

# YOUR GUIDE TO SAB Medical Aid Benefits 2019





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- Complaints and Appeals
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### **Remember**

Benefits and contributions for 2019 are subject to approval by the Council of Medical Schemes. Approval is pending.



## HOW THE SCHEME WORKS

As you know, health is unpredictable and the costs of quality healthcare in South Africa are rising all the time. Even if you take good care of yourself and your health, you don't want to be caught off guard by an accident, an unforeseen illness or even the high costs of a pregnancy, appendectomy or X-rays.

In our country, the Medical Schemes Act (131 of 1998) regulates all medical schemes. Since the healthcare industry is constantly evolving and undergoing changes, so does SAB Medical Aid undergo changes to ensure that it stays abreast of industry developments. This allows members to make the most informed and most appropriate choices possible within SAB Medical Aid.

## SOUTH AFRICAN MEDICAL SCHEMES

There are two types of medical schemes, differentiated as follows:

### *Traditional*

These are usually closed corporate medical schemes. Contributions from all members are pooled and all medical claims are paid using funds from the medical scheme's pool of money. The size of the pool determines what benefits can be covered for all members.

Limits start fresh each year, so if you don't use a particular benefit in a particular year, it doesn't carry over to the next year.

In essence, traditional cover generally means that most of your medical expenses are covered from the medical scheme's pool of money within the rules and benefits of the medical scheme and up to certain limits.

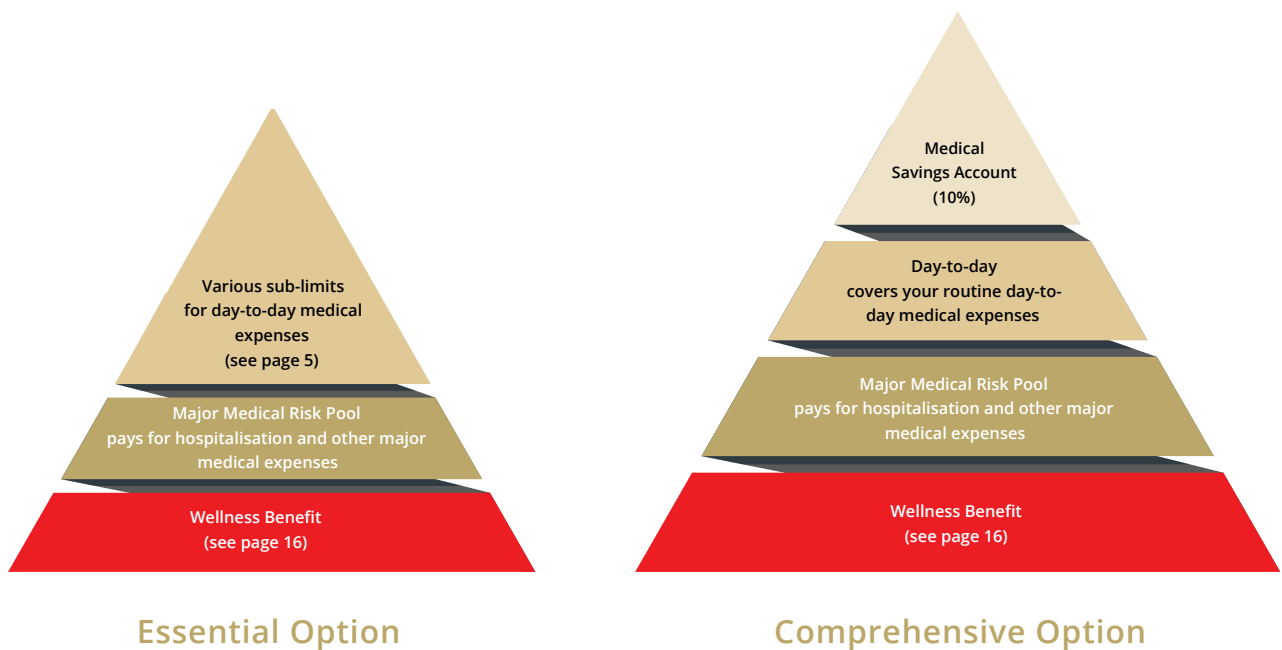
There are two types of medical schemes: traditional and new generation... But what about SAB Medical Aid?

### *New Generation*

These are open medical schemes like Discovery Health Medical Scheme, Momentum Health, Bonitas Medical Scheme and others. They generally cover major medical costs like hospitalisation and chronic medicine from the medical scheme's pool of money, but day-to-day expenses, like visits to a GP, dentist, optometrist, X-rays, and medicine come out of the member's own savings account. If savings aren't fully used, they carry over to the next year.

# WHAT ABOUT SAB MEDICAL AID?

SAB Medical Aid is a closed corporate medical scheme. We aim to give our members the best of both worlds. The Essential Option is considered a traditional medical scheme option. The Comprehensive Option is also a traditional medical scheme option with a savings element. These savings are used for co-payments and discretionary medical spend (such as over-the-counter medicine and fees higher than the Scheme Rate). We also offer our members something unique: both Options have a wellness component to them, which encourages health awareness and provides peace of mind via preventative care and early detection. Review the Option comparison on page 5 so that you can easily identify the Option with the benefits that will suit you and your budget.





## ESSENTIAL VS COMPREHENSIVE

### *Changing between Options*

Please note that you can only change between the Comprehensive and Essential Options at the end of the year for the following year. Specific dates for the Option change window period are published online at [www.sabmas.co.za](http://www.sabmas.co.za). During this time you can change either from Essential to Comprehensive or vice versa. Please remember that Option changes take effect on 1 January each year. Please contact your HRBP.

## Choosing the right benefit Option

The table below gives you a brief summary of the different benefits and inclusions we offer on the Essential and the Comprehensive Options. See at a glance the benefits offered for each Option to help you make an informed decision.

	 <b>ESSENTIAL</b>	 <b>COMPREHENSIVE</b>
<b>Overall Annual Limit</b>	<ul style="list-style-type: none"> <li>An overall annual limit applies – R386 820 per family*</li> </ul>	<ul style="list-style-type: none"> <li><b>Unlimited</b></li> </ul>
<b>Medical Savings Account</b>	<ul style="list-style-type: none"> <li>No savings</li> </ul>	<ul style="list-style-type: none"> <li>10% savings</li> <li>This always remains the members'</li> </ul>
<b>Major Medical Benefits</b>	<ul style="list-style-type: none"> <li>Hospital of choice</li> <li>Specialist Network (if you use a non-network specialist, you may have to pay for out-of-pocket expenses)</li> </ul>	<ul style="list-style-type: none"> <li>Hospital of choice</li> <li>Specialist Network (if you use a non-network specialist, you may have to pay for out-of-pocket expenses)</li> <li>Refractive surgery</li> <li>Specialised dentistry benefits, subject to limits</li> </ul>
Subject to pre-authorisation, limits and patient advocacy		
<b>Chronic Benefit</b>	<ul style="list-style-type: none"> <li>26 Prescribed Minimum Benefit (PMB) Chronic Disease List (CDL) conditions</li> <li>Network Providers – Clicks Direct Medicines (20% co-payment if you use a non-Network Provider)</li> </ul>	<ul style="list-style-type: none"> <li>26 Prescribed Minimum Benefit (PMB) Chronic Disease List (CDL) conditions + 28 additional non PMB CDL conditions</li> <li>Network Provider – Preferred Provider Pharmacy Network (if you don't use the Network Provider, you will have a co-payment)</li> </ul>
Subject to medicine reference pricing and approval		
<b>Day-to-day Benefit</b>	<ul style="list-style-type: none"> <li>Subject to overall annual limit with certain sub-limits (GPs, specialists, dentists, acute medicine, physiotherapy and biokinetics, remedial and other therapies)</li> <li>No Routine Benefit</li> <li>No savings</li> <li>20% co-payment deducted from salary</li> <li>Limited Optical Benefit</li> <li>Unused benefits are not carried over to the next year</li> </ul>	<ul style="list-style-type: none"> <li>Subject to Routine Benefit</li> <li>Subject to certain sub-limits (GPs, specialists and dentists)</li> <li>10% savings</li> <li>20% co-payment payable from savings or deducted from salary</li> <li>Enhanced Optical Benefit</li> <li>Unused savings balances are carried over each year</li> <li>Unused benefits are not carried over to the next year</li> </ul>
<b>Consultations and visits with a GP (out-of-hospital)</b>	<ul style="list-style-type: none"> <li>For your chosen GP or 3 consultations with a different GP: 80% of the lower of cost or Scheme Rate R2 000 per beneficiary. For a GP who has not been chosen, where 3 consultations have been depleted: 60% of the lower of cost or Scheme Rate R2 000 per beneficiary</li> </ul>	<ul style="list-style-type: none"> <li>80% of the lower of cost or Scheme Rate R4 410 per beneficiary</li> </ul>
<b>Consultation and visits with specialists (out-of-hospital)</b>	<ul style="list-style-type: none"> <li>If referred by GP: 80% of the lower of cost or Scheme Rate R1 950 per beneficiary. If not referred by GP: 60% of the lower of cost or Scheme Rate R1 950 per beneficiary</li> </ul>	<ul style="list-style-type: none"> <li>80% of the lower of cost or Scheme Rate R4 410 per beneficiary</li> </ul>
<b>Wellness Benefit</b>	A basket of early detection and preventative tests paid from the Scheme's risk pool, which helps your Day-to-day Benefit last longer and keeps you on track with your health status	
<b>Prescribed Minimum Benefits (PMB)</b>	<ul style="list-style-type: none"> <li>100% of cost for the diagnosis, treatment and care costs of PMB conditions, if those services are obtained from a Network Provider. Benefits may be subject to pre-authorisation and/or managed care protocols</li> </ul>	<ul style="list-style-type: none"> <li>100% of cost for the diagnosis, treatment and care costs of PMB conditions, if those services are obtained from a Network Provider. Benefits may be subject to pre-authorisation and/or managed care protocols</li> </ul>
<b>Monthly Contributions</b>	<ul style="list-style-type: none"> <li>Lower, as there are limited benefits and restricted access</li> </ul>	<ul style="list-style-type: none"> <li>Higher, as there are richer benefits and more freedom of choice</li> </ul>

\* All claims accumulate to this limit. Once the available sub-limit and/or annual limit has been reached, you will only have cover for PMB treatment.



