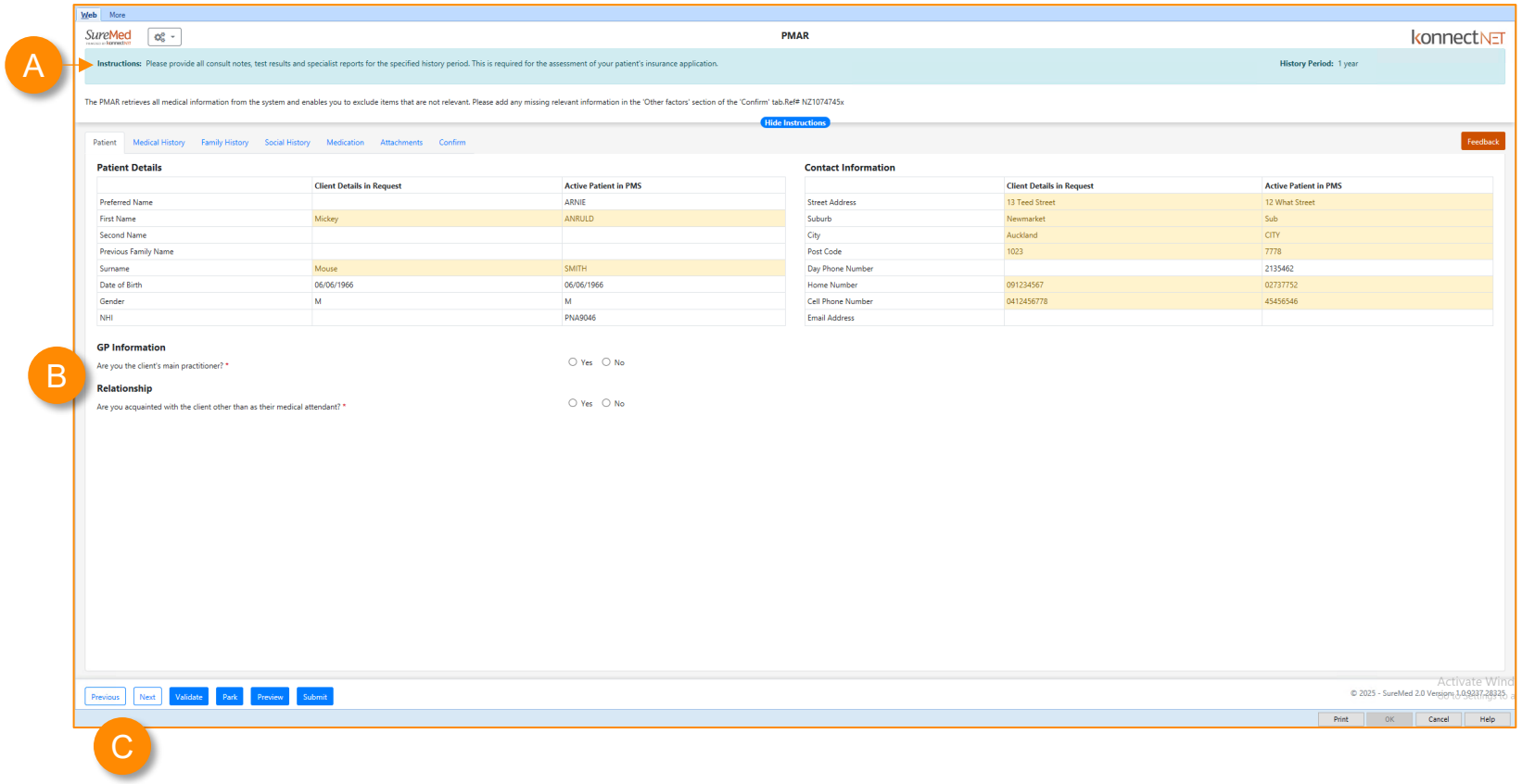
Previous – Helps you navigate to the previous tab

Next – Helps you easily navigate to the following tab

Validate – Highlights any mandatory questions, still requiring action

Park – Allows you to ‘pause’ the form, which can then be actioned at a later stage

