# FAQ

**01 HOW DO I ACCESS PCNS DATA?**
Complete the data request form and submit it to PCNS.

**02 HOW DO I CHANGE MY EFFECTIVE DATE?**
Effective dates may not be changed under any circumstance. Your effective date is on the date of application.

**03 HOW DO I UPDATE MY SPECIALITY/DISCIPLINE?**
Send in a request on your account page by filling in an update form on the website.

**04 HOW DO I CONTACT PCNS?**
You can click on the "Contact us" tab for details.

**05 I MADE A MISTAKE ON MY APPLICATION, HOW DO I UPDATE MY DETAILS?**
Click the "Add Existing Application" Tab and update accordingly. Kindly note that you can only make changes to your contact details during the application stage.

**06 HOW DO I ACCESS ICD10 CODES?**
You can access ICD10 codes from the Department of Health website or you can contact them for assistance.

**07 HOW DO I CONFIRM MY COUNCIL NUMBER AND STATUS?**
Council numbers and statuses will be found on the Council for Medical Schemes website.

**08 WHAT IS A USER AND A SUBSCRIBER?**
Refer to glossary for terminology.

**09 HOW CAN I RECIEVE UPDATES ABOUT BHF RELATED INFORMATION AND FEE STRUCTURES?**
By subscribing to our BHF newsletter on the website.

**10 HOW CAN I TRACK THE STATUS OF MY APPLICATION?**
You can access ICD10 codes from the Department of Health website or you can contact them for assistance.

**11 HOW WILL I RECEIVE CONFIRMATION THAT MY ACCOUNT IS OPEN?**
Via your preferred method of communication e.g. email or sms.

**12 HOW DO I CLOSE MY PRACTICE NUMBER ACCOUNT?**
Send your request to the PCNS Client Services e-mail.

**13 HOW CAN I ENSURE THAT MY INFORMATION IS SAFE ON THE WEBSITE?**
You can access ICD10 codes from the Department of Health website or you can contact them for assistance.

**14 HOW DO I MAKE PAYMENT ONLINE OF THE PCNS FEES?**
Refer to the 'Pay Now' service available on the account.