



Frequently Asked Questions and Exit Process

Please see below a list of FAQ's which should hopefully answer any of your questions about how Medical Management Services (MMS) will manage this process. If you still have questions after reading through this document, please contact a member of the team on management@med-services.co.uk.

What will happen to my patient data?

If you are using your own DGL Practice Manager (DGL) or any other practice management software system your data will remain available to your practice and/or any other supplier if you should choose to engage with one.

If your data is on the MMS DGL then we can make this data available to you, so you can move it to your own DGL licence or other practice management system.

Are the funds collected by MMS on my behalf safe?

All client funds collected by MMS are held in a separate secure Client account and will continue to be paid to our clients as per our current process.

When will MMS stop invoicing my patients?

This will be agreed with you by Friday 30th November.

Will MMS continue to collect aged debt?

Yes, we will continue to collect funds due to your practice on your behalf up to an agreed date.

What will happen to my existing unpaid invoices?

Un-paid invoices will remain open on your DGL licence for your practice or new supplier to manage. If MMS manage your invoices on our licence, we can provide the data to enable your practice or new supplier to continue to work on collecting any payments due.

When will I expect to receive my final payment from MMS?

MMS will continue to actively collect funds due to our customers up to the date agreed with you. Any funds received after this date will be forwarded to you with the required details for your records.

Will I need to buy my own DGL Practice Manager (DGL) licence if I am on the MMS licence?

Yes, you will need to acquire DGL or some other practice management system to manage your business. Our representative will contact you to outline some options.

Who will pay to transfer my data onto a DGL licence if I am on the MMS licence?

Our representative will contact you to outline some options.

Can I transfer my data to a different practice management system?

MMS can provide the data in an industry standard format and it will be up to your system provider to import this data to your new system. If you choose to acquire DGL then there will be no issues with data format and import.

Will my patients, my secretary/Practice Manager and I receive the same level of service?

MMS will provide the same level of service up to your exit date.

Will MMS provide me with End of Year financial statements?

MMS can provide financial reports up to the date of your exit. Our representative will contact you to outline some options.

PLEASE KEEP A COPY OF THIS LETTER FOR YOUR RECORDS



Can I take my secretary or any other member of staff?

Once our staff have left employment with MMS they will be free to engage with you should they choose to.

Can I keep the phone number that MMS has provided me with?

Yes, MMS are willing to transfer your practice phone number to you as part of the exit process. Our representative will contact you to outline some options.

Can I stop using MMS at any time during this period?

Yes, you may choose to exit MMS services any time however this need to be co-ordinated with our team to ensure a clean and efficient exit

Whom do I need to update about MMS not being my partner?

Bupa Providers Online	Changes on Bupa Providers Online can take up to 20 days. Please remove any MMS Employee from your providers online account.
Insurer Details	If you have not already done so, I would strongly recommend , that you complete the Private Practice Register (PPR), this will enable you to change your address and provider with AXA PPP, Aviva , Vitality and Healix Health. AXA PPP will now not accept any changes unless completed via the PPR. Please see link below:- https://www.secure.theppr.org.uk/ppr/pages/registration/landingPage.xhtml . Please also complete change of details on your Bupa provider’s online account.
DGL License	If you are PMMS Hosted (on our licence) and need to transfer your data, purchase a DGL Fob or discuss set-up fees, please contact Stuart Harrison – 07739 631855. Should you decide to go with Bill Medical for your Billing they have agreed to cover the cost of the DGL Licence. Likewise, if you wish to purchase your own licence or platform YOU will need to contact DGL directly: Please cc: MMS into email DGLSupport@clanwilliamgroup.com
Financial Report	You will receive your last MMS financial report on your last day of your notice period. However, in the circumstances please request this directly by emailing Matt Day: mday@med-services.co.uk and CC management@med-services.co.uk
Insurers & Hospitals	It is very important that you update insurers, hospitals and Providers Online whom you work with that MMS will no longer be your billing partner. *Please see post – below
Invoicing Stop Date	Our policy is to stop invoicing for you on day 7 following your notice of termination, or if you prefer, on the day of your termination. Please advise ASAP.
Post	* Any post we receive AFTER your leave date will not be returned. Please be advised that you will need to set up a forwarding address with Royal Mail, link below for ease of reference. https://www.royalmail.com/personal/receiving-mail/redirection . PLEASE NOTE: MMS OFFICES WILL BE VACANT FROM 31 DECEMBER 2018. Please re-direct your post from: Medical Management Services PO Box 1495, Hemel Hempstead, HP1 9PS
Telephone Line	As advised, you can arrange for your telephone number to be ported. Please forward authorisation forms to us to enable the number to be ported over to your new supplier.

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