Preview - Allows you to preview a draft copy of the PDF document



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Section 3

Filling out the form (continued)

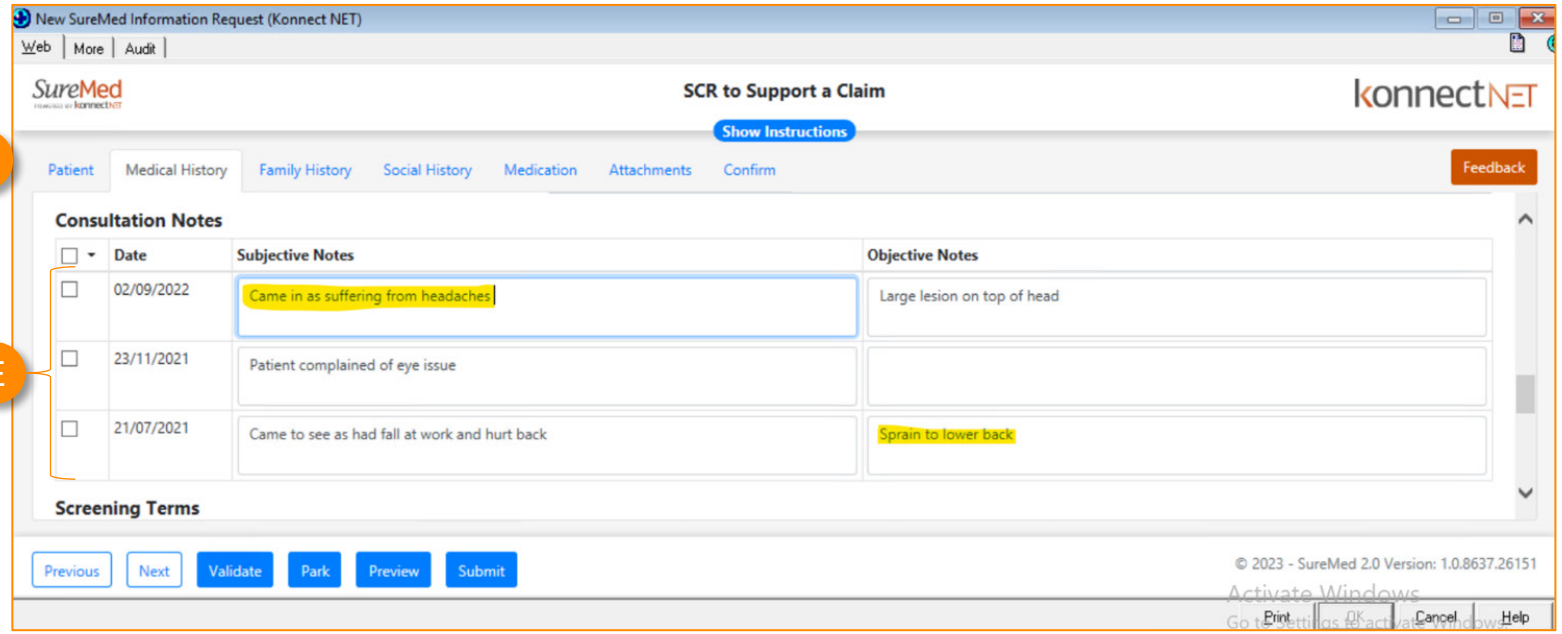
D Please note, all text boxes can be edited to ensure you are removing any third party or irrelevant information, based on the insurer's instructions.

