

CompCare

Medical Scheme



SCAN TO SIGN UP NOW

SYMMETRY ED OPTION

All-inclusive Benefit Package

i **2023** Information and Benefit Guide



From only
R 4 416
Per Month

Complete Cover. Committed Care. CompCare.

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Administered by



Universal™

CompCare Medical Scheme is administered by Universal Healthcare Administrators (Pty) Ltd.



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WHY COMPCARE?

01 We're One of The Top Schemes in South Africa

This is proven by our solid 44-year track record and solvency levels of more than 43%, which makes us one of the most financially stable schemes in SA.

02 Wide Range of Options

Get the value you deserve and choose the perfect option to fit not only your personal lifestyle, needs and budget but also that of your employees.

Our efficiency discounted options ensure savings on contributions of up to 25% when choosing Dis-Chem pharmacies for chronic medication and Netcare hospitals for planned, elective procedures.

03 Benefits That Boost Your Active Lifestyle*

At CompCare, healthy eating and sports nutrition programmes, as well as fitness assessments and exercise prescription programmes with access to registered biokineticists and exercise facilities, come as part of the deal.

04 Women's health*

Mammograms, HPV (cervical cancer) vaccination and contraceptives.

05 Men's Health*

Prostate checks and PSA blood test.

06 Kid's Health*

Newborn hearing screening and congenital hypothyroidism benefit. Baby wellness visits, three additional paediatric consultations paid from risk, access to Paed IQ, a telephonic advisory service that's available 24/7 for any health-related child-care issues, childhood immunisations, school readiness assessments, pre-school eye, hearing and dental screening, occupational therapist visits for children, a fitness assessment and exercise prescription programme, as well as a nutritional assessment and healthy eating plan. Kids under 6 get unlimited visits to the GP and basic dentistry. Paid from risk.

07 Cover For Professional And Adventure Sports*

In addition to solid healthcare cover, we bring you total peace of mind when participating in extreme and adventure sports.

08 Unlimited Oncology

We've got you covered with our unlimited cancer treatment programme, subject to our treatment protocols at our designated service provider (DSP) for oncology.

09 Mental Health*

Unlimited professional telephonic emotional health and wellbeing support, around-the-clock, and referrals for face-to-face counselling should this be required.

10 Superior Services and Benefits

Delivered through our partnership with leading healthcare administrators, Universal Healthcare Administrators.

***Scheme Protocols Apply**



**10
REASONS**
to choose CompCare.

UNDERSTANDING YOUR OPTION

You're a family man or woman with kids at school or perhaps one on the way while rocking your thriving career. You want comprehensive day-to-day cover.

Let's get started on explaining some of the basics of your cover: You pay your contribution, and based on that we pay your claims. Claims are incurred when you visit a doctor/dentist/optometrist/specialist or any other registered healthcare provider or if you are hospitalised.

Claims are divided into two categories, namely routine or day-to-day, out-of-hospital claims and in-hospital (otherwise known as major medical risk).

Your day-to-day claims are initially paid from your savings (PMSA) and, thereafter your Annual Flexi Benefit (AFB).

This option also provides additional cover for specified benefits once your day-to-day benefits have been exhausted. You have a set amount of savings per year that you can use for day-to-day claims. If you don't use all your savings in one year, the balance will carry forward to the following year and remain available to you.

If you used all your savings and AFB before the end of the year, you will need to pay subsequent day-to-day claims from your pocket.

In-hospital claims are paid in any Netcare hospital for planned procedures from the Scheme's risk pool.

Hospital expenses are unlimited in any Netcare hospital for planned procedures, but sub-limits may apply to certain specified services.