## What we cover

### 1. DAY-TO-DAY BENEFITS

We are one of the very few medical schemes to offer you both a savings account (on the Comprehensive Option) and routine benefits. The value of the Routine Benefits will differ depending on your family size.

#### **1. There's an 80/20 co-payment structure**

When you claim for a doctor or dentist consultation, the Scheme pays 80% of the Scheme Rate. The other 20% is first paid from your available savings if you're on the Comprehensive Option, otherwise it comes off your salary or is deducted by debit order if you are a self-paying member.

#### **2. There are set limits and sub-limits**

Please refer to page 12, which will take you through the limits and sub-limits of certain benefits so that your savings (if you're on the Comprehensive Option) can go further.

If you are on the Essential Option, and have depleted your limits, you will need to pay from your own pocket.



#### **Remember:**

If your doctor charges more than the Scheme Rate, you will need to pay the extra amount above the Scheme Rate. This amount above the Scheme Rate can be funded from your available savings (Comprehensive Option) or will be deducted from your salary, or via debit order for self-paying members.



## 2. CHRONIC BENEFITS

### ***Prescribed Minimum Benefits (PMB) and the Chronic Disease List (CDL)***

All medical scheme members have access to a certain minimum level of health services. PMBs are defined in the Regulations to the Medical Schemes Act as the level of minimum benefits available to all members and their dependants.

As part of PMBs, 26 chronic conditions on the CDL are covered, as well as any chronic condition included in the 270 PMBs. The 270 PMB conditions are linked to a specific

diagnosis and treatment guideline known as Diagnosis and Treatment pairs. Members will receive treatment for conditions on this list, subject to registration, approval, formularies and use of a Network Provider.

To view the complete list of DTPMB conditions, please visit [www.medicalschemes.com](http://www.medicalschemes.com)

### ***The 26 CDL conditions covered on the Essential and Comprehensive Options are:***

#### **+ ESSENTIAL**

1. Addison's disease
2. Asthma
3. Bipolar mood disorder
4. Bronchiectasis
5. Cardiac failure
6. Cardiomyopathy
7. Chronic renal disease
8. Chronic obstructive pulmonary disease
9. Coronary artery disease
10. Crohn's disease
11. Diabetes insipidus
12. Diabetes mellitus types 1 and 2
13. Dysrhythmias

#### **+ COMPREHENSIVE**

14. Epilepsy
15. Glaucoma
16. Haemophilia
17. HIV/AIDS
18. Hyperlipidaemia
19. Hypertension
20. Hypothyroidism
21. Multiple sclerosis
22. Parkinson's disease
23. Rheumatoid arthritis
24. Schizophrenia
25. Systematic lupus erythematosus
26. Ulcerative colitis

### ***In addition, the following non-CDL conditions are covered by the Comprehensive Option only:***

#### **+ COMPREHENSIVE**

1. Acne
2. Attention Deficit Hyperactivity Disorder (ADHD)
3. Allergic rhinitis
4. Alzheimers
5. Ankylosing spondylitis
6. Benign prostatic hypertrophy
7. Carcinoid syndrome
8. Cardiac dysrhythmias
9. Cerebral palsy
10. Cerebrovascular disease
11. Congenital malformation of heart
12. Depression
13. Deep vein and other thrombosis
14. Eczema
15. Endocarditis
16. Gastro-oesophageal reflux disease
17. Gout
18. Heart valve disease
19. Hepatomegaly and splenomegaly
20. Hypoparathyroidism
21. Menopause
22. Osteoarthritis
23. Osteoporosis
24. Paraplegia/quadriplegia
25. Polycystic ovarian syndrome
26. Psoriasis
27. Pulmonary hypertension
28. Stroke

## Chronic Care Management

The Scheme applies clinical guidelines to assess each chronic application and ensure the suggested medicines are appropriate, correctly prescribed and cost effective. You will need to apply for all Chronic Benefits.

Our chronic medicine application process is telephonic and real-time. Ask your doctor to contact the Customer Care Centre on 0860 002 133 and speak to a pharmacist to approve your medicine.

## Reference Price and Medicine Management

The Reference Price is the maximum price that the Scheme will pay for a group of medicines within the same therapeutic class. If you claim for a medicine that is more expensive than the Reference Price, you'll have to pay in the difference out of your own pocket at the pharmacy.

When we set the Reference Price, we always make sure that there's a choice of clinically appropriate drugs at or below the Reference Price. We also regularly review the Reference Pricing structure, looking at new medicine that has emerged, medicine discontinuations, medicine enhancements, clinical literature, price changes and other factors.

To search for the Reference Pricing page on our website, log in to [www.sabmas.co.za](http://www.sabmas.co.za) and then click on Health and then Chronic Illness Benefit. In the diagram below, we unpack Reference Pricing, Network Providers and dispensing fees to help you save money when obtaining your chronic medicine.

### Example A

Member has hyperlipidaemia (high cholesterol) and requires chronic medicine. They do NOT use a Network Provider pharmacy and refuse to try a less expensive alternative.

Medicine: Lipitor costs: R280.85 (incl. dispensing fee)

Cost of less expensive alternative covered by Scheme: R45.99  
(The member must pay R234.86 to the pharmacy)

An Essential Option member who uses a non-network pharmacy will have an additional 20% co-payment of R9.19, which he or she must pay to the pharmacy at the point of sale, i.e. final cost covered by the Scheme will be R36.80 (R45.99 less R9.19) if a non-network pharmacy is used.

### Final Costs

Paid by Scheme: R36.80  
Paid by member: R244.05

### Example B

Member has hyperlipidaemia (high cholesterol) and requires chronic medicine. Member uses a Network Provider and takes the less expensive alternative that the Scheme pays for.

Medication: Therapeutic alternative Atorvastatin costs: R45.99 (incl. dispensing fee)

As the pharmacy is part of the Network, the Scheme will pay the claim in full to the amount of R45.99.

### Final Costs

Paid by Scheme: R45.99  
Paid by member: R0.00

Note that the rand values given above are provided purely for illustration – medicine prices may fluctuate from time to time.

## Advanced Illness Benefit(AIB) and Compassionate Care Benefit (CCB)

Through the Advanced Illness Benefit (AIB), SABMAS will ensure that members with advanced cancer have access to comprehensive palliative care that offers quality care in the comfort of their own home, with minimum disruption to normal routine and family life. In the same way, the Compassionate Care Benefit (CCB) will offer these additional benefits to members who have advanced diseases, other than cancer.

## Choosing a pharmacy

1. Remember that if you use a pharmacy in our Network your out-of-pocket expenses can be reduced. More than 90% of pharmacies in South Africa are part of our Network. Visit [www.sabmas.co.za](http://www.sabmas.co.za) and look under *Pharmacy Network Provider* where you will find a list of Network Providers.
2. If you choose not to use a pharmacy in our network, you should shop around. Ask each pharmacy what their dispensing fee is (in short, how much they add to the cost of the medicine for giving it to you).
3. When the pharmacist dispenses medicine, feel free to ask if there's a less expensive generic or alternative. Pharmacists are qualified and required by law to substitute with alternatives, unless otherwise mentioned on your prescription.
4. Question any co-payments (amounts you have to pay from your own pocket) and find out the reason behind the co-payment – like Reference Pricing and dispensing fees.

## Treatment baskets for the Prescribed Minimum Benefit (PMB) Chronic Disease List (CDL) conditions

Members who are registered with a chronic condition that falls within the Chronic Disease List conditions listed as Prescribed Minimum Benefits, will now be eligible for a new chronic medicine basket. This includes defined tests and a limited number of specialist consultations, all of which are covered up to the Scheme Rate for each year.

To view the document on treatment baskets that lists the procedures, investigations and specialist consultations we cover for your approved PMB CDL conditions, visit [www.sabmas.co.za](http://www.sabmas.co.za).

The number of tests and consultations are calculated based on the number of months left in the year at the time we approve cover for your condition. If you have cover for the same procedures or tests from more than one basket, we limit funding to the basket that gives you the most procedures or tests.

It is important that the correct ICD-10 code is used when your claim is submitted to the Scheme. This is to make sure we pay from the correct benefit.

If you need more cover than what is included in the treatment basket, your doctor may follow an appeals process to request extra funding for the tests, procedures and consultations you need. Your doctor needs to complete a form titled: *Request for additional cover for approved Chronic Disease List conditions*, which can be downloaded from our website at [www.sabmas.co.za](http://www.sabmas.co.za) and sent back to us for review. It is important to note that an appeals process does not guarantee approval for the additional cover.

