

# SMARTER CODING STRONGER CASH FLOW

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**Meet Benita Naidoo**  
Medical Coding Specialist

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In the world of medical billing,  
the difference between a paid  
claim and a reduced one often  
comes down to a single detail:  
**coding accuracy.**

That's where Benita ensures  
nothing slips through



**B**enita, our Medical Coding Specialist, brings over 25 years of experience to the team. Based in Pretoria, her career spans two decades at a leading medical scheme, followed by five years at the South African Medical Association. This depth of experience gives her a rare, insider understanding of how claims are evaluated — and where they often go wrong.

**At its core, medical coding is the process of translating clinical notes into standardized codes used**

**for billing, compliance, and data analysis.**

But in practice, it's far more than that. It's the foundation of whether a claim is paid correctly, reduced, or rejected altogether.

Benita is accredited by the American Academy of Professional Coders and is highly skilled in ICD-10, PMB, CPT, and MBCM coding. She works closely with our billing department to ensure every claim submitted is accurate, compliant, and defensible.

## What does this mean for you?

- fewer rejected or down-coded claims.
- maximising the value of every consultation and procedure.
- protecting your revenue — without compromising compliance.

## Your practice benefits from:

- Cleaner claim submissions the first time around
- Improved first-pass acceptance rates
- Faster turnaround times from medical schemes
- More predictable and stable cash flow





## In short, she doesn't just code – she advocates.

**S**he actively analyse revenue trends per doctor and specialty, identifies underperforming codes, and monitors scheme payment behaviours. This allows her to provide actionable feedback that helps doctors optimise their coding and ultimately, their income.

When claims are unfairly reduced or rejected, she steps in with strong clinical motivations, correct coding rationale, and the expertise to challenge decisions where necessary.

Colleagues describe her as someone who thrives on solving complex problems. She has a natural curiosity and a passion for research, always digging deeper to ensure nothing is left on the table.

And when she's not immersed in codes and claims, you'll likely find her unwinding with a good murder mystery – a fitting hobby for someone who enjoys piecing together the details to find the right answer.



"Our doctors can feel confident that every claim is handled with precision, care, and a clear goal: to ensure you are fairly reimbursed for the expertise you deliver."

**We help medical specialists  
create financial clarity and  
structured practices that build  
generational wealth.**



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