



## Member Booklet | 2023

Administered by Universal Healthcare Administrators (Pty) Ltd



Universal™

# Looking for an affordable Medical Scheme for you... And your family



## Makoti Medical Scheme 2023

Clinically Administered by Enabledmed  
Member Information Guide

### 1. BACKGROUND TO MAKOTI

With a track record over 45 years, delivering a sound and caring service to its members, Makoti Medical Scheme (Makoti) is known for its innovative and ground-breaking solutions.

Makoti Medical Scheme was developed with the following in mind:

- To provide affordable, high quality cover for medical care
- To introduce control measures to ensure long-term sustainability
- To promote wellness in the communities we serve

### 2. BENEFITS YOU ARE ENTITLED TO




Makoti offers two benefit options. You need to choose one of these options, taking your healthcare needs and affordability into account.

**Please note that cover provided is for healthcare services rendered within the borders of South Africa and is paid at 100% of the medical scheme tariff.**

#### OPTION 1: PRIMARY OPTION







##### Day-to-day benefits

**Please contact the 24-hour call centre on 0860 00 24 00 for pre-authorisations**

	<b>GPs:</b> Unlimited primary healthcare from <b>your chosen</b> general practitioner at the Makoti Scheme tariff.
	<b>Medicines:</b> Unlimited acute and chronic medicine, as per the medication formulary.
	<b>Over the counter medicine (OTC):</b> Generic medicine limited to <b>R406 per family per year.</b>



The following benefits are available, subject to **pre-authorisation and referral by your chosen general practitioner:**

	<p><b>Specialists:</b> Prescribed Minimum Benefits only in State Hospitals.</p>
	<p><b>Radiology:</b> CXR, suspected fractures of extremities and two obstetric sonars per pregnancy.</p>
	<p><b>Pathology: Cover is provided for the following pathology tests:</b></p> <p>4559 Liquid Based Cytology (1st)          4566 Vaginal or cervical smears, each. Pathology Anatomical Exfoliative cytology          4057 Glucose: Quantitative. Pathology Biochemical test blood          4064 Glycosylated haemoglobin: chromatography. Pathology Biochemical test blood          3762 Haemoglobin estimation. Pathology Haematology          3797 Platelet count. Pathology Haematology          3951 Quantitative Kahn, VDRL or other flocculation. Pathology Serology (RPR)          3764 Grouping: A B and O antigens. Pathology Haematology          3765 Grouping: Rh antigens. Pathology Haematology          3785 Leucocytes: total count Pathology Haematology (WCC)</p>
	<p><b>Ambulance services</b> for medical emergencies. The Scheme has contracted with Lifemed ambulance service (<b>0861 086 911</b>) as its preferred provider for ambulance services. Please note that the Scheme will not provide transport cover for non-life-threatening situations.</p>
	<p><b>Optometry:</b> Limited to <b>R1 009 per beneficiary every 24 months</b>. This limit includes the costs of the eye test, frames and lenses. Optometry services must be pre-authorised via the call centre by phoning <b>0860 002 400</b>. Cover will only be provided where it is necessary for correcting significant visual impairment. Lenses are subject to a refraction error of more than, or equal to, 0.5 dioptre. Please note that replacement of lost spectacles is not covered.</p>
	<p><b>Dentistry:</b> Benefit for consultations, fillings, extractions and prevention as per managed care protocols. All dentistry must be provided by an accredited dentist or dental therapist, after the dentist has obtained pre-authorisation from <b>Dental Information Systems (Pty) Ltd</b> at <b>0860 104 925</b>. There is no benefit for specialised dentistry or dentures.</p>

**In-hospital Benefits:**

- All benefits are paid at 100% of the medical scheme tariff
- Contact the 24-hour call centre on **0860 002 400** for pre-authorisations
- Experienced risk managers review all hospital admissions to optimise care

**Services accessed in State Hospitals only.**

The statutory Prescribed Minimum Benefits (PMBs) are covered in full as authorised, in respect of the relevant healthcare services as described in terms of section 67(1)(g) of the Medical Schemes Act including **Emergency Stabilisation**.