## 3. MAJOR MEDICAL BENEFITS

It probably won't surprise you to hear that hospitalisation is the most expensive benefit we provide. All those scans, surgeries and specialists cost a fortune in hospital. The Major Medical Benefit gives you cover for hospitalisation and certain out-of-hospital procedures. These procedures can be performed in a doctor's room, a registered day clinic or an outpatient facility, if treatment is clinically appropriate and pre-authorised.

### Pre-authorisation

You need to get pre-authorisation for planned admissions, **before** being admitted to hospital, as well as for certain out-of-hospital procedures. But in an emergency, when there's no time to think about these things, we make an exception – so you can get authorisation afterwards. This must be done within 48 hours of admission. (Also, please see the Netcare 911 information on page 20).

**To get pre-authorisation, call 0860 002 133 and have the following information on hand:**

- Membership number
- Name of admitting doctor
- Name of hospital
- Diagnosis
- The diagnostic code/s (called the ICD-10 code)
- Procedure to be performed – with relevant tariff codes.

You will get this information from the Healthcare Provider referring you to hospital. Pre-authorisation is given once benefits have been checked and the Scheme Rules have been applied. As an example, if you are on the Essential Option, we check to see whether you have used all your benefits. If a hospital or a doctor obtains authorisation on your behalf, you are responsible for obtaining the information that has been given to your hospital or doctor.

**PLEASE NOTE: If you do not get pre-authorisation for a planned procedure, you may have to pay the full account yourself.**

## 4. PATIENT ADVOCACY

SAB Medical Aid is consistently at work to add a large range of Healthcare Providers to our SABMAS Provider Networks for your convenience. Our SABMAS Provider Networks have been contracted to the Scheme to provide you with quality healthcare at negotiated rates. Negotiated rates are paid in full by the Scheme, protecting you from out-of-pocket expenses and therefore saving you money. It is each member's responsibility to ensure that you are consulting with a provider in the Network.

Visit [www.sabmas.co.za](http://www.sabmas.co.za) to search for a Healthcare Provider in your area.

### *Medical procedures*

Medical procedures often include services from more than one Healthcare Provider. Please contact our Customer Care Centre on **0860 002 133** to determine if the Healthcare Provider involved in your procedure form part of the Network. You will benefit from using specialists on this Network, as they charge the agreed reimbursement rate, therefore the claim will be settled in full by the Scheme without any co-payments payable by the member.

If you do not use Healthcare Providers that form part of the Network, please ensure that you negotiate reduced rates prior to the procedure, as you will be liable for the shortfall between the rates charged and the Scheme's Rate.

A little preparation will go a long way to curb exorbitant medical costs, making sure you get the right quality treatment at the right cost.

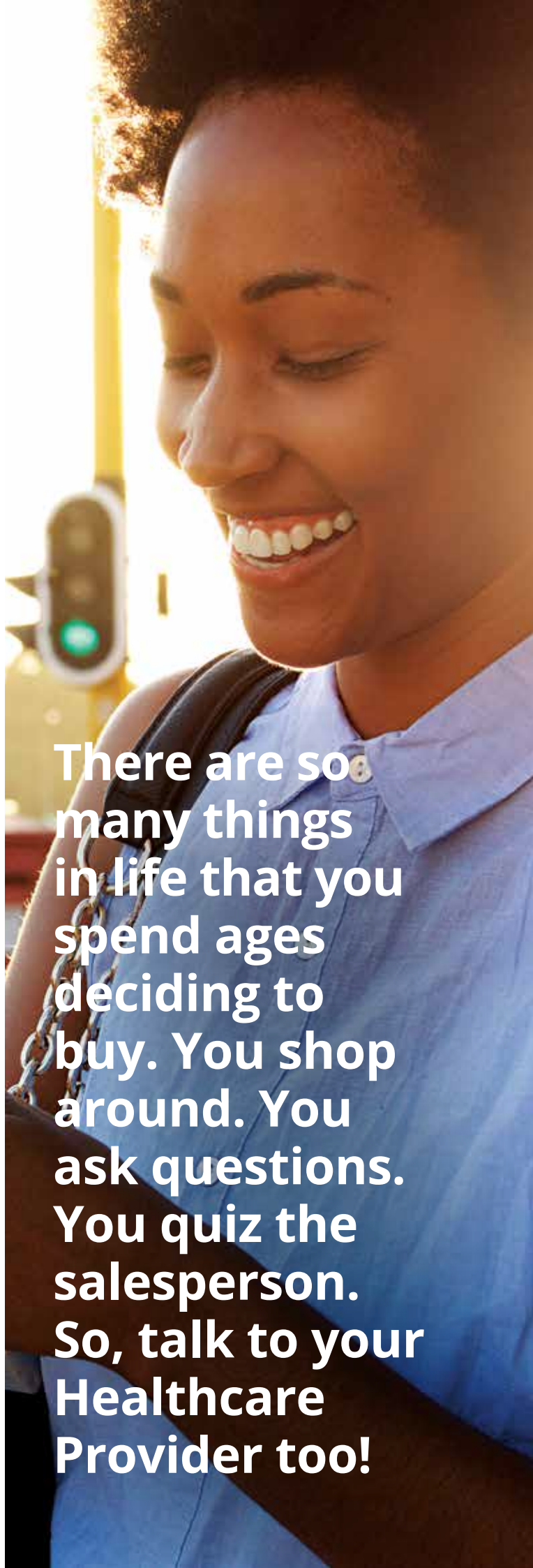


**We asked one of our customer care agents how Patient Advocacy has helped save a member money. Here's her story:**

"A member called in asking for pre-authorisation for shoulder surgery. I asked if she had discussed the costs with her doctor upfront. She hadn't, so I advised her to get a breakdown of the costs of the procedure. She received a written quote from her doctor.

We looked at the quote, and found that the anaesthetist's charge was very high. I advised her to call her doctor to discuss this cost.

It turned out that the anaesthetist was happy to negotiate, which ended up saving her thousands of rands. All members should feel free to discuss costs with their doctors – just as they would with a builder or painter. If you don't feel comfortable, get a second opinion."



**There are so many things in life that you spend ages deciding to buy. You shop around. You ask questions. You quiz the salesperson. So, talk to your Healthcare Provider too!**

# 5. SAB MEDICAL AID PROVIDER NETWORKS

## General Practitioner Network

Our GP Network consists of Preferred Providers who have contracted with the Scheme in order to provide you with quality care at an affordable rate.

If you visit a medical practitioner who forms part of our GP Network, the provider will not charge more than the contracted rate. That means the only co-payment you may incur is the 20% co-payment, as per the Scheme Rules.

Please be aware that if you do not use a provider who is part of the GP Network, you will still only be reimbursed at 80% of the Scheme Rate and therefore may have co-payments greater than 20% if the provider charges more than the Scheme Rate.

As of 1 January 2019, all members on the Essential Option will be required to choose a GP to visit. If you see your chosen GP, we will pay 80% of the agreed or Scheme Rate, and the 20%

will be the member portion. If you see someone other than your chosen GP, we will pay 60% of the agreed or Scheme Rate. The member portion will be 40%. 20% being a co-payment for not seeing your nominated GP and the 20% surcharge that applies to all consultations.

## Optometry Network

When you visit an optometrist on our Preferred Provider Optometry Network, you can now get a 20% discount on frames and lenses. You may still visit an optometrist who is not on the Network, however, you will then not benefit from the 20% discount.

## Essential Option Chronic Pharmacy Network

Clicks Direct Medicines is the only network pharmacy for chronic medication on the Essential Option.

If you are on the Comprehensive Option, you are free to choose from

the wide range of pharmacies in our Network.

Refer to page 9 for more information.

## Specialist Network

This is the group of specialists we've negotiated with to give you quality healthcare services at specified rates. If you decide to use a specialist who's not on our list, and who charges more than our Scheme Rate, you will have to pay for the additional cost.

As of 1 January 2019, all members on the Essential Option will be required to consult a GP before you see a Specialist, in order to get the fullest cover. If you go straight to the Specialist, SABMAS will only pay 60% of the Scheme Rate.

## How things work

The below example has been done to explain how using a Network provider can help save you from out-of-pocket expenses.

Before you even make the appointment to see a Healthcare Provider, you can log in to our website at [www.sabmas.co.za](http://www.sabmas.co.za) and use our self-help search tool MaPS, to identify a Network Provider in your area.

**Below is an example of how the Specialist Network works:**

A	B	C
1. The specialist is not on the SABMAS Specialist Network. You request the details of a specialist who is.	1. The specialist of your choice is not on the SABMAS Specialist Network. You decide not to switch to a provider who is.	1. You meet with the non-network specialist who takes you through the procedure.
2. You visit the new specialist to discuss the procedure. You are prepared with questions: What will be done? How long will I stay in hospital? Who is the anaesthetist you partner with? Are they on the SABMAS Specialist Network? If not, can you choose one who is? (Remember, you are the consumer).	2. You meet with the specialist, who takes you through the procedure.	2. You contact our Customer Care Centre. The agent takes you through the Patient Advocacy process, see page 10 for more information.
3. Now that you have all the details of your procedure (not just a weird code), you contact the Customer Care Centre and check if all the costs will be covered.	3. You contact the Customer Care Centre to get your authorisation number. They give you authorisation for the procedure and inform you of the portion of costs you have to pay. In addition, you'll receive an email or an SMS to confirm all your authorised benefits.	3. You go back to the non-network specialist and discuss the costs. You try to negotiate on rates or a discount for payment upfront. You ask questions such as how long it will take, what's involved, the anaesthetist and their rates, etc.
4. The Customer Care Centre may have one or two questions.	4. You undergo the procedure.	4. The non-network specialist agrees on a discounted rate. You undergo the procedure. You know what you are in for. You have been a savvy consumer and have taken control of your healthcare.
5. You call the specialist to ask questions. Everything is clarified; you are good to go. In addition, you'll receive an email or an SMS to confirm all your authorised benefits.	5. You get the bill from the specialist and the anaesthetist (oops, you forgot about them!).	5. Next time, you look into the SABMAS Specialist Network first. Less hassle; less running around.
6. Your procedure did not result in nasty surprises. You were an informed patient.	6. You may have to pay thousands of rands. Why so much? Because you used a specialist outside the Network, whose rate was way above our Scheme Rate.	