Glossary

A	Adult Dependant
AFB	Annual Flexi Benefit
ATB	Above Threshold Benefit
C	Child Dependant
CDL	Chronic Disease List
DSP	Designated Service Provider
ED	Efficiency Discount
MMAF	Maximum Medical Aid Price
OTC	Over the Counter Medicine
P	Principal Member
PB	Per Beneficiary
PMB	Prescribed Minimum Benefits
PMF	Per Member Family
PMSA	Personal Medical Savings Account
PP	Preferred Provider
RP	Reference Pricing
SAOA	South African Optometric Association
SPG	Self Payment Gap
TL	Threshold Level
TTO	To Take Out (Medicine taken on discharge from hospital)

Medical Cover Without the Co-Pays:

You can get **more with CompCare** by using our extensive network of healthcare providers. Avoid co-payments and out-of-pocket payments by using one of the following Universal Healthcare Networks:

- Hospitals
- Oncologist
- Pharmacist
- Biokineticists
- Dietitians
- Psychosocial counsellors

1

Unlimited Hospitalisation

SYMMETRY ED offers you unlimited cover for in-hospital and hospital-related services at 100% of the scheme rate. Specialists are paid at 100% of the Scheme rate at any Netcare hospital for planned procedures.

2



Day-to-Day Benefits

Are subject to your savings and AFB.

3



Chronic Medication Benefits

48 Chronic Conditions Covered at any Dis-Chem pharmacy



EXCEPTIONAL VALUE

4



PMBs and other Benefits Paid from Risk

SYMMETRY ED includes Emotional Wellness, Active Lifestyle Programmes, Women's Health, Kids' Wellness and Men's Health Benefits.



EXCEPTIONAL VALUE

5



Wellness and Preventative Benefits Paid from Risk

Wellness and Preventative Benefits, Unlimited GP visits (after limits reached), Ambulance Services (Netcare 911).

6



Contributions

Please refer to page 9 for the 2023 contribution table.



Please Note:

Treatment is subject to pre-
authorisation, case management,
specialist programmes and
Scheme protocols.



1

At any Netcare Hospital

HOSPITAL BENEFITS

Cover in any Netcare hospital. Voluntary, non-emergency admissions to a non-Netcare facility will attract a co-payment of 30% with a minimum of R7 500. Specified elective procedures may have a co-payment (excluding PMBs)

Benefits are unlimited and paid at 100% of the Scheme rate at any Netcare hospital unless otherwise specified. Overall Annual Limit (OAL) unlimited.

Hospitalisation

Specified elective procedures may have a co-payment (excluding PMBs). Please refer to our website (compcare.co.za) for a list of co-payments and exclusions.

Hospital Related Accounts

GP visits, specialists, radiology, surgical procedures and blood transfusions. Specialists paid at 100% of the Scheme rate.

Medicine in Hospital

Medicine Upon Discharge (TTO)

7 days' supply.

Organ Transplants

Unlimited for Prescribed Minimum Benefits.

Pathology

100% of AT. Unlimited.

Basic Radiology

100% of AT. Unlimited.

Auxiliary Services in Hospital

Physiotherapy, biokinetics, dietitian, etc. Collective limit of R5 700 PMF in-and-out of hospital. Email: casemanagement@universal.co.za for pre-authorization.

Surgical Prostheses

Overall limit of R40 000 PMF. Sub-limits apply. Contact our pre-authorization department to find out about our special arrangements for hip and knee replacements.

Specialised Radiology

MRI, CT, High resolution CT and PET scans. Limited to R31 500 PMF, First R1 600 payable from PMSA, except for PMBs. Pre-authorization required for all MRI and CT Scans. High Resolution CT Scans/PET Scans subject to special medical motivation and pre-authorization. No benefit for unauthorised scans, except for PMBs. No benefit for screening purposes.

Radial Keratotomy and Excimer Laser

Limited to R5 500 per eye inclusive of hospitalisation and related costs.

Surgical Procedures Out-of-Hospital

Subject to pre-authorization and Scheme protocols.

Surgical Procedures (non-PMB)

The following procedural co-payments are payable on specified elective procedures (excluding PMBs).