**Maternity:** Confinement in a private hospital covered to a maximum of R26,500. Pre-auth to be obtained in 2nd tri-mester of pregnancy.

**Internal Prosthesis:** Limited to **R55 462** per family per year.





## OPTION 2: COMPREHENSIVE OPTION

### Day-to-day benefits



Please contact the 24-hour call centre on 0860 00 24 00 for pre-authorisations

	<b>GPs:</b> Primary healthcare from <b>your chosen</b> general practitioner at the Makoti Scheme tariff.
	<b>Medicines:</b> Acute and chronic medicine, as per the medication formulary.
	<b>Over the counter medicine (OTC):</b> Generic medicine limited to <b>R429 per family per year</b> as per formulary.

The following benefits are subject to **pre-authorisation and referral by your chosen general practitioner:**

	<b>Specialists</b>
	<b>Radiology</b>
	<b>Pathology</b> (refer to Scheme exclusions).
	<b>Ambulance services</b> for medical emergencies. The Scheme has contracted with Lifemed ambulance service ( <b>0861 086 911</b> ) as its preferred provider for ambulance services. Please note that the Scheme will not provide transport cover for non-life-threatening situations. Ambulance services not authorized by Lifemed may result in co-payment.

The following benefits are provided by **accredited providers** and are subject to limits:

	<b>Optometry:</b> Limited to <b>R2 774 per beneficiary every 24 months</b> . The limit includes the costs of the eye test, frames and lenses, including multi-focal lenses and contact lenses. Optometry services must be authorised via the call centre by phoning <b>0860 002 400</b> . Cover will only be provided where it is necessary for correcting significant visual impairment. Lenses are subject to a refraction error of more than, or equal to, 0.5 dioptre. Please note that replacement of lost spectacles is not covered.
	<b>Dentistry:</b> Benefit for consultations, fillings, extractions and prevention are as per managed care protocols. All dentistry must be provided by an accredited dentist or dental therapist, after the dentist has obtained authorisation from <b>Dental Information Systems (Pty) Ltd</b> at <b>0860 104 925</b> . <b>Specialised dentistry</b> is subject to a limit of <b>R3 749 per family per year</b> , including root canal treatment and all periodontal treatment.





### Other Services

- **Clinical Psychology**  
Limited to 8 consultations per family per year and subject to referral from your chosen general practitioner and pre-authorisation.
- **Hearing Aids**  
Limited to **R3 634** per beneficiary every 4 years and subject to pre-authorisation.
- **External Prostheses/Appliances**  
Limited to **R3 598** per family per year for external orthopaedic prostheses including wheelchairs, walking frames, crutches and home oxygen. Glucometers limited to **R300** per member every 24 months. Subject to pre-authorisation and clinical protocols.
- **Internal Prostheses**  
Limited to **R55 462** per family per year. Subject to pre-authorisation and clinical protocols. Cardiac stents limited to 3 stents, 1 per lesion.
- **DBC Back and Neck Programme**  
Access to the back and neck programme subject to clinical protocols.

### Auxiliary Benefits

- **Physiotherapy, Occupational Therapy, Dietitians, Podiatry, Speech Therapy**  
A maximum of 20 consultations per family per year. Subject to pre-authorisation and clinical protocols.
- **Oncology (Chemotherapy, Radiotherapy, Radiology, Related consultations, Pathology)**  
Limited to PMB level of care as authorised in terms of the ICON treatment plan.  
No benefit for Biologicals or Brachytherapy materials.
- **COVID-19 Vaccines**  
Covid-19 tests subject to Scheme protocol.
- **Immunisations/Vaccinations**  
1 Flu vaccination per beneficiary per year. 1 HPV vaccination for female beneficiaries between 9 and 27 years. 1 Pneumococcal vaccination (every 5 years) for all immune-compromised beneficiaries and beneficiaries older than 65 years.
- **Organ Transplants/Kidney Dialysis**  
Subject to PMBs, clinical protocols and pre-authorisation.
- **Emergency Room/Casualty**  
Life threatening emergencies only.