# 6. YOUR BENEFIT OPTIONS

## ESSENTIAL 2019

Treatment	Essential Option	Essential Monetary Limit R386 820 Overall Annual Limit per family (M)	
<b>Day-to-day Benefits is subject to Overall Annual Limit</b>			
Routine		There are no Routine limits on this Option. Benefits are subject to the category sub-limits listed below, as well as the Overall Annual Limit. Member liable for a co-payment where applicable	
Alternative Healthcare Services	Acupuncture, naturopathy and osteopathy	No benefit	-
Consultations and Visits with a GP or nurse	Out-of-hospital (rooms or home)	For your chosen GP or 3 consultations with a different GP: 80% of the lower of cost or Scheme Rate R2 000 per beneficiary per year (on all) For a GP who has not been chosen, where 3 consultations have been depleted: 60% of the lower of cost or Scheme Rate R2 000 per beneficiary per year	M
Consultation and Visits with Specialists	Out-of-hospital (rooms or home)	If referred by GP: 80% of the lower of cost or Scheme Rate R1 950 per beneficiary per year If not referred by GP: 60% of the lower of cost or Scheme Rate R1 950 per beneficiary per year	M
Dentistry	Conservative and restorative (including plastic dentures, dental therapists and technician fees)	80% of the lower of cost or Scheme Rate M0: R3 710 M1: R6 120 M2: R7 200 M3+: R8 260	M
	Advanced dentistry (inlays, crowns, bridges, study models, metal base dentures and treatment by orthodontists, periodontists and prosthodontists **)	No benefit	-
Medicine and Injection Material	Chronic medicines* (other than antiretrovirals) as per Chronic Disease List (26 conditions covered)	100% of SEP including dispensing fee subject to use of DSP (Clicks Direct Medicines) 20% co-payment for non-DSP Reference pricing/MMAP applies	M
	Acute medicines, including TTOs	80% of SEP including dispensing fee (as negotiated with PPPN) Therapeutic reference pricing/MMAP applies M0: R4 030 M1: R6 610 M2: R7 480 M3+: R8 210	M
	Pharmacy-advised therapy (PAT)/Over-the-counter medicines (OTC) **	No benefit	-
	Immunisation and vaccines	Subject to the acute medicine limit	M
Mental Health	Out-of-hospital consultations, visits and procedures (general practitioners, psychiatrists, psychologists and social workers)	80% of the lower of cost or Scheme Rate R3 990 per family per year	M
Non-surgical Procedures and Tests	Out-of-hospital (performed in doctors rooms only)	100% of the lower of cost or Scheme Rate	M
Optical	Frames and readers (limited to one frame per beneficiary every two benefit years; readers must be obtained from a registered optometrist)	100% of the lower of cost or Scheme Rate when Discovery Optometry Network is used OR 80% of the lower of cost or Scheme Rate when non-network optometrist is used	M
	Spectacle lenses (prescribed or supplied by a registered optometrist, ophthalmologist or supplementary optical practitioner)	R1 600 per beneficiary every two benefit years Combined limit for frames, readers and spectacle lenses	
	Contact lenses	No benefit	-
	Eye examinations	100% of the lower of cost or Scheme Rate when Discovery Optometry Network is used OR 80% of the lower of cost or Scheme Rate when non-network optometrist is used	M
Pathology and Medical Technology	Out-of-hospital	80% of the lower of cost or Scheme Rate	M
Physiotherapy, Biokinetics and Chiropractors	Out-of-hospital	80% of the lower of cost or Scheme Rate R3 280 per family per year No benefit for chiropractors	M
Radiology and Radiography	General radiology: Out-of-hospital diagnostic radiology tests and scans	80% of the Scheme Rate	M
Remedial and Other Therapies	Audiology, dietetics, hearing aid acoustics, occupational therapy, orthoptics, podiatry and speech therapy	80% of the lower of cost or Scheme Rate R1 840 per family per year collectively for all services	M
<b>Major Medical Benefits (subject to Overall Annual Limit)</b>			
Alcoholism and Drug Dependency*	For applicable services	100% of the lower of cost or Scheme Rate 21 days at a SANCA facility or SANCA rates per beneficiary	M
Ambulance Services*	Emergency transport only (call 082 911)	100% of the lower of cost or Scheme Rate (Netcare 911)	M
Appliances*	Medical and surgical appliances, including hearing aids	100% of cost R6 670 per family per year Note: Hearing aids are granted once every three years	M
	Hearing aid repairs	100% of cost Once every two years R2 790 per beneficiary	M
	Home oxygen, cylinders, concentrators and ventilation expenses, excluding CPAP machines	100% lower of cost or Scheme Rate	M

\* Benefits denoted by an asterisk are subject to authorisation

\*\* Denotes benefits which are only available on the Comprehensive option

Day-to-day Benefits			
<b>Routine</b>		Benefits are subject to the following routine benefit limits (R) and category sub-limits M0: R19 920 M1: R26 560 M2: R31 940 M3+: R36 050 Member liable for a co-payment where applicable	
<b>Alternative Healthcare Services</b>	Acupuncture, naturopathy and osteopathy	80% of the lower of cost or Scheme Rate	R
<b>Consultations and Visits</b>	Out-of-hospital (general practitioners, specialists and nurse practitioners – rooms or home)	80% of the lower of cost or Scheme Rate R4 410 per beneficiary per year	R
<b>Dentistry</b>	Conservative and restorative (including oral medical procedures, plastic dentures, dental therapists and technician fees)	80% of the lower of cost or Scheme Rate	R
	Advanced dentistry (inlays, crowns, bridges, study models, metal base dentures and treatment by orthodontists, periodontists and prosthodontists)	80% of the lower cost or Scheme Rate M0: R9 960 M1+: R13 030	M
<b>Medicines and Injection Material</b>	Chronic medicines* (other than antiretrovirals) as per Chronic Disease List (26 conditions) and additional non CDL conditions covered	100% of SEP including dispensing fee (as negotiated with PPPN) Reference pricing/MMAP applies	M
	Acute medicines, including TTO's and contraceptives	80% of SEP including dispensing fee (as negotiated with PPPN) Therapeutic reference pricing/MMAP applies 100% of cost for contraceptives limited to R2 090 per female beneficiary per year	R
	Pharmacy-advised therapy (PAT)/Over-the-counter medicines (OTC)	Subject to savings 100% of cost	MSA
	Immunisation and vaccines	Subject to the acute medicine limit	R
<b>Mental Health</b>	Out-of-hospital consultations, visits and procedures (general practitioners, psychiatrists, psychologists and social workers)	80% of the lower of cost or Scheme Rate R11 990 per family per year	M
<b>Non-surgical Procedures and Tests</b>	Out-of-hospital (performed in doctors rooms only)	100% of the lower of cost or Scheme Rate	M
<b>Optical</b>	Frames and readers (limited to one frame per beneficiary every two benefit years; readers must be obtained from a registered optometrist)	100% of the lower of cost or Scheme Rate when Discovery Optometry Network is used OR 80% of the lower of cost or Scheme Rate when non-network optometrist is used R1 710 per beneficiary every two benefit years	R
	Spectacle lenses (prescribed or supplied by a registered optometrist, ophthalmologist or supplementary optical practitioner)	100% of the lower of cost or Scheme Rate when Discovery Optometry Network is used OR 80% of the lower of cost or Scheme Rate when non-network optometrist is used One set of lenses per beneficiary per year Tinting up to 35% and limited to R260 spectacle lens hardening	R
	Contact lenses (clinically essential, clear contact lenses prescribed or supplied by a registered optometrist)	R1 710 per beneficiary per year	R
	Eye examinations	100% of the lower of cost or Scheme Rate when Discovery Optometry Network is used OR 80% of the lower of cost or Scheme Rate when non-network optometrist is used	R
<b>Pathology and Medical Technology</b>	Out-of-hospital	80% of the lower of cost or Scheme Rate	R
<b>Physiotherapy, Biokinetics and Chiropractors</b>	Out-of-hospital	80% of the lower of cost or Scheme Rate	R
<b>Radiology and Radiography</b>	General radiology: Out-of-hospital diagnostic radiology tests and scans	80% of the lower of cost or Scheme Rate	R
<b>Remedial and Other Therapies</b>	Audiology, dietetics, hearing aid acoustics, occupational therapy, orthoptics, podiatry and speech therapy	80% of the lower of cost or Scheme Rate	R
Major Medical Benefits			
<b>Alcoholism and Drug Dependency*</b>	For applicable services	100% of the cost for all services 21 days at a SANCA facility or SANCA rates per beneficiary	M
<b>Ambulance Services*</b>	Emergency transport only (call 082 911)	100% of the lower of cost or Scheme Rate (Netcare 911)	M
<b>Appliances*</b>	Medical and surgical appliances, including hearing aids	100% of cost R15 960 per family per year Note: Hearing aids are granted once every three years	M
	Hearing aid repairs	100% of cost Once every two years R2 790 per beneficiary	M
	Home oxygen, cylinders, concentrators and ventilation expenses, excluding CPAP machines	100% lower of cost or Scheme Rate	M

\* Benefits denoted by an asterisk are subject to authorisation

Note: This benefit summary is for information purposes only and does not supersede the Scheme Rules. In the event of any discrepancy between the summary and the Scheme Rules, the Rules will prevail.

