

HCP Webinar Q&A

Is there a default duration you would recommend for Healthcare Plans?

We would recommend 12 months as this is the usual period when an annual vaccination is due and the administration of the plans would be easier, but plans can be set up for any length of time.

How do you work out the write off value of a Healthcare Plan?

Merlin allows you to clearly see the amount clients have paid on their plan and how much they have saved. To work out the write off value simply deduct the Core Treatment savings total from the amount the client has paid.

How do you renew a plan?

A plan can be renewed manually, an example may be if a patient has moved into a different size bracket or they can be set to Auto Renew when plans come to the end of the term.

Is there a limit to how many plans you can set up?

There isn't a limit to the number of plans you can set up on Merlin, however more plans require more administration, so this should be considered when you are setting them up.

How are the plans maintained?

The standard method is the import and export of plan information, but there is a new integration which we are currently working on which should soon be set up and ready to go.

Is it possible to set up variable discounts?

Yes, this can be achieved during the set up. For example, if a plan includes the first consult free of charge and the rest to be discounted at 50%, you set up 1 consult with 100% discount and then, say 999 consults with 50% discount.