### In-hospital Benefits

- All benefits are paid at 100% of the medical scheme tariff
- Contact the 24-hour call centre on **0860 002 400** for pre-authorisations
- Experienced risk managers review all hospital admissions to optimise care

The statutory **Prescribed Minimum Benefits (PMBs)** are covered in full as authorised, in respect of the relevant healthcare services as described in terms of section 67(1)(g) of the Medical Schemes Act including **Emergency Stabilisation**.

The Scheme provides unlimited **Hospitalisation** in Private Hospitals on the Comprehensive Option and step-down benefits, as medically appropriate. The benefit is subject to pre-authorisation, clinical protocols and PMBs.

**Maternity:** Confinement is covered at any private hospital subject to pre-authorisation and Scheme protocols.

## **Exclusions (Applicable to Primary and Comprehensive options)**

Makoti Medical Scheme will **NOT** cover the following costs unless it forms part of the Prescribed Minimum Benefits (PMBs):

- The treatment of obesity and its direct complications
- Items or treatments that are not medically indicated
- Willfully self-inflicted injuries
- Injuries arising from professional sport and speed contests
- The hire of medical, surgical and other appliances
- The cost of surgical stockings
- Medical services provided by any person not registered with the Health Professions Council of South Africa, the South African Nursing Council or the South African Pharmacy Council
- Recuperative holidays
- Dental extractions for non-medical purposes
- Gold inlays
- Unproven or experimental treatment
- Cosmetic and reconstructive surgery, treatment or appliances
- Frail care and convalescence
- Employee medical examinations initiated by employer
- Injuries where another party is responsible for the costs (e.g. Road Accident Fund or Workmen's Compensation claims)
- Roaccutaine and Retin A for the treatment of skin conditions
- Contraceptives and contraceptive devices
- Member related travelling expenses
- Charges for appointments which a beneficiary fails to keep
- Elective (non-emergency) after hours consultations
- Medical examinations or mass inoculation of employees initiated by employers
- Pathology tests for allergies
- Infertility treatment (except in respect of PMB rules)
- All costs for any cosmetic procedures/treatment/medication, except if as a result of an accident, illness or disease. Operations for nasal or breast reconstruction except due to medical reasons. All costs for operations, medicines, treatment and procedures for obesity, cosmetic purposes, or of the member's own choosing where this has no connection with any illness, presumed illness, accident or other medical disability:
  - Medicines not registered with the Medicines Control Council
  - Toiletries and beauty preparations
  - Homemade remedies
  - Alternative medicines
  - Bandages and aids
  - Patented foods including baby foods and milk substitutes
  - Slimming preparations
  - Tonics and nutritional supplements
  - Household biochemical and herbal remedies
  - Vitamins and mineral supplements
  - The purchase or hire of medical, surgical and other appliances except as pre-authorised by the Scheme

## **Third party claims**

If you are involved in a motor vehicle accident, the Scheme will have a claim against the third party for medical expenses incurred. In order to proceed with this claim, you or your dependant will be required to complete an "Accident Report" form.

### 3. CONTRIBUTIONS 2023

#### Contribution Table Effective 1 January 2023

PRIMARY OPTION			
INCOME CATEGORY	Principal (R)	Adult (R)	Child (R)
R0 - R3 240	332	332	215
R3 241 - R6 966	351	351	236
R6 967 - R9 720	782	644	288
R9 721 - R12 960	838	678	309
R12 961 - R17 280	901	721	327
R17 281 +	966	752	346

COMPREHENSIVE OPTION			
INCOME CATEGORY	Principal (R)	Adult (R)	Child (R)
R0 - R10 082	2 268	1 954	754
R10 083 - R13 352	2 622	2 183	855
R13 353 - R17 712	2 827	2 374	918
R17 713 +	3 101	2 657	1 008

### 4. YOUR SERVICE PROVIDERS

#### Your Accredited General Practitioner

Members are required to select a general practitioner. As this is the only service provider that you will be able to use, you should therefore carefully consider who you would like to choose as your regular doctor. You can select a general practitioner of your choice who is easily accessible to you and Enabledem will attempt to contract with this doctor to enable them to provide you with the services as offered by the Scheme. It is important to understand that this will then be the only general practitioner you will be able to consult with (except in emergencies).