Treatment	Essential Option	Essential Monetary Limit	
<b>Major Medical Benefits (continued)</b>			
Blood and Blood Products	Blood, blood equivalents and blood products	100% of cost	M
Consultations and Visits	In-hospital (general practitioners, specialists and nurse practitioners)	100% of the lower of cost or Scheme Rate	M
Dentistry*	Osseo-integrated implants and orthognatic surgery (including the cost of hospitalisation, dental practitioners, anaesthetist fees and implants)	No benefit	-
	Maxillofacial and oral surgery	100% of the lower of cost or Scheme Rate	M
Hospitalisation*	In patient (accommodation in general ward, high care ward and intensive care unit, theatre fees, medicines, materials, hospital equipment and transportation of blood)	100% of the lower of cost or Scheme Rate	M
	Outpatient (services and materials, excluding TTOs)	100% of the lower of cost or Scheme Rate	M
	Alternatives to hospitalisation (step-down facility, private nursing and rehabilitation centres)	100% of the lower of cost or Scheme Rate	M
Immune Deficiency Related to HIV/AIDS*	Antiretroviral and related medicines All other services	100% as determined by Aid for AIDS (DSP) Subject to registration on the Aid for AIDS Programme	M
Maternity*	Normal delivery: Hospitalisation (accommodation in a private or provincial hospital, theatre fees, labour ward fees, drugs, dressings, medicines and materials)	100% of the lower of cost or Scheme Rate Register with the Maternity Management Programme	M
	Caesarean section: Hospitalisation (accommodation in a private or provincial hospital, theatre fees, labour ward fees, drugs, dressings, medicines and materials)	100% of the lower of cost or Scheme Rate Limited to R21 300 per confinement (limit may be exceeded for emergency/clinical reasons) Register with the Maternity Management Programme	M
	Medical services and midwifery (antenatal consultations, pregnancy scans, tests, delivery services by a midwife)	100% of the lower of cost or Scheme Rate	M
Mental Health*	Hospitalisation (accommodation in a general ward, electro convulsive therapy (ECT), medicines, materials and hospital equipment)	100% of the lower of cost or Scheme Rate R25 200 per beneficiary per year for all services collectively	M
	In-hospital consultations, visits and procedures		
Non-surgical Procedures and Tests*	In-hospital	100% of the lower of cost or Scheme Rate	M
Oncology*	Consultations, visits, treatment, medicines and material used in radiotherapy/chemotherapy	100% of the lower of cost or Scheme Rate up to R200 000 per beneficiary per rolling 12 months. Thereafter 80% of the lower of cost or Scheme Rate	M
Optical	Refractive surgery **	No benefit	-
Organ Transplants*	Consultations, visits, harvesting and transplantation	100% of the lower of cost or Scheme Rate R57 160 per family per year	M
	Anti-rejection medicines	100% of cost Subject to organ transplant limit	M
Pathology and Medical Technology	In-hospital	100% of the lower of cost or Scheme Rate	M
Physiotherapy, Biokinetics and Chiropractors	In-hospital	100% of the lower of cost or Scheme Rate No benefit for chiropractors	M
Prostheses*	Internal and external	100% of cost R58 550 per family per year	M
Radiology and Radiography*	General radiology: In-hospital diagnostic radiology tests and scans	100% of the lower of cost or Scheme Rate	M
	Specialised radiology*: In-and-out-of-hospital (including magnetic resonance imaging (MRI), CT scans, angiography, bone densitometry and mammograms)	100% of the lower of cost or Scheme Rate	M
Renal Dialysis*	Acute and chronic (consultations, visits, associated services and materials)	100% of the lower of cost or Scheme Rate R51 210 per family per year	M
Surgical Procedures*	In-and-out-of-hospital	100% of the lower of cost or Scheme Rate No benefit for elective knee and hip replacement surgery	M
Compassionate Care Benefit	Holistic hospice/home-based end-of-life care	100% of the lower of cost or Scheme Rate Subject to your Overall Annual Limit with a sub-limit of R40 450 per person per lifetime	

\* Benefits denoted by an asterisk are subject to authorisation

\*\* Denotes benefits which are only available on the Comprehensive option

Note: This benefit summary is for information purposes only and does not supersede the Scheme Rules. In the event of any discrepancy between the summary and the Scheme Rules, the Rules will prevail.



Treatment	Comprehensive Option	Comprehensive Monetary Limit	
<b>Major Medical Benefits (continued)</b>			
Blood and Blood Products	Blood, blood equivalents and blood products	100% of cost	M
Consultations and Visits	In-hospital (general practitioners, specialists and nurse practitioners)	100% of the lower of cost or Scheme Rate	M
Dentistry*	Osseo-integrated implants and orthognatic surgery (including the cost of hospitalisation, dental practitioners, anaesthetist fees and implants)	100% of the lower of cost or Scheme Rate Subject to and included in Advanced dentistry limit	M
	Maxillofacial and oral surgery	100% of the lower of cost or Scheme Rate	M
Hospitalisation*	In patient (accommodation in general ward, high care ward and intensive care unit, theatre fees, medicines, materials, hospital equipment and transportation of blood)	100% of the lower of cost or Scheme Rate	M
	Outpatient (services and materials, excluding TTOs)	100% of the lower of cost or Scheme Rate	M
	Alternatives to hospitalisation (step-down facility and private nursing)	100% of the lower of cost or Scheme Rate	M
	Private hospitals - Rehabilitation care (including services, accommodation, medicines, materials and hospital equipment)	100% of the lower of cost or Scheme Rate R79 730 per family per year	M
Immune Deficiency Related to HIV/AIDS*	Antiretroviral and related medicines	100% as determined by Aid for AIDS (DSP)	M
	All other services	Subject to registration on the Aid for AIDS Programme	
Maternity*	Normal delivery: Hospitalisation (accommodation in a private or provincial hospital, theatre fees, labour ward fees, drugs, dressings, medicines and materials)	100% of the lower of cost or Scheme Rate Register with the Maternity Management Programme	M
	Caesarean section: Hospitalisation (accommodation in a private or provincial hospital, theatre fees, labour ward fees, drugs, dressings, medicines and materials)	100% of the lower of cost or Scheme Rate Register with the Maternity Management Programme	M
	Medical services and midwifery (antenatal consultations, pregnancy scans, tests, delivery services by a midwife)	100% of the lower of cost or Scheme Rate	M
Mental Health*	Hospitalisation (accommodation in a general ward, electro convulsive therapy (ECT), medicines, materials and hospital equipment)	100% of the lower of cost or Scheme Rate R37 100 per beneficiary per year	M
	In-hospital consultations, visits and procedures	100% of the lower of cost or Scheme Rate	M
Non-surgical Procedures and Tests*	In-hospital	100% of the lower of cost or Scheme Rate	M
Oncology*	Consultations, visits, treatment, medicines and material used in radiotherapy/chemotherapy	100% of the lower of cost or Scheme Rate up to R400 000 per beneficiary per rolling 12 months. Thereafter 80% of the lower of cost or Scheme Rate	M
Optical	Refractive surgery**	100% of the lower of cost or Scheme Rate R8 850 per beneficiary per lifetime subject to clinical protocols	M
Organ Transplants*	Consultations, visits, harvesting and transplantation	100% of the lower of cost or Scheme Rate	M
	Anti-rejection medicines	100% of cost	M
Pathology and Medical Technology	In-hospital	100% of the lower of cost or Scheme Rate	M
Physiotherapy, Biokinetics and Chiropractors	In-hospital	100% of the lower of cost or Scheme Rate No benefit for chiropractors in hospital	M
Prostheses*	Internal and external	100% of cost R66 720 per family per year	M
Radiology and Radiography*	General radiology: In-hospital diagnostic radiology tests and scans	100% of the lower of cost or Scheme Rate	M
	Specialised radiology*: In-and-out-of-hospital (including magnetic resonance imaging (MRI), CT scans, angiography, bone densitometry and mammograms)	100% of the lower of cost or Scheme Rate	M
Renal Dialysis*	Acute and chronic (consultations, visits, associated services and materials)	100% of the lower of cost or Scheme Rate	M
Surgical Procedures*	In-and-out-of-hospital	100% of the lower of cost or Scheme Rate	M
Compassionate Care Benefit	Holistic hospice/home-based end-of-life care	100% of the lower of cost or Scheme Rate Subject to a limit of R57 000 per person per lifetime	

\* Benefits denoted by an asterisk are subject to authorisation

\*\* Denotes benefits which are only available on the Comprehensive option

## Glossary

DSP: Designated Service Provider  
M: Major Medical Benefit  
MMAP: Maximum Medical Aid Pricing  
MSA: Medical Savings Account  
OAL: Overall Annual Limit

PPPN: Preferred Provider Pharmacy Network  
R: Routine benefit  
SCHEME RATE: Negotiated Rate  
SEP: Single Exit Price  
TTO: To take home medication



Visit [www.sabmas.co.za](http://www.sabmas.co.za) and select **Doctor Visits** and then **Find a Healthcare Provider** to find a PPPN pharmacy nearest to you.