Nasal or sinus endoscopy	R3 200
Functional nasal surgery and septoplasty	R9 500
Hysteroscopy	R3 200
Flexible sigmoidoscopy	R3 200
Arthroscopy	R3 200
Minor gynaecological laparoscopic procedure	R3 200
Dental	R3 200
Excision lesion - benign and malignant	R3 200
Joint replacements - arthroplasty	R18 500
Conservative back and neck treatment - spinal cord injections	R14 200
Adenoidectomy, Myringotomy (grommets), Tonsillectomy	R3 900
Laminectomy and spinal fusion	R29 500
Nissen fundoplication - reflux surgery	R17 750
Hysterectomy, except for cancer	R12 150
Laparoscopic hemi colectomy	R4 500
Laparoscopic inguinal hernia repair	R3 200
Laparoscopic appendectomy	R3 200
Laparoscopy, hysteroscopy, endometrial ablation	R3 200
Gastroscopy	R3 200
Colonoscopy	R3 200
Cystoscopy	R3 200
Proctoscopy	R3 200

Overall Annual Limit (OAL) R40 000

What Does "100% of Scheme Rate" Mean?

SCHEME RATE refers to the maximum amount that a medical scheme will pay for specific treatments and procedures.

100% OF SCHEME RATE means the Scheme will pay 100% of what is specified in the Scheme rules.

Please note that some providers might charge more than what the Scheme will pay for, and the member is liable for that shortfall.

Contact **0860 111 090**, email preauthorisation@universal.co.za or visit our **Mobi App** for pre-authorization.

For hospital account queries, email: hospitalaccounts@universal.co.za



Hospital Pre-Authorisation Process

It's the member's responsibility to make sure that all non-emergency hospital admissions are authorised by either requesting pre-authorization via the MobiApp, phoning **0860 111 090** or by sending an email to preauthorisation@universal.co.za. These must be authorised at least 48 hours prior to admission. The hospital utilisation management team will need the following details: name of the patient being admitted, medical

aid number, hospital name, date of admission, name and practice number of admitting practitioner, ICD 10 and procedural codes. A penalty will apply for late requests for authorisations. Emergency admissions must be authorised on the first working day after admission. A penalty will apply should the member not obtain authorisation. This also applies to oncology treatment.

2

These Benefits are Subject to Your Savings (PMSA) and AFB

DAY-TO-DAY BENEFITS

Benefits are Paid @ 100% of the Scheme Rate Unless Otherwise Specified.

Consultations, Procedures and Materials

Subject to PMSA and AFB

GP

Unlimited GP consultations after savings and AFB is exhausted (excluding procedure and material costs).

Unlimited GP visits for children younger than 6 years paid from risk.

Specialist

Paid at 100% of the Scheme rate.

A referral from a GP is required before seeking treatment from a specialist except for services provided by an ophthalmologist, dermatologist, gynaecologist, oncologist or urologist (for beneficiaries over the age of 40) and a paediatrician in respect of children under the age of 2 years or where multiple visits to a specialist has been authorised.

Non-referral will attract a 30% co-payment.

Please remember to obtain pre-authorisation for any procedures.

3 Paediatric consultations per child dependant younger than 2 years for the monitoring of development and milestones.

Medicine

Subject to PMSA and AFB

Acute medication

Prescription medication – Schedule 3 and higher.

A 25% co-payment is applicable on non-generic products. Maximum Medical Aid Price (MMAP) applies to medication where a generic product is available and might result in a co-payment.

Over the counter medication (OTC)

Including homeopathic medication and sports supplements with a NAPPI code.

No sub-limit in savings. Limited to **R820 PB** and **R1 400 PMF** in AFB to a **maximum of R210 per event**.

Auxiliary Services

Subject to PMSA and AFB

Audiologists, chiropractors, dietitians, homeopaths (consultations), naturopaths (consultations), speech and occupational therapists, chiropody, podiatry, social workers, physiotherapy and biokinetics.

Collective sub-limit of **R5 700 PMF** in and out of hospital.

Surgical and Medical Appliances

Subject to PMSA and AFB

Wheelchairs, crutches, glucometers, hearing aids, artificial eyes and external fixators.