Choosing a doctor and staying with one provider has many advantages. You will build a relationship of trust with your doctor who will get to know you and your unique requirements better. This approach avoids the risks of conflicting treatments and medicines that may occur if you consult more than one general practitioner. If you wish to change your general practitioner you can do so by completing the Doctor Choice Form.

Dental Services are arranged through the **Dental Information Systems (Pty) Ltd** call centre available on **0860 104 925**.

### 5. MANAGED HEALTHCARE

The purpose of managed healthcare is as follows:

- To provide you and your dependants with high quality healthcare protocols that have been developed by the Scheme, and which need to be followed to access your benefits
- To keep healthcare affordable and accessible to as many people as possible
- This will be done for you through your doctor and the staff of the call centre



**NB: All services are subject to pre-authorisation and clinical protocols unless an arrangement has been made with your doctor. Please make sure your general practitioner, hospital or other supplier is willing to provide you with the authorised service at the Makoti Medical Scheme tariff. Please call 0860 00 24 00 for more information or pre-authorisation.**

### **When visiting your doctor**

When visiting your doctor, please remember to take your Makoti Membership Card and your ID document with you to assist with identifying you as a member of the Scheme. Also make sure you take your health records, such as Baby Clinic card or Family Planning Cards, with when visiting your doctor for the first time.

### **Making appointments**

Some doctors and practices prefer you to make appointments for consultations. This will help to:

- Ensure that you will see the doctor that you need to see
- Plan your day better
- Minimise your waiting time

### **Chronic care programme**

Beneficiaries are encouraged to join the programme for care for any chronic condition by going to their chosen general practitioner to register their condition. The registration process assists the general practitioner and the patient, to ensure that the patient receives optimal care with minimum administration. The chronic care benefit covers the 27 (Chronic Disease List (CDL)) conditions, including HIV/AIDS and 14 Non-CDL conditions. Medication is covered as per the medication formulary and is covered in full once the beneficiary is registered on the chronic care programme by their general practitioner.

### **What medicines and laboratory tests will be covered?**

The Scheme has carefully chosen quality medicines to prevent and treat diseases. It needs to be used in the correct manner and according to the correct dosage and instructions to regain or maintain your health. It is very important to use medicines in the correct dosages, because if they are used incorrectly, this can cause a great deal of harm or even death.

The majority of these medicines are proven quality generics. If a patient insists on a more expensive alternative, the member will have to pay the additional cost directly to the pharmacy. Medicines commonly requested that are not on the formulary include: vitamins, laxatives and proton pump inhibitors, which are not covered by the Scheme.

Clinically-appropriate laboratory tests are accessed subject to clinical protocols and pre-authorisation.



## 6. YOUR MEMBERSHIP AND ADMINISTRATION

Universal Healthcare (Pty) Ltd is responsible for registering new members and dependants. The Scheme will apply underwriting to all new members as allowed by the Regulations to the Medical Schemes Act.

The following persons are allowed as dependants to the principal member:

A spouse or partner, biological children, adopted children, immediate family. Direct family members that are dependent on the member for family care and support are also eligible.

### **Cover for children as dependants**

Your children may remain on the Scheme as your dependants, until they become employed or reach the age of 21 years. After reaching the age of 21 years, your children may remain on the Scheme as an adult dependant (and pay adult dependant rates) up to the age of 25 (subject to proof of admission and registration as a student at an accredited institution). Third generation babies (i.e. grandchildren) are not eligible for membership.

