

1 December 2023

Alliance-Midmed Members,

Dear Member,

2023 CONTRIBUTIONS AND PLANNING

In this annual brief, I would like to report on Scheme changes, the Board of Trustee's 2023 plans and budget, as well as some of the industry matters for the New Year.

The Scheme office on the Columbus site

Welcome to the Alliance-Midmed team, who will be working from the Columbus site. Ronelle and Thembi are already working from their new offices next to the Columbus Stainless Time Office, and the nursing team will move into the old reception office next to the main entrance boom gate once the renovations have been completed – this will probably happen in March 2023. In the meantime, the nursing team will work from the current Scheme office in Aerorand. The emails, telephone numbers and postal address remain the same, and we have connected the internal medical scheme office extension at Columbus (*3066) to 0860 00 2101, the Scheme's official number.

Pensioners and member dependants are encouraged to contact us, and if you need to see someone regarding an account or query, Ronelle and Thembi will see you at the Scheme offices in Aerorand by appointment. We will communicate further contact details in March to ensure everyone has easy access to the team.

We have made great strides in our relationship with health professionals in Middelburg, streamlined the communications and resolved issues through in-person visits and meetings with the practices. Generally, we have good relationships, and they are happy with the services. Your health professional is encouraged to contact us, and one of the team members will visit them at their practices when needed. Your health professional is also now able to access their accounts and records directly on our website at www.alliancemidmed.co.za. We also hope to have a facility available in 2023 where they can check benefits on the website, as our members can already do on the mobile app.

Lastly, we will also communicate some exciting news about easier on-site access to nursing services once the new office is completed in March.

2023 Rates and Benefits

As you may already know, we were able to announce a contribution increase of 5.2% for 2023. This was made possible by our members using their benefits responsibly, and the Board decided to use some of the reserves we built up during the COVID-19 shutdowns to fund a part of the 2023 expenses.

Other changes include the removal of the General Practitioner R10 per visit co-payment, removing the Scheme levy on pharmacy prescriptions, limiting the emergency services co-payment at the Midmed Hospital to R50, limiting the co-payment on hip and knee replacements to R2,000 and removing additional co-payments on these procedures at Life Healthcare Hospitals. The team has also streamlined authorisation and administrative procedures; amongst others, you will no longer be required to obtain

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pre-authorisation for most of the day-to-day appliances like crutches, and there is a list of uncomplicated procedures where we do not require your physician or the hospital to obtain prior approval. We are also working closely with the Life Midmed Hospital to continuously improve the access and quality of services and we have started to work on a referral process to ensure your access to quality services, specialists and hospitals when the services cannot be delivered locally.

We are awaiting the Council for Medical Scheme's final approval on these changes, and the Member Guide is being updated - the Member Guide will be distributed once the approval is finalised.

Please contact the team at 0860 00 2101 or email service@alliancemidmed.co.za for specific questions and queries.

Industry

Please note that the continued statements by some mischievous health professionals regarding the Scheme's financial position are false. The Scheme is well-funded and **does not** have financial problems. We do, however, manage and address waste and questionable medical practices. In the very few cases where health professionals are inclined to this action, they will find it more difficult to do business with the Scheme. We continue to work to clear these challenges.

The government continues to push towards establishing a National Health Insurance Scheme, which will impact us all in the future, should this become a reality. We will share pertinent information as it becomes available.

You are encouraged to refer to the Mobile App to check benefits, submit claims, show health professionals your virtual member card, monitor payments, etc. Should you not find what you are looking for, please contact the team at 0860 00 2101 or service@alliancemidmed.co.za to get assistance or if you have questions or queries.

Regards,

Signed

Sharon Muller
Chairperson