Pre-authorisation required and sub-limits apply.

Optometry

Subject to PMSA and AFB

100% of SAOA rate.

Eye test

1 Visit PB every second year.

Lenses OR contact lenses

Sub-limit of **R2 450 PB**.

Benefit once PB every second year.

Frames

1 Frame PB every second year with a sub-limit of **R1 300** included in lenses limit.

Benefit for either glasses every second year or contact lenses per annum. Subject to available benefit.

Radial Keratotomy and Excimer Laser

Limited to **R5 500 per eye** inclusive of hospitalisation and related costs.

Radiology

Subject to PMSA and AFB

Basic radiology

Including black and white X-rays and ultrasound.

Specialised radiology

MRI, CT, High resolution CT and PET scans.

Combined limit with in-hospital benefit and limited to **R31 500 PMF**.

Pre-authorisation required for all MRI and CT Scans. High Resolution CT Scans/PET Scans subject to special medical motivation and pre-authorisation. No benefit for unauthorised scans, except for PMBs. No benefit for screening purposes.

First **R1 600** payable from savings. from savings and AFB.

Contact **0860 111 090** or email preauthorisation@universal.co.za

Pathology

Subject to PMSA and AFB

Dentistry

Subject to PMSA and AFB

Basic dentistry

Conservative and restorative.

Unlimited basic dentistry for children younger than 6 years funded from risk.

Specialised dentistry

Dentures, crowns, bridgework, metal fillings and inlays. Sub-limit of **R8 800 PB**.

Subject to protocols.

A quotation must be submitted for approval prior to the commencement of treatment. No benefit for orthodontic treatment for patients older than 18 years.



Specialist Referral Process

A referral from a GP is required before seeking treatment from a specialist, failing which said specialist consultation will attract a 30% co-payment on the visit as well as related services. Members are required to notify the Scheme of a specialist visit prior to booking the consultation by requesting a "Spec Auth". This can be done by contacting the Call Centre or by sending an email to specauth@universal.co.za.

The following information is required:

- Referral letter from the member's GP on the practice letterhead.
- Member medical aid number.
- Name of dependent.
- Member's correct contact numbers.
- Intended date of specialist consultation.
- Specialist's name, practice number and contact details.

Should a specialist refer the member to another specialist, the referral letter from the specialist referring to the other specialist needs to be provided (the visit to the first specialist should have been authorised). The member is not required to go back to their GP for another referral letter in this instance.

A GP referral is not required in the following instances:

- One gynaecologist visit per female, over the age of 16, per year.
- One urologist visit per male, over the age of 40, per year.
- Paediatrician consultations for children under the age of 2.
- Specialist visits during pregnancy.
- Oncologist's consultations, as this will be approved as part of an oncology Management Programme.
- Optical and dental specialist consultation (ophthalmologists and orthodontists).
- Visits to a dermatologist. Remember to obtain pre-authorisation for any procedures.
- Where multiple specialist visits have been authorised.



Contact **0861 222 777**, email **compcare@universal.co.za** or visit the **Universal.one App** for CompCare members.



VISIT YOUR HEALTHCARE PROVIDER ONLINE

u-consult.co.za

REMEMBER!

- 1 Always obtain Pre-authorisation
- 2 Sign any documentation you submit
- 3 Take note of the appropriate contact details

Specialist Pre-authorisation email
specauth@universal.co.za

General hospital Pre-authorisation email
preauthorisation@universal.co.za

3 48 Chronic Conditions Covered

Chronic Medication* at any Dis-Chem pharmacy

48 Chronic conditions are covered.

27 of the 48 chronic conditions include conditions from the Chronic Disease List (CDL).

21 of the conditions are referred to as non-CDL conditions.

27 CDL chronic conditions – unlimited benefit with no co-payments or levy if the medicine is listed on the Scheme's formulary and the price of the medicine is equal to or less than the reference price of the product.

21 non-CDL medicines – subject to available savings and AFB and limited to **R5 200 PB** and **R8 000 PMF**.