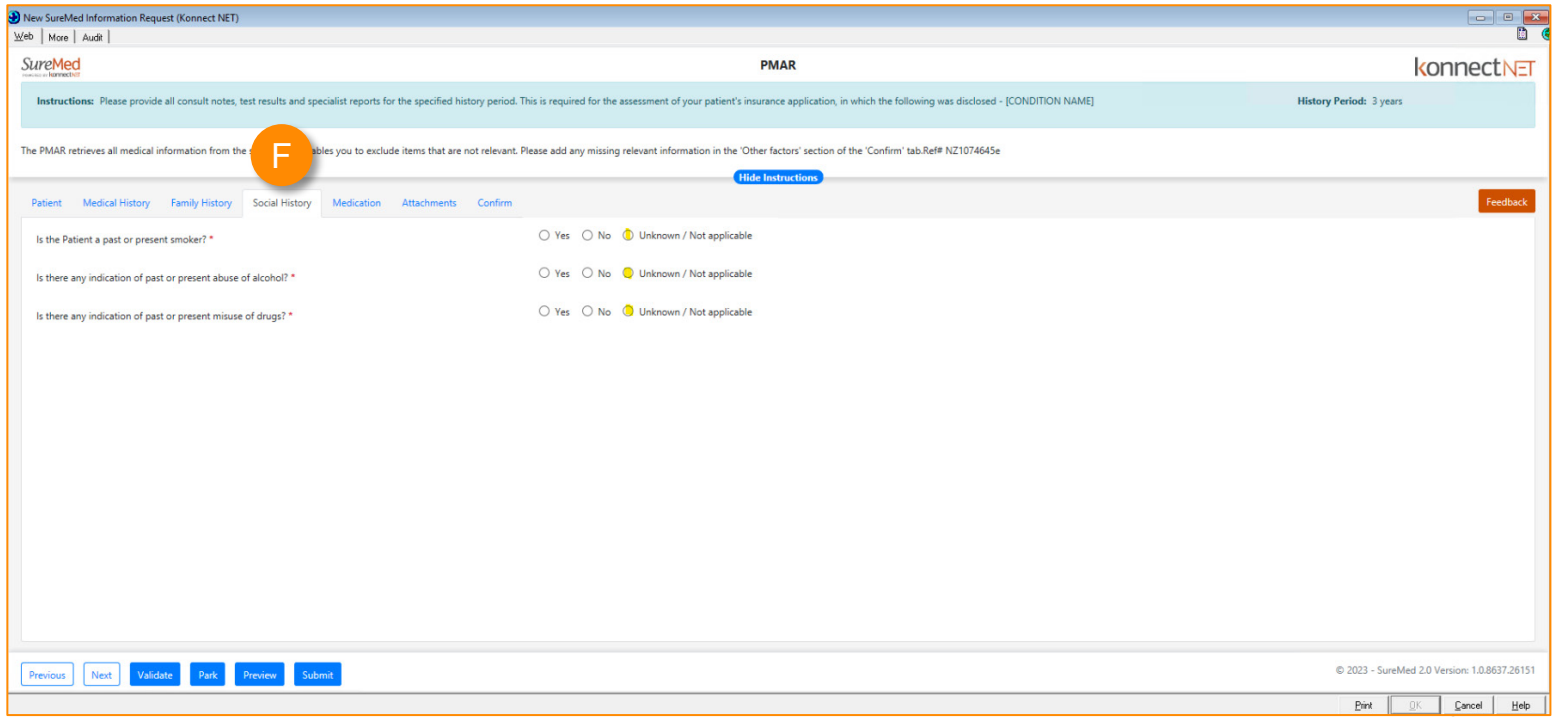
Note: This will only alter the information from the SureMed form, NOT from your Medtech database.

E When responding to a Specific Information /Condition request, it is important that you only select the tick boxes displayed to the left, to ensure the required information is included in the completed report.

F Whilst the request may be specific to a Condition/Injury, our Social History tab is included in all information requests.

If unsure, please select 'Unknown / Not applicable'.





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Section 3

Filling out the form (continued)

G

When accepting our guideline price, an invoice will automatically be generated in SureMed, leading to prompt payment.

There is no need to send us a copy of your invoice, but please do ensure an invoice is raised within your Medtech system.

We do also offer our e-billing service, free of charge.

Key benefits include:

1.When accepting the guideline price for a SureMed request, a numbered invoice will automatically be generated for your practice which is sent to Konnect NET.