# CONTRIBUTIONS FOR 2019

Basic Monthly Income (R)	Essential Option Total Monthly Contribution			Comprehensive Option Total Monthly Contribution (includes 10% savings)		
	Main Member	Adult	Child	Main Member	Adult	Child
0 - 5 400	1 064	1 064	318	2 534	2 534	761
5 401 - 8 300	1 250	1 250	374	2 714	2 714	817
8 301 - 10 900	1 286	1 286	384	2 772	2 772	832
10 901 - 13 700	1 329	1 329	400	2 826	2 826	848
13 701 - 16 300	1 369	1 369	409	2 884	2 884	870
16 301 - 19 100	1 414	1 414	425	2 950	2 950	882
19 101 - 21 900	1 470	1 470	440	3 007	3 007	903
21 901 - 27 300	1 524	1 524	458	3 070	3 070	920
27 301 - 32 600	1 578	1 578	477	3 124	3 124	935
32 601+	1 635	1 635	491	3 183	3 183	952



## 7. THE WELLNESS BENEFIT

This benefit is available to all members and their registered beneficiaries. The Wellness Benefit empowers you with better awareness of your health status through the Early Detection Programmes.

The Early Detection and Immunisation Programmes not only assist to avoid expensive medical costs in the future, but encourage you to keep healthy and improve your quality of life. For your convenience there is no need to register for this benefit; your membership qualifies you automatically.



Know your health status – we cover 100% of the Scheme Rate for a variety of health checks.



### *What we cover as part of the Wellness Benefit*

What Programmes are covered?	What do the Programmes cover?	Which ages are covered?	How often are benefits allowed?	How much do we cover?
Immunisation Programmes	Baby immunisations		In line with Department of Health protocols	100% of the lower of cost or Scheme Rate
	Tetanus diphtheria booster	As needed	As needed	100% of the lower of cost or Scheme Rate
	Influenza vaccination	All	Every year	100% of the lower of cost or Scheme Rate
	Pneumococcal vaccination	60+ years old and high-risk individuals	Every year	100% of the lower of cost or Scheme Rate
Early Detection Programmes	Screening benefit (health assessment) at Clicks or Dis-Chem.			
	<ul style="list-style-type: none"> <li>■ Body Mass Index (BMI)</li> </ul>	All adults	Once a year	100% of the lower of cost or Scheme Rate
	<ul style="list-style-type: none"> <li>■ Blood sugar test (finger prick)</li> </ul>	All adults	Once a year	100% of the lower of cost or Scheme Rate
	<ul style="list-style-type: none"> <li>■ Blood pressure test</li> </ul>	All adults	Once a year	100% of the lower of cost or Scheme Rate
	<ul style="list-style-type: none"> <li>■ Cholesterol test (finger prick)</li> </ul>	All adults	Once a year	100% of the lower of cost or Scheme Rate
	<ul style="list-style-type: none"> <li>■ HIV test (finger prick)</li> </ul>	16+ years old	Once a year	100% of the lower of cost or Scheme Rate
	General physical examination (at a GP)	30-59 years old	One medical examination every three years	100% of the lower of cost or Scheme Rate
		60-69 years old	One medical examination every two years	100% of the lower of cost or Scheme Rate
		70+ years old	One medical examination every year	100% of the lower of cost or Scheme Rate
	Mammogram	Females 40+ years old	Every two years	100% of the lower of cost or Scheme Rate
	Prostate-specific antigen test (Pathologist) (for prostate cancer)	Males 40-49 years old	Every five years	100% of the lower of cost or Scheme Rate
		Males 50-59 years old	Every three years	100% of the lower of cost or Scheme Rate
		Males 60-69 years old	Every two years	100% of the lower of cost or Scheme Rate
Males 70+ years old		Every year	100% of the lower of cost or Scheme Rate	

What Programmes are covered?	What do the Programmes cover?	Which ages are covered?	How often are benefits allowed?	How much do we cover?
Early Detection Programmes	DEXA bone density scan (for osteoporosis and bone fragmentation)	50+ years old	Once every 3 years	100% of the lower of cost or Scheme Rate
	Cholesterol test (Pathologist)	All adults	Once a year	100% of the lower of cost or Scheme Rate
	Blood sugar/glucose test (Pathologist) (for diabetes)	All adults	Once a year	100% of the lower of cost or Scheme Rate
	HIV test	All beneficiaries	Once a year	100% of the lower of cost or Scheme Rate
	HbA1C test Lipogram	High risk members	Once a year	R250
	Pap smear	Females	Once a year	100% of the lower of cost or Scheme Rate
	■ Pathology test	Females	Once a year	100% of the lower of cost or Scheme Rate
	■ Consultation (for cervical cancer prevention)	Females	Once a year	100% of the lower of cost or Scheme Rate
	Glaucoma test (for blindness)	40-49 years old	Once every two years	100% of the lower of cost or Scheme Rate
		50+ years old	Once a year	100% of the lower of cost or Scheme Rate
	Maternity - subject to registration on the Maternity Management Programme.  <b>REGISTRATION ON THE MATERNITY MANAGEMENT PROGRAMME IS COMPULSORY</b>	Direct Antiglobulin test (Coombs)	One test per female beneficiary per pregnancy	
		Full blood count	One test per female beneficiary per pregnancy	
		Platelet count	One test per female beneficiary per pregnancy	
		Grouping: Rh blood group antigen	One test per female beneficiary per pregnancy	
		HIV antibody/ELISA	Two tests per female beneficiary per pregnancy	
		Rubella-IgM: Specific antibody titer: ELISE/EMIT per Ag	One test per female beneficiary per pregnancy	
Quantitative Khan VDRL or other flocculation		One test per female beneficiary per pregnancy		
Beta-HCG qualitative blood test		One test per female beneficiary per pregnancy		
Hepatitis B surface antigen		Two tests per female beneficiary per pregnancy		
Dentistry	General full mouth examination by a general dentist or oral hygienist (including sterile tray and gloves), plus polishing and scaling	Once a year per beneficiary	100%	

Please note: As a member, either on the Comprehensive or Essential Options, you automatically qualify for this Wellness Benefit. You do not need to register.

## 8. OTHER AREAS WE HELP WITH

### **Maternity Management Programme**

We care about your little ones, even before they're born. This is why our Maternity Management Programme is there to assist you during pregnancy. Benefit from pre-natal healthcare, including advice tailored to the stage in your pregnancy. Access quality care in the form of two scans, 12 antenatal consultations, antenatal classes, a pregnancy and birth book and pre-natal supplements. You will be entitled to various pathology tests as set out on pages 12 and 13.

### **Out-Of-Hospital DTP PMB (Diagnosed Treatment Pair Prescribed Minimum Benefit)**

The Scheme pays for specific healthcare services related to each of your approved conditions. These services include treatment, acute medicine, consultations, blood tests and other investigative tests. We cover kidney, heart or liver treatment relating to transplants as a Prescribed Minimum Benefit (PMB).

If you want to apply for cover under Prescribed Minimum Benefits for treatment of a condition without hospital admission, you must complete a Prescribed Minimum Benefit form.

**Important: between weeks 12 and 20 of your pregnancy, you need to register on the Maternity Management Programme. Twelve-week-scan time? Contact us on 0860 002 133. Please keep in mind that if you don't join this programme, you'll have to pay for the gynaecologist consultations and your two scans out of your Day-to-day Benefits – this will make it run out quicker. Wouldn't you rather save that money for a new pram or a car seat?**

### **Oncology Management Programme**

Members registered on the Oncology Management Programme have access to an oncology ancillary basket. This basket includes items that are not necessarily part of your direct treatment, but that will assist with your care during treatment, for example, anti-nausea medications following chemotherapy.

The basket also consists of a list of all the consultations, radiology and pathology available to you.

All of the items within the ancillary basket will be paid from your Oncology Benefit, as long as the correct ICD-10 code is used. These baskets are allocated based on defined protocols.

If you need any treatment that does not form part of the oncology PMB ancillary basket or if you have used up certain items within the basket, your Healthcare Provider must contact us to motivate for extended cover.

The Scheme will cover the costs of your oncology treatment at 100% of the Scheme Rate, up to a threshold. Once this threshold has been reached, the Scheme will continue cover at 80% of the Scheme Rate.

To register on the Oncology Programme, please ask your Healthcare Provider to send through the histology report confirming the cancer to [oncology@sabmas.co.za](mailto:oncology@sabmas.co.za) or fax it through to 011 539 5417. Alternatively, you can contact us on 0860 002 133.

### **Compassionate Care**

The Compassionate Care Benefit gives you access to holistic home-based end-of-life care per person in their lifetime.

### **Advanced Illness Benefit**

Members with cancer have access to a comprehensive palliative care programme. This programme offers unlimited cover for approved care at home.

### **Aid for AIDS Programme**

Aid for AIDS, our HIV management programme, offers members and dependants:

- Medicine to treat HIV\* and vitamins to boost the immune system
- Regular monitoring of the condition
- Monitoring of the patient's response to therapy
- Monitoring tests to detect side effects
- Ongoing patient support via dedicated counsellors
- Assistance in finding a registered counsellor for emotional support.