A 25% co-payment will apply if medicine is not on the formulary.

Chronic Condition and Medicine Registration Process

In order to receive the chronic medication benefit, members must register their chronic medicine prescriptions with Universal.

To register your chronic medicine prescription with Universal, either you, your doctor or your pharmacist will be required to contact Universal telephonically on **0861 222 777** or send an email to chronicmedicine@universal.co.za. The completion of chronic medication application forms are no longer a requirement.

Members must obtain their chronic medicines from a Dis-Chem pharmacy (including Dis-Chem Courier Pharmacy (DSP)). A 25% co-payment will be payable upon voluntary use of a non-DSP Pharmacy.

Conditions Covered:

Addison's disease*

Angina*

Asthma *

Attention deficit disorder*

Bipolar mood disorder*

Bronchiectasis*

Cardiac arrhythmias*

Cardiomyopathy*

Chronic renal failure*

Congestive cardiac failure*

Chronic obstructive pulmonary disease*

Chronic bronchitis*

Coronary artery disease*

Crohn's disease*

Cushing's syndrome*

Diabetes insipidus*

Diabetes mellitus type 1 and 2*

Emphysema*

Epilepsy*

Glaucoma*

Haemophilia*

HIV/AIDS*

Hormone replacement therapy*

Hypertension*

Hypoparathyroidism

Hypothyroidism*

Ischaemic heart disease

Migraine

Multiple sclerosis*

Muscular dystrophy

Myasthenia gravis

Paget's Disease of the Bone

Paraplegia/quadruplegia

Parkinson's disease*

Pemphigus

Polyarthritis nodosa

Post-traumatic stress syndrome

Pulmonary interstitial fibrosis

Rheumatoid arthritis*

Schizophrenia*

Stroke

Systemic lupus erythematosus*

Ulcerative colitis*

Unipolar mood disorder/major depression

Valvular heart disease

Vertigo

4

Benefits Paid by the Scheme (Unless Otherwise Indicated)

PMBS AND OTHER BENEFITS PAID FROM RISK

EXCEPTIONAL VALUE

Prescribed Minimum Benefits (PMBs)*

All PMBs are defined in the Medical Schemes Act No 131 of 1998.

Organ transplants and plasmapheresis are paid in terms of PMB protocols.

COVID-19 Benefits

Members who have tested positive for COVID-19 will have access to the following benefits in addition to the Prescribed Minimum Benefits:

- Pulse Oximeter (**R820 PMF**)
- Nebulizer (**R550 PMF**)
- Thermal Thermometer (**R440 PMF**)

Pre-authorisation and managed care protocols apply.

Emergency Care

What to do in the event of an emergency:

Call the emergency medical services provider, **Netcare 911** on **082 911**.

Please note: To avoid a 25% co-payment, authorisation needs to be obtained at the time of the emergency, or within 24 hours thereafter.

*Scheme Protocols Apply

Please See Emergency Events Below*:

- Emergency roadside assistance and ambulance transportation.
- **Hospital emergency room/casualty emergency** visits resulting in a hospital admission will be paid from the in-hospital benefit.
- **Hospital emergency room/casualty emergency** visits as a result of physical injury caused by an external force will be paid in full.
- **Hospital emergency room/casualty emergency** visits not requiring admission will be paid from your **savings and AFB**.
- **Child emergency benefit:** One additional visit at an emergency room per child younger than 6 years. Limited to **R1 400** per event.
- **Emergency search and rescue.**

Oncology and Speciality Care*

- Unlimited **Oncology** including chemotherapy and radiotherapy at the Scheme's oncology DSP.
- **Biological agents and specialised medication** – limited to **R170 000 PMF** (25% co-payment on non-PMB medicine). Contact **0860 111 090** or email oncology@universal.co.za for pre-authorisation and any oncology related queries (not account related).