### **Adding adult dependants**

If you wish to add an adult dependant, underwriting will be done in terms of the Medical Schemes Act.

### **How many medical aid schemes can a person belong to?**

You may not belong to more than one medical scheme.

### **How often can I change my option?**

Once a year, at the end of the year, with the change effective from 1 January. The option change form must reach Makoti by the cut-off date, as specified in the year-end communication.

**Change of option may only be done once a year, effective 1 January of the next year.**

### **Your membership status**

Please report the following changes to your membership status to the Human Resources department of your company:

- The birth or legal adoption of a child (within 30 days after birth or adoption)
- The change of an ID number of a dependant
- Passing away of a dependant
- Removal of a dependant
- Divorce or marriage
- Addition of dependants
- Change of address

Changes in dependant status must be recorded in order for a new card to be issued and to ensure that you pay the correct contributions. You need to check all the details on your membership card to make sure it is correct. Any mistakes must be reported as soon as possible so that a new card with the correct information can be issued to you. Change of status forms can be collected from your Human Resources department or through the Enableded call centre.

### **Your membership cards**

Each member is issued with a membership card. Keep your membership card safe and use it well, as it is your passport to quality healthcare services. Please remember that your membership card is only to be used by yourself and your registered dependants. Lending your membership card to unregistered dependants constitutes fraud, which could impact your membership.

## Contributions

Contributions to the Makoti Medical Scheme will be deducted from your wages/salary where the Scheme has a contract with your employer or deducted via debit order from your bank account. Contributions are due monthly in advance (or arrears as in agreement with some employer groups).

## Accounts

It is the member's responsibility to ensure that all accounts are submitted to Enabledmed as soon as possible. Accounts received **four months (4)** after the service date will not be paid by the Scheme in terms of the rules of the Scheme and will become the member's responsibility.

## Complaints and disputes

Members may lodge their complaints telephonically, or in writing, to the Scheme. The Scheme's dedicated telephone number for dealing with telephonic complaints is **011 208 1000**.

Call centre agents will assist the member immediately, where possible. All unresolved telephone complaints or complaints received in writing will be responded to by the Scheme in writing within 30 days of receipt thereof.

Should the member not be satisfied with the outcome of the query, then this query or dispute can be escalated to the Fund Manager. E-mail escalations can be sent to **[escalations@makotihealth.co.za](mailto:escalations@makotihealth.co.za)** or the call centre agent can transfer the member to the Senior Client Services Manager or, if not available, to the Fund Manager. All escalations will have to be accompanied by supporting evidence of non-delivery.

Any dispute, which may arise between a member, prospective member, former member or a person claiming by virtue of such membership and the Scheme or an officer of the Scheme, must be referred by the Principal Officer to a disputes committee (appointed by the Board of Trustees) for adjudication.

On receipt of a request in terms of this rule, the Principal Officer will convene a meeting of the disputes committee by giving not less than 21 days' notice in writing to the complainant and all the members of the disputes committee, stating the date, time and venue of the meeting and particulars of the dispute. The disputes committee will determine the procedure to be followed.

The parties to any dispute have the right to be heard at the proceedings, either in person or through a representative. An aggrieved person also has the right to appeal to the Council for Medical Schemes against the decision of the disputes committee. Such appeal must be in the form of an affidavit and directed to Council, and shall be furnished to the Registrar not later than three months after the date on which the decision concerned was made.

CMS e-mail address for complaints:

**[complaints@medicalschemes.com](mailto:complaints@medicalschemes.com)**



## DEFINITIONS

### Acute medication

Medicine that is used for the treatment of short-term illnesses, such as flu.

### Chronic medication

Medicine that is prescribed for an ongoing period longer than 3 months to manage a chronic Condition, such as Diabetes.

### PMBs

Prescribed Minimum Benefits (PMBs) is a set of defined benefits to ensure that all medical scheme members have access to certain minimum health services. PMBs are a feature of the Medical Schemes Act, in terms of which medical schemes have to cover the costs related to the diagnosis, treatment and care of:

- any emergency medical condition;
- a limited set of 270 medical conditions (defined in the Diagnosis Treatment Pairs);
- and the 27 chronic conditions (defined in the Chronic Disease List).