\* This includes medicine to prevent mother-to-child transmission and infection after sexual assault or needle-stick injury.

If a test confirms that you are HIV positive, you must register with Aid for AIDS as soon as possible. Aid for AIDS will keep your status confidential. Contact them on 0860 100 646 and request an application form, or ask your Healthcare Provider to call them on your behalf.

**If you are exposed to HIV through sexual assault or from a needle or injection, please ask your doctor to call Aid for AIDS urgently. We can authorise special antiretroviral medicine and we can help you to prevent possible HIV infection.**

**To register, please visit [www.aidforaids.co.za](http://www.aidforaids.co.za) or send a confidential text message to 083 410 9078. You can also fax your membership number to 0800 600 773.**

**Please remember to negotiate the best rates with your doctor.**

## Netcare 911 on 082 911

If the unthinkable happens and you're faced with a medical emergency like a car accident or a heart attack, there's only one number you must remember: **082 911**. (Don't wait. Put it into your cellphone and your loved ones' cellphones now!).

Not only is Netcare 911 South Africa's favourite provider of emergency medical services, it has several benefits:

- They ensure great response times
- They ensure the correct emergency staff is sent to a medical emergency to provide the correct level of care
- Invoices are sent directly to Netcare 911, so you don't have to worry about receiving and submitting them.

Another important benefit of Netcare 911 is that you have access to free telephonic advice from registered nurses and telephonic trauma assistance by qualified trauma counsellors. We encourage you to use this benefit. It's available 24/7.

Remember, in an emergency call **082 911**

“

### *Did you know?*

Netcare 911 has over 200 emergency vehicles as well as a fleet of fixed-wing and helicopter air ambulances.

”

## 9. BENEFIT EXCLUSIONS

Like most medical schemes, we don't cover costs related to treating obesity, self-inflicted injuries, injuries resulting from professional sport and holidays for healing purposes.

While we cover dental procedures, we don't cover dental treatment under general anaesthetic or conscious sedation, once the patient is older than eight years.

We also don't cover cosmetic procedures like certain plastic, reconstructive surgeries or dental implants. Look at the Scheme Rules at [www.sabmas.co.za](http://www.sabmas.co.za), or check with the Customer Care Centre for a list of exclusions.

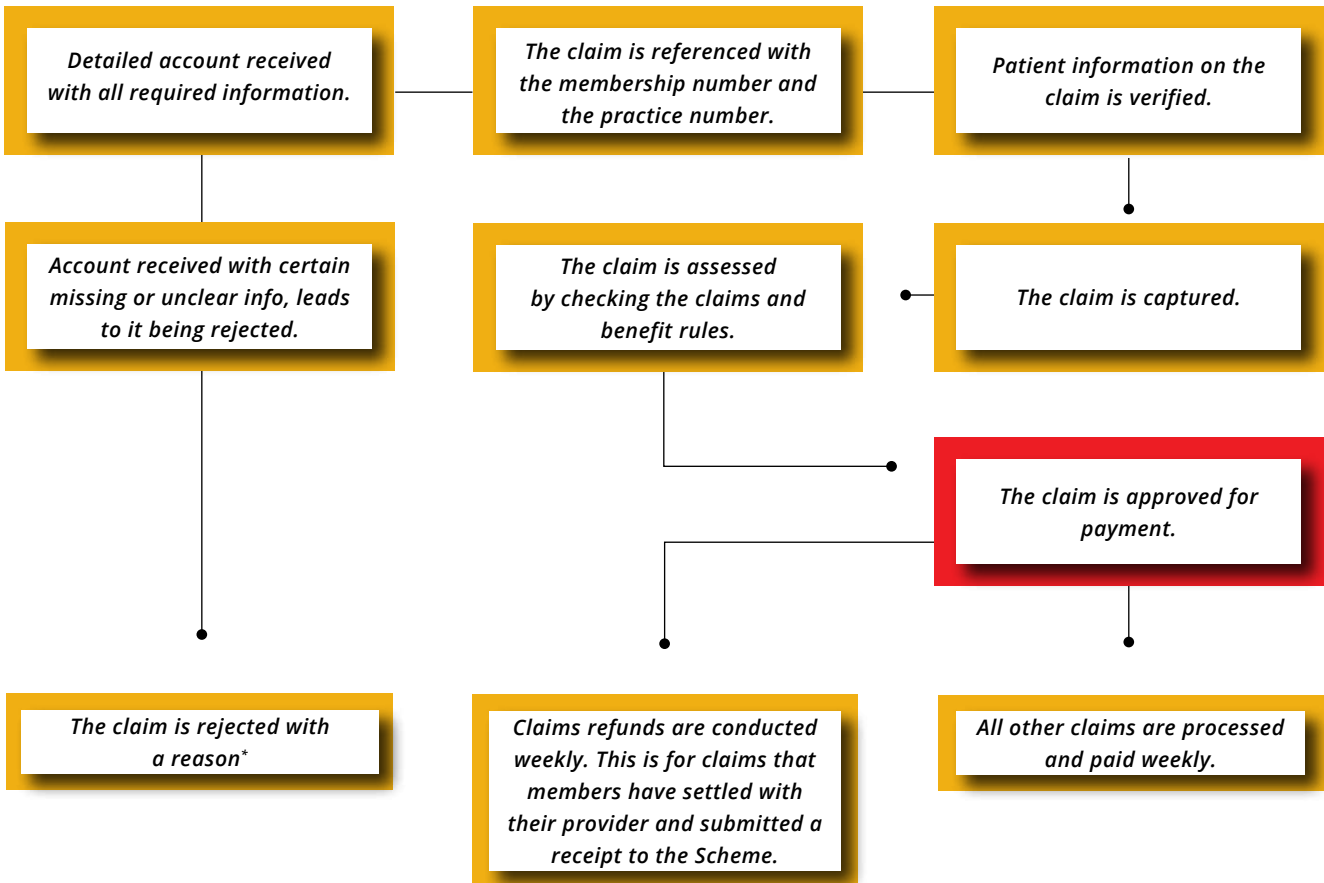


# 10. ADMIN HOW-TO'S

Remember: if you're injured in an accident, call the Customer Care Centre on 0860 002 133 to find out the procedure and paperwork to be completed to submit a third-party claim.

## Claims Submission

Life's uncertain enough without medical schemes being complicated too, so we've unpacked our 'claims chain' to give you insight into the admin of our Scheme.



### Applicable to both rejected and approved claims

If you have a valid email address, your assessed claims will be sent to you twice a month in your claims notification. If you do not have an email address, your claims statement will be posted to you.

## 11. Q&A: CLAIMS

### **Who is responsible for submitting my claims?**

Many service providers will submit accounts for you. But whether they do or not, you're ultimately responsible for submitting your accounts. Check your claims statements thoroughly and often, so that you're always on top of things

### **What information should appear on my claim to ensure payment?**

The following information should appear on your claim:

- Your name and initials
- The patient's name, as shown on the membership card
- Your membership number
- The treatment date
- The amount charged
- The tariff code/s (where applicable)
- The ICD-10 code/s.

Members on the Essential Option who see a Specialist must also ensure that the referring GP's name is reflected.

### **How can I submit my claim?**

If you're submitting the claim; email, post or deliver a clear and easily readable copy to the Scheme as soon as possible. Send a detailed invoice – please don't send statements.

If you've already paid the claim, attach your receipt and mark the account "PAID". Most important is your claims statement which you'll receive when the Scheme processes a claim for you during that month. Like a bank statement, this shows payments made to you or for you (with explanations of the various pay codes, so you understand why something may not have been covered).

You can submit your claims through the following methods:

Email: [claims@sabmas.co.za](mailto:claims@sabmas.co.za)

Fax: 0860 329 252

Post: PO Box 652509, Benmore 2010

### **When and how much can I expect to be paid?**

The Scheme has two statement runs per month for both members and suppliers. However, claims will be paid weekly.

- Accounts charged equal to our tariff will be paid directly and in full, once benefit rules have been applied, to the supplier
- Accounts charged above our tariff will be paid directly to the provider at the Scheme Rate. The member will be liable to cover the difference between the Scheme Rate and the amount charged by the provider, in line with the Scheme Rules per Benefit Option
- Accounts with a receipt to prove your payment will be refunded to you
- Any co-payments owed by you to the Scheme will either be deducted from available savings (Comprehensive Option) or deducted from your salary (Comprehensive and Essential Options).
- However, if you are due for a refund, any co-payments that are due by you in the same payment run will be offset against the refund\*

\* Refunds are paid into your bank account because it is safest that way, so always let the Scheme know of changes to your banking details.



**Important: You have four months from the date of your treatment during which to submit your account.**



### ***How do I track claims online?***

If you have Internet access, [www.sabmas.co.za](http://www.sabmas.co.za) will show your updated claim, benefit details and information. This data is password protected for your security, so you'll need to register, confirm your password and then log in.

Follow these easy steps to register on the website:

1. Go to [www.sabmas.co.za](http://www.sabmas.co.za)
2. Click on the *Register* button on the top right hand side of the screen.
3. Select your identification type from the dropdown menu. You can choose either ID or passport number. We use this information to confirm that you are allowed to register.
4. Choose if you would like to receive your One Time Password (OTP) by SMS or email.

5. Once you have received and entered your OTP, click Continue.
6. Select a username – the username you choose is permanent and cannot be changed.
7. Create a password.