- **Wound care** in lieu of hospitalisation. 100% of AT. Subject to pre-authorisation and Scheme protocols.
- **Oxygen home ventilation.** 100% of AT. Subject to PMSA and AFB.
- **Home nursing visits** limited to 30 days PMF. Subject to PMSA and AFB.
- **Step-down nursing facilities, hospice and rehabilitation.**

Email alternativecare@universal.co.za for pre-authorisation.

Emergency Medical Transport Services:
Netcare 911 - 082 911

WELLNESS AND PREVENTATIVE CARE BENEFITS PAID FROM RISK

CompCare's Preventative Care Benefits

Kids' Health & Wellness*

- A newborn hearing screening benefit.
 - A newborn congenital hypothyroidism benefit.
 - Baby wellness visits, childhood immunisations, school readiness assessments, **pre-school eye and hearing screening, a dental screening**, and one additional emergency room visit limited to **R1 400 per event** for children < 6 years.
 - **Three additional paediatric consultations** paid from risk.
 - **Access to Paed IQ, a telephonic advisory service that's available 24/7 for any health-related child-care issues.**
 - **Unlimited GP consultations and basic dentistry** for children < 6 years paid from risk.
- NEW**
- **Initial occupational therapy** consultation.
 - **Kid's fitness assessment and exercise prescription** programme.
 - **Kid's nutritional assessment and healthy eating** programme.

Men's Health & Wellness*

- **Access to all Preventative Care benefits.**
- **Access to all Active Lifestyle programmes.**
- **Access to all Emotional Wellness benefits.**
- **Prostate specific antigen (PSA) blood test, paid from risk.** One test per male beneficiary over the age of 40 per annum.

Women's Health & Wellness*

- **Access to all Preventative Care benefits.**
- **Access to all Active Lifestyle programmes.**
- **Access to all Emotional Wellness benefits.**
- **Antenatal classes: Paid from savings.** Limited to 12 antenatal classes and **R1 150 per pregnancy**, including a lactation consultation with a midwife.
- **Antenatal visits:** Limited to 12 antenatal visits with a GP, midwife or specialist. Maternity bag issued on registration on maternity programme.
- **Confinements:** Includes 2 x 2D ultrasound pregnancy scans. Members can opt for a 3D scan which will be paid at the rate of a 2D scan.
- **One additional nutritional and fitness assessment per pregnant women per pregnancy.**
- **Contraceptives:** limited to **R3 200 PB** for oral contraceptives (RP applies) or IUD device. For female beneficiaries up to the age of 55 years.
- **HPV (Cervical Cancer) vaccine.** Per female beneficiary between 12 and 18 years of age.
- **Papsmear:** One test per female over the age of 18 per annum.
- **Mammogram:** One test per female beneficiary over the age of 35 every second year.

Emotional Wellness Benefits*

- **Psychiatric treatment in hospital** – subject to pre-authorisation and protocols.
- **Psychology: non-psychiatric admissions** – Limited to **R3 300 PMF**.
- **Alcoholism, drug dependence and narcotics** – PMB Only.
- **Psychiatry** – Subject to savings and AFB, limited to **R7 400 PMF**.
- **Clinical psychologists** – Subject to savings and AFB, limited to **R2 200 PMF**.
- **Psychosocial counselling benefit** – Paid from risk. Unlimited telephonic counselling sessions through the Universal Wellness Care Centre, with an option for referral to one-on-one sessions with qualified psychologists, social workers or registered counsellors to a maximum of 3 referral sessions PB per year.

Active Lifestyle Programmes*

- **Fitness Assessment and exercise prescription:** Access to the Universal Network of biokineticists for annual fitness assessment, virtual consultations, exercise prescription and regular monitoring.
- **Nutritional assessment and healthy eating plan:** Access to the Universal Network of dietitians for annual assessment, virtual consultations, healthy eating plan prescription and regular monitoring.
- **Cover for injuries resulting from professional and adventure sports.**
- **Specified sports supplements** - Subject to savings and the over the counter medicine (OTC) benefit limit (provided there is a valid NAPPI code).