### Step-down facilities

Treatment facilities when a member has recovered well enough to no longer require treatment in hospital, but still needs medical care.

### Accredited provider

Enabled has a network of doctors with whom they have contracted with to provide healthcare services to the members of the Scheme.

### Healthcare protocols

Healthcare protocols are documented medical guidelines which assist with decisions and provides criteria regarding diagnosis, management, and treatment in specific areas of healthcare to ensure best clinical outcomes.

### Makoti Medical Scheme tariff

This is the maximum amount that the Scheme will pay for healthcare services provided by healthcare service providers.

**This guide is for information purposes and provides a summary of the Scheme rules. It does not supersede the rules of the Scheme. In the event of a discrepancy between this information guide and the rules of the Scheme, the rules will prevail.**



# Sekimi sa Kalafi sa Makoti 2023

## Se Tsamaisiwa mo go Tsa Kalafi ke Enabledmed Kaedi ya Tshedimosetso ya Maloko

### 1. TSHEDIMOSETSO KA MAKOTI

Ka gonne se na le hisetori ya dingwaga tse di fetang 45, ya go direla maloko a sone tirelo e e molemo le ya go bontsha kamego, Sekimi sa Kalafi sa Makoti (Makoti) se itsege ka ditharabololo tse di mo dinakong le tsa sešweng.

Sekimi sa Kalafi sa Makoti se tshamilwe go akantswe ka tse di latelang:

- Go duelela tlhokomelo ya kalafi e e tlhwatlhwatlase, ya boleng jo bo kwa godimo
- Go simolodisa ditsamaiso tsa taolo go netefatsa go tswela pele ga paka e telele
- Go tswetsa boitekanelo mo setšhabeng se re se direlang

### 2. DITSHIAMELO TSE O NANG LE TSHWANELO YA GO DI BONA




Makoti e na le maitlhophelo a ditshiamelo a mabedi. O tshwanetse go tlopha bo le bongwe jwa maitlhophelo a, o akantse ka ditlhoko tsa gago tsa tlhokomelo ya boitekanelo le se o ka kgonang go se duelela.

**Tsweetswee ela tlhoko gore go duelelwa ditirelo tsa tlhokomelo ya boitekanelo e e fiwang mo teng ga melelwane ya Aforikaborwa mme go duelwa 100% ya seelo sa sekimi sa kalafi.**







### KGETHO YA 1: PRIMARY OPTION

#### Ditshiamelo tsa letsatsi le letsatsi

**Tsweetswee ikgolaganye le lefelo la megala la diura tse 24 mo go 0860 00 24 00 go bona ditetla-kwa-pele**

	<p><b>Di-GP:</b> Tlhokomelo ya boitekanelo ya motheo e e sa lekanyediwang go tswa go ngaka ya malwetse otlhe e o e itlhophetseng</p>
	<p><b>Melemo:</b> Melemo e e sa lekanyediwang ya malwetse a nako e khutshwane le a a sa foleng, go ya ka lenaane la melemo</p>
	<p><b>Melemo e e sa tlhokeng thebolelo ya ngaka (OTC):</b> Melemo e e se nang letshwaokgwebo e lekanyeditswe go <b>R406 lelapa lengwe le lengwe ka ngwaga</b></p>

Ditshiamelo tse di latelang ga di a lekanyediwa, di ikaegile ka **tetla-kwa-pele le go romelwa ke ngaka ya malwetse otlhe e o e ithophetseng:**