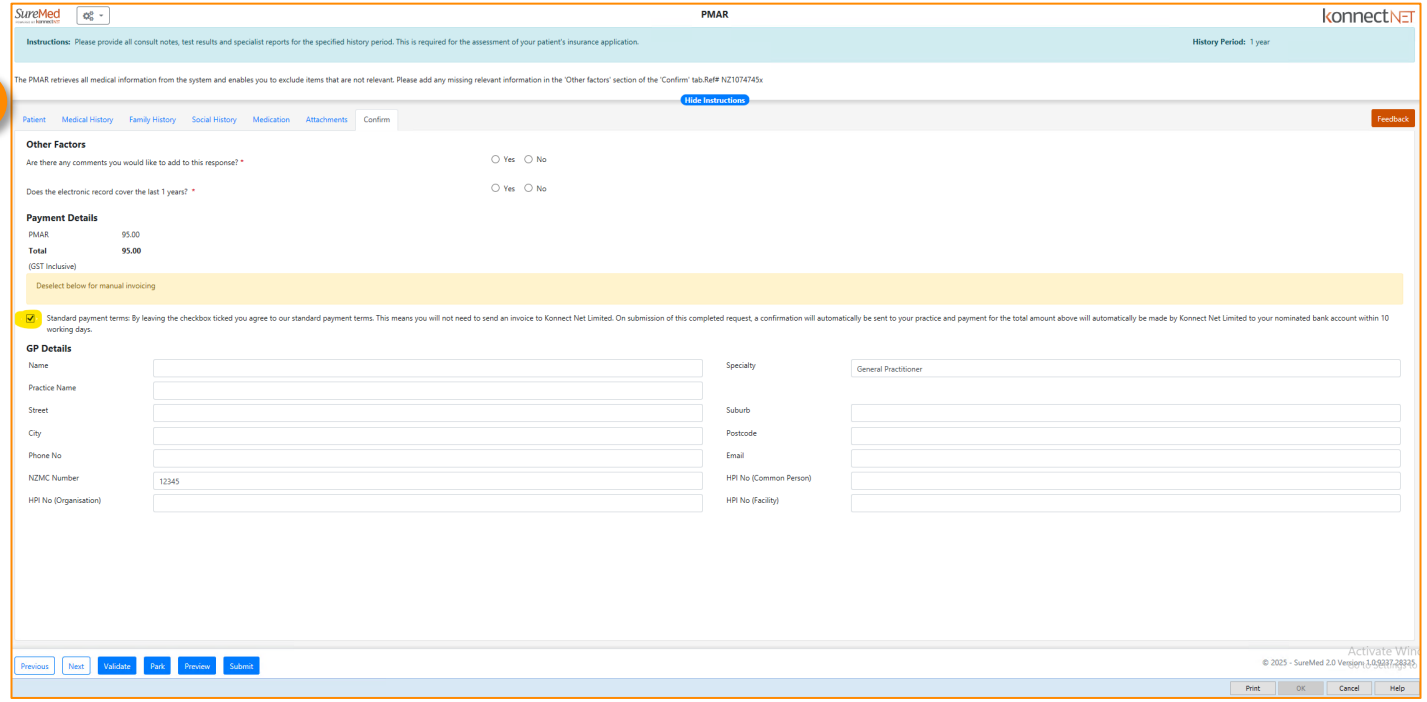
2. Your invoice will immediately be received by us, which allows us to process for payment.

3. Your practice manager or accounts department will no longer need to wait for Konnect NET's confirmation email or manually raise an invoice.

4. The associated invoice number will also be automatically included on your remittance advice – making it easier for you to reconcile payments received

If you would like to manually bill us for your time, please email all invoices to – invoices@konnectnet.com

G



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Section 4

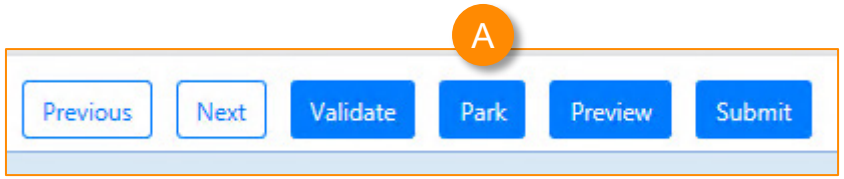
Parking the form, accessing parked forms and cancelling parked forms

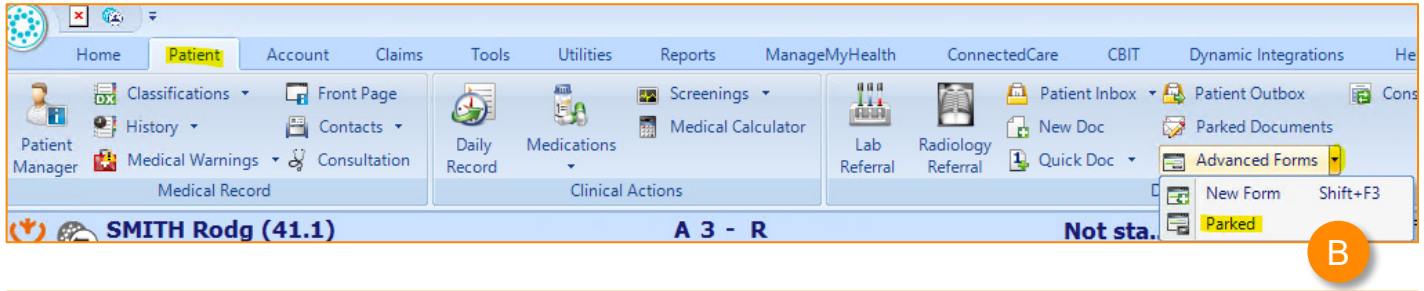
A Clicking on ‘Park’ saves the content of the current form as is, for later use.

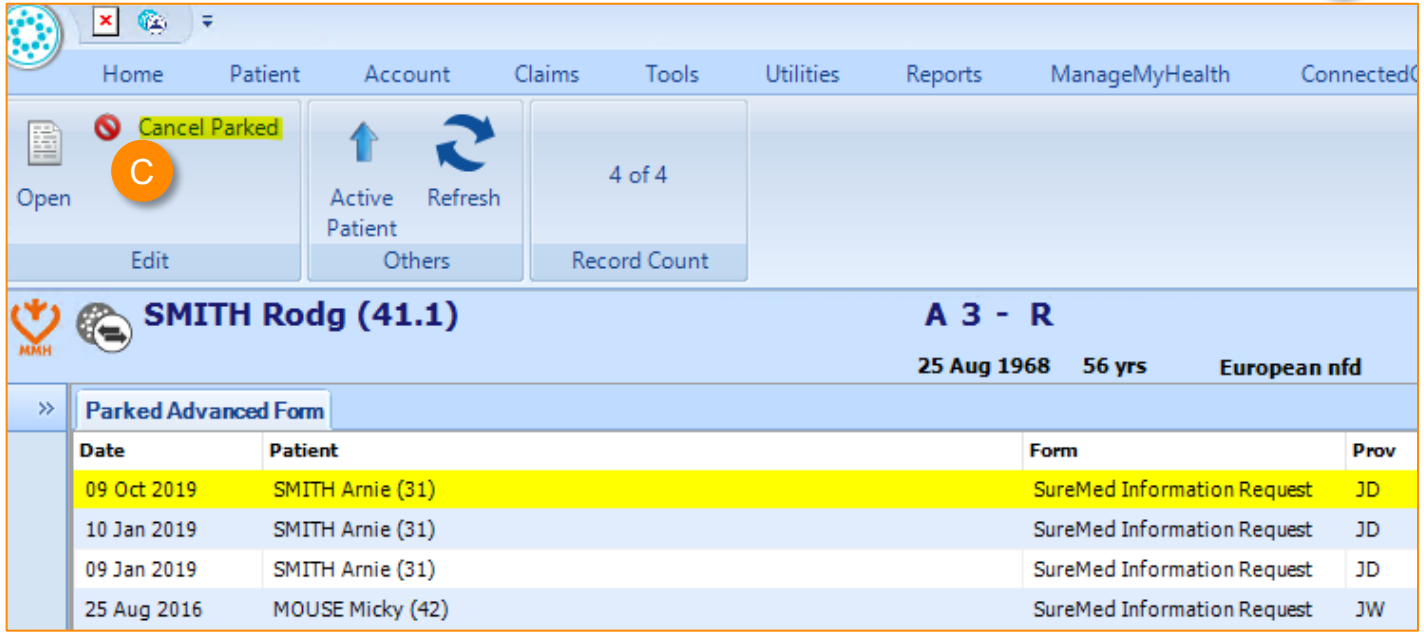
B You can locate parked forms by selecting the dropdown arrow next to Advanced Forms > Parked. This will display a list of all parked forms associated to your practice.