Preventative Care Benefits*

- **GP wellness consultation:** One per year, excludes procedures. Limited to tariff codes 0190/1/2 and diagnosis codes (ICD10) Z00.0 or Z00.1.
- **Health check:** Blood pressure, blood sugar, cholesterol, BMI and waist circumference – One measurement PB over the age of 18 years, limited to **R250 per event**. Only at DSP pharmacy.
- **Rapid HIV tests.**
- **Preventative malaria medication** when required.
- **Flu vaccine:** One PB.
- **Tetanus vaccine:** One vaccination when required.
- **Glaucoma test:** One PB.
- **Colorectal cancer screening:** One bowel cancer screening test every two years for beneficiaries between the ages of 45 and 75.
- **Lipogram:** One fasting lipogram for beneficiaries over the age of 20 years. Once every 5 years.



*Scheme Protocols Apply

SYMMETRY OPTION 2023

ED

Contributions Effective from 1 January 2023

Monthly	Principal Member	Adult Dependant	Child Dependant*
Risk	R3 977	R3 094	R1 116
Savings	R439	R342	R123
Total	R4 416	R3 436	R1 239
Annual Benefit Amounts for 2023			
Annual Savings	R5 268	R4 104	R1 476
Annual Flexi Benefit	R4 200	R3 240	R1 140

*A **child dependant** is a dependant who is under the age of 21 years or a full time student up to the age of 27 years. An **adult dependant** is a dependant who is 21 years or older. These rates are only applicable to the main member and a maximum of three child dependants



MEDICAL SCHEME GONE MOBILE

EVERYTHING YOU NEED, AT THE TOUCH OF A BUTTON

At CompCare we are always improving our member experience to put the power of your medical scheme in your hands. Our member App is your mobile gateway to information, allowing you to view and edit your medical scheme option, benefits and claims anywhere, anytime.

Simple, seamless and super convenient, the App makes it quick and easy for you to check anything from claims to benefits and where your closest doctor is.



Start by simply downloading the Universal.one App from the Apple and Google Play Store and follow the prompts on your smart device to install, continue and register with your CompCare member number and dependant code. You will be able to:



CLAIMS

Submit new claims and view your claims history.



HOSPITAL PRE-AUTHORISATION

Submit new pre-auth requests and view your hospital pre-auth history.



QUERY

Submit queries and view important contact details.



MEMBERSHIP CARD

See a digital version of your membership card so you're never caught without it again. You can even send it on as and when needed.



BENEFITS

View all your benefits, annual limits and your available balances.



AND MUCH MORE

Request your tax or member certificates. See all your registered chronic conditions, register new conditions, update your scripts and apply for an extended supply. Access your personal details, your dependant details and your scheme details.



DOWNLOAD NOW





Contact details

CompCare:

Universal Place, 15 Tambach Road, Sunninghill Park, Sandton
PO Box 1411, Rivonia, 2128

Tel: 0861 222 777

Email: compcare@universal.co.za

Website: compcare.co.za

Complaints escalated to the Council for Medical Schemes:

Tel: 0861 123 267

Email: complaints@medicalschemes.com

Web: medicalschemes.com

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Universal[™]

This brochure is a summary of the benefits of CompCare Medical Scheme. All information relating to the 2023 CompCare Medical Scheme benefits and contributions are subject to formal approval by the Council for Medical Schemes. On joining the Scheme, all members will receive a detailed member brochure, as approved. The final registered rules of the Scheme will apply.

All limits are pro-rated when a member or a beneficiary joins the Scheme during the year, calculated from the date of registration to the end of that financial year. If you leave the Scheme before the year is up and have used all the funds in your savings account, you will owe the Scheme the advanced portion of the Medical Savings Account you have used as it is a pro-rated benefit allocated in advance for the full benefit year. This summary is for information purposes only and does not supersede the rules of the Scheme. In the event of a discrepancy between the summary and the rules, the rules will prevail.

CompCare Medical Scheme is administered by Universal Healthcare Administrators (Pty) Ltd.