	<p><b>Bomankge:</b> Ditshiamelo tsa Palatlase tse di Reboletsweng mo Dikokelong tsa Puso</p>
	<p><b>Radioloji:</b> CXR, go robega mo go belaelwang mo dikarolong tse di tswelang kwa ntle ga mmele le di-sonar tse pedi tsa boimana kimo nngwe le nngwe</p>
	<p><b>Tupo ya bolwetse: Diteko tse di latelang tsa tupo ya bolwetse di a duelelwa:</b></p> <p>4559 Saetholoji ya Liquid Based (1st)          4566 Di-smear tsa mo bosading kgotsa molomo wa popelo, nngwe le nngwe. Saetholoji ya Tupo ya Bolwetse ya Anatomical Exfoliative          4057 Tlelokose: Bontsi. Tupo ya bolwetse ya teko ya madi ya ditsamaiso tsa dikhemikhale mo ditsheding          4064 Himotlelobini e e glycosylated: chromatography. Tupo ya Bolwetse ya teko ya madi ya Ditsamaiso tsa Dikhemikhale mo Ditsheding</p> <p>3762 Tekanyetso ya himotlelobini. Tupo ya Bolwetse ya Malwetse a Madi          3797 Go bala dipolatelete. Tupo ya Bolwetse ya Malwetse a Madi          3951 Palo ya Kahn, VDRL kgotsa go fetolwa mo gongwe. Tupo ya bolwetse ya Serama (RPR)          3764 Go tsenya mo ditlhopeng: Di-antigen tsa A B le O. Tupo ya Bolwetse ya Malwetse a Madi          3765 Go tsenya mo ditlhopeng: Di-antigen tsa Rh. Tupo ya Bolwetse ya Malwetse a Madi          3785 Disele tse ditshweu tsa madi: palogotlhe ya Tupo ya Bolwetse ya Malwetse a Madi (WCC)</p>
	<p><b>Ditirelo tsa Ambulense</b> tsa maemo a tshoganyetso a kalafi. Sekimi se na le tumalano le Lifemed ambulance service (<b>0861 086 911</b>) jaaaka motlamedi wa sone wa tirelo yo se mo tlhophileng go dira ditirelo tsa ambulense. Tsweetswee ela tlhoko gore Sekimi se ka se duelele dipalangwa mo maamong a a seng kotsi mo botshelong.</p>
	<p><b>Bongaka jwa matho:</b> Bo lekanyeditse go <b>R1 009 moamogeladitshiamelo mongwe le mongwe dikgwedi dingwe le dingwe tse 24</b>. Tekanyetso e e akaretsa ditshenyegelo tsa teko ya matho, diforeimi le dilense. Ditirelo tsa bomankge jwa matho di tshwanetse go bonelwa tetla-kwa-pele kwa lefelong la megala ka go leletsa <b>0860 002 400</b>. Go tlaa duelelwa fela fa go le bothokwa go baakanya bogole jo bogolo jwa matho. Dilense di ikaegile ka go sa bone sentle mo go fetang, kgotsa mo go lekanang le, 0,5 dioptr. Tsweetswee ela tlhoko gore go emisetsa digalase tsa matho tse di latlheleng ga go duelelwe.</p>
	<p><b>Bongaka jwa meno:</b> Tshiamelo ya go bona ngaka, go dira di-filling, go ntsha meno le thibelo ga e a lekanyediwa. Bongaka jotlhe jwa meno bo tshwanetse go dirwa ke ngaka ya meno e e nang le tetla kgotsa moalafi wa meno, fa nngaka ya meno e sena go bona tetla-kwa-pele go tswa go <b>Dental Information Systems (Pty) Ltd</b> mo go <b>0860 104 925</b>. Ga go na tshiamelo ya bongaka jwa meno jwa bomankge kgotsa meno a maitirelo.</p>

**Ditshiamelo tsa Kafa Gare ga Bookelo:**

- Ditshiamelo tsothle di duelelwa 100% ya seelo sa sekimi sa kalafi
- Ikgoganyane le lefelo la megala la diura tse 24 mo go 0860 002 400 go bona ditetla-kwa-pele
- Balaodi ba kotsi ba ba nang le maitemogelo ba sekaseka dikamogelo tsothle tsa bookelo go oketsa tlhokomelo

**Ditirelo di bonwa