C To cancel a Parked form, follow the above steps noted in B. Once you have located the form you are wanting to cancel, please click on the message once (to highlight it), then select ‘Cancel Parked’.

Note: Once a form is cancelled, the only way to obtain a new copy is by getting it resent. Please call the SureMed team to arrange this – **0800 566 632** opt 1







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Section 5

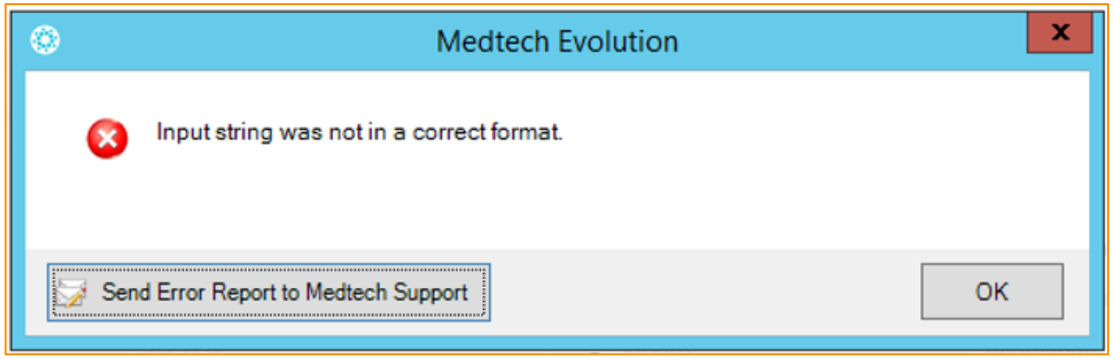
Error messages and IT Providers

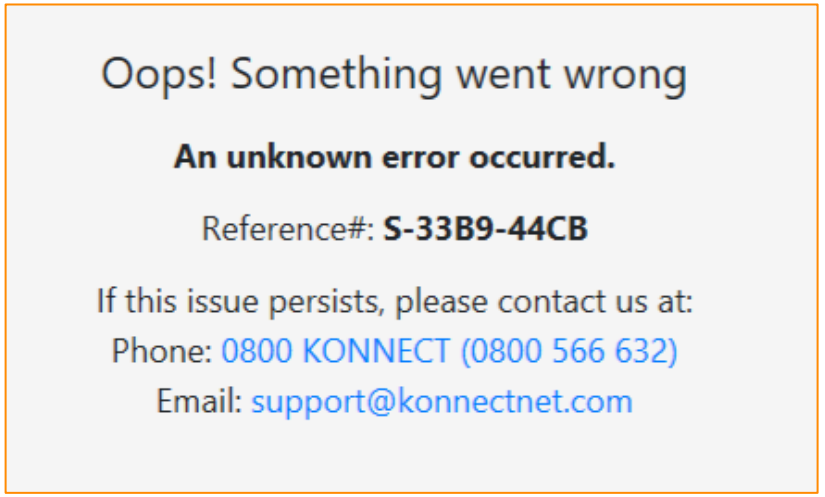
We are aware that you may run into Technical difficulties at times and ask that you please email us the following details, to help us triage your issue.

- KNL Reference number e.g *NZ123456a*
- Screenshot of the error message
- Your IT provider details (Name and Contact number)
- Any additional information that we be helpful e.g. Have you recently had a server upgrade?