Once you are logged in you can:

- View your membership details
- View and edit your contact details
- Find your claims and monitor their status
- View claims statements
- Locate a Network Provider
- View authorisations for chronic conditions along with baskets of care.

**Dependants over the age of 18 need to activate and register on their own login profile on [www.sabmas.co.za](http://www.sabmas.co.za).**





## 12. ADMIN INFORMATION

### ***Important things to remember***

- Comprehensive Option members should check your Medical Savings Account often so that you're prepared for any co-payments you may need to make
- Save money by using the Healthcare Providers in our GP, Optometry, Specialist Networks and Pharmacy Networks
- Feel free to negotiate with specialists who don't charge Scheme Rates
- Check with your pharmacist for alternatives if you have co-payments.

### ***Membership***

Only full-time permanent employees of South African Breweries and participating employers can join SAB Medical Aid. This is a condition of employment when you join.

**PLEASE NOTE:** If you're registered as a dependant on your partner's medical scheme, you cannot join SAB Medical Aid, because the Medical Schemes Act does not allow individuals to be members of more than one medical scheme at a time.

### ***Who qualifies as a dependant?***

The following individuals qualify as dependants:

- Your spouse or partner
- Your children, stepchildren or adopted children, or any children in your custody
- A full-time student at university or recognised institution of higher learning
- A dependant not permanently employed
- A child of 21 years or older who is mentally or physically disabled and does not work
- Your grandchild may qualify as a special dependant if you are their legal guardian or if their parent is a dependant on your medical scheme

- Your financially dependent parent or parent-in-law may qualify as a special dependant, subject to certain criteria being met (additional information and documentation needed to determine eligibility for dependent membership of a parent/parent-in-law will be requested on the application form)
- We may ask you for evidence of the status of your dependant

**Note:** The contributions for a child of 21 years or older is charged at adult rates, whether or not they are a full-time student, except for a disabled child (a disabled child pays adult rates from the age of 26).

### ***What about pensioners, surviving spouses and disability claimants?***

These individuals may remain on the Scheme and receive the same benefits as other members, but only if:

**Pensioner members:**

- Have retired from their employers; or
- Are members of the Scheme before retiring.

**A surviving spouse and child members:**

- Are registered as dependants at the time of the member's death, including a posthumous child (a child conceived before the time of the principal member's death).

**Disability claimants:**

- Are members of the Scheme before they become disabled; and
- Are placed on disability by their employer's disability insurers.

### ***Waiting periods***

The Scheme does not impose waiting periods or any other penalties on new employees joining the Scheme within 90 days of employment, or on regular dependants (e.g. spouse or child) joining within 90 days of becoming eligible to join e.g. through marriage or birth. But please be aware that a three-month general waiting period and/or a 12-month condition-specific waiting period and/or a late joiner penalty may be applied if you/they join the Scheme at any other time. You are also allowed to add your financially dependent parents/parents-in-law as your special dependants. However, if they were not your dependants on your previous medical scheme, i.e. if they are transferring to SAB Medical Aid on a voluntary basis, waiting periods and/or late joiner penalties may be imposed, even if they join within 90 days of you becoming a member.

### ***Late joiner penalties***

If you're a 'late joiner', i.e. any beneficiary over the age of 35 years who has not had medical scheme cover for a number of years, you may be subject to certain penalties as stipulated in the Medical Schemes Act. These depend on how long you had no cover. Late joiner penalties are applied as follows:

Number of years not on a medical scheme	Maximum penalty
1 - 4 years	5% increase in contribution
5 - 14 years	25% increase in contribution
15 - 24 years	50% increase in contribution
25+ years	75% increase in contribution

### ***Important***

Please notify the Scheme of any changes to your postal and residential address, email address, contact numbers and marital status.

Divorced spouses no longer qualify for membership from the first of the month following the effective date of the divorce. The principal member is responsible for advising the Scheme.

Common law spouses cannot remain members of the Scheme once the relationship has ended.

If you resign from a participating employer, your membership will be terminated as you are no longer eligible to be a member of the Scheme.

Non-payment of contributions and co-payments will result in suspension of your membership after 30 days and can result in termination.

### ***Consent and confidentiality***

We are committed to safeguarding and protecting your personal information. As part of this commitment, we need written consent from the principal member or dependant for us to disclose any personal, medical or claims information to a third party such as your doctor, specialist or employer.

Any dependant on your policy older than 18 years also needs to give consent for you to access their information. You will need to complete a document highlighting what information each beneficiary will have access to.

This *Third-party consent* form is available on the website at [www.sabmas.co.za](http://www.sabmas.co.za) or you can contact the Customer Care Centre on 0860 002 133 and they will send you one.

## 13. Q&A: PROVIDER NETWORKS

Medical schemes are required by law to pay Prescribed Minimum Benefit (PMB) claims at cost. This has significantly increased the financial burden on all medical schemes. In the long term, this may impact members by way of excessive contribution increases.

### **Q** *What has SAB Medical Aid done to protect its members from rising costs?*

In an attempt to control the risk of escalating costs to our members and the Scheme, the Board of Trustees has introduced a GP, Optometry and Specialist Network.

### **Q** *What is the benefit of having these Networks?*

The Scheme has contracted with a group of providers to deliver quality healthcare services to you at a pre-negotiated rate. In order to avoid co-payments, you are encouraged to use these Networks for treatment both in-and out-of-hospital. In partnering with these providers, the Scheme can manage claims costs, which helps us to keep contribution increases as low as possible while still offering you great benefits.

For your convenience, the Scheme will pay the Network Providers directly and in full, sparing you any up-front payments.

### **Q** *Are members allowed to use a provider outside of the Network?*

Members on the Comprehensive Option are entitled to use a provider of your choice; however, if they charge above the Scheme Rate, you will have to pay the difference from your own pocket. If a non-network provider charges more than the Scheme Rate, we will pay the claim.

As of 1 January 2019, all members on the Essential Option will be required to choose a GP to visit. Also, if you are on the Essential Option, you will need to see your GP before visiting a Specialist.

### **Q** *Can I see a Specialist without visiting a GP first?*

If you are on the Essential Option, you need to see a GP first. If you don't we will only pay 60% of the Scheme Rate.



### Q *What happens in an emergency?*

We know that your family's health is the most important thing to you, so we do not expect you to shop around for a provider on the Network in the event of an emergency. PMB claims, such as claims arising from a stroke or heart attack, will be covered in full, whilst non-PMB claims will be covered at the Scheme Rate if a non-network provider is used.

### Q *What role can you play?*

As a member of the Scheme you are encouraged to play a part in protecting your Scheme against rising healthcare costs. Please contact the Customer Care Centre on 0860 002 133 or visit [www.sabmas.co.za](http://www.sabmas.co.za) (click on DOCTOR and then *Find a Healthcare Provider*), to determine whether your provider is on a network.

### Q *What about other providers assisting in the procedure?*

Do not assume that if the attending provider is in the Network, the other providers are also in the Network. Check if they are part of the Network and discuss their rates beforehand. Visit [www.sabmas.co.za](http://www.sabmas.co.za) (click on DOCTOR and then *Find a Healthcare Provider*) or contact the Customer Care Centre who can assist you with recommendations of Network Providers.

### Q *What more can you expect?*

There is a sustained effort to ensure the Network continues to grow, to make it easy and convenient for each member to access quality healthcare at a contained cost.



## 14. CONTACT US

	Telephone and Fax	Email	Postal Address and Physical Address
<b>Customer Care Centre</b>	Tel: 0860 002 133 Fax: 011 539 7276	Queries: info@sabmas.co.za Claims: claims@sabmas.co.za Membership changes: billing@sabmas.co.za	P O Box 652509, Benmore 2010 1 Discovery Place Cnr Katherine and Rivonia Streets
<b>Aid for AIDS</b>	Tel: 0860 100 646 Fax: 0800 600 773 Confidential SMS line: 083 410 9078	info@afadm.co.za	
<b>Clicks Direct Medicines</b>	Tel: 0861 444 405 Fax: 0861 444 414	clicks.directmedicines@dirmed.co.za	
<b>Pre-authorisations: hospital and other</b>	Tel: 0860 002 133 Fax: 011 539 2192 (Pre-authorisation) Fax: 011 539 5417 (Oncology) Fax: 011 770 6247 (Chronic)	auths@sabmas.co.za oncology@sabmas.co.za chronic@sabmas.co.za	
<b>Netcare 911 (emergencies)</b>	Tel: 082 911		
<b>Scheme website</b>	www.sabmas.co.za		

## 15. COMPLAINTS AND APPEALS

The Scheme Rules allow you to lodge a complaint or appeal. Your first step would be to lodge your complaint with Discovery Health, our administrator, by calling us on **0860 002 133**, sending an email to **info@sabmas.co.za** or by post to PO Box 652509, Benmore, 2010. If you are not satisfied with the response, you may forward your complaint to the Principal Officer (PO Box 652509, Benmore 2010), who may refer it to the Board of Trustees or an Independent Disputes Committee, if necessary. If you are still not happy with the outcome, you can lodge your complaint with the Council for Medical Schemes (CMS), which oversees all medical schemes and will treat each individual case on its merit.

***Complaints can be submitted to CMS, by any reasonable means such as a letter, fax, email or in person:***

**Fax:** 086 673 2466

**Email:** complaints@medicalschemes.com

**Postal address:** Private Bag X34, Hatfield 0028

**Physical address:** Block A, Eco Glades 2 Office Park, 420 Witch-Hazel Avenue, Eco Park, Centurion 0157