Note: Please ensure your IT provider has been notified and that you've authorised us to contact them directly if needed.

Please email this through to us at – support@konnectnet.com





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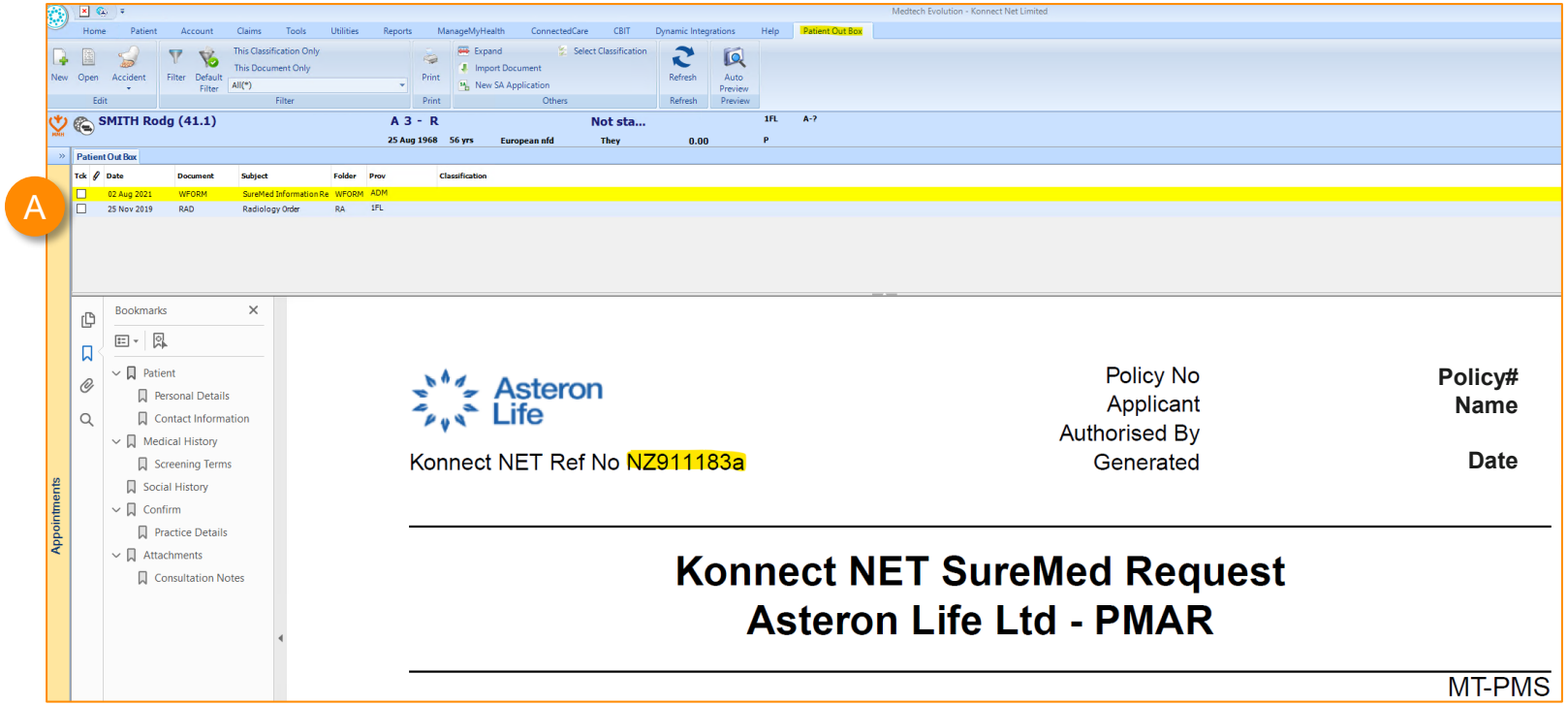
Section 6

Accessing the Submitted form

A For Auditing purposes, a copy of the completed SureMed report will fall into the patient's outbox on the date of completion.

When double clicking into this document, it will open a PDF version of the submitted report, along with the unique KNL reference number and Insurer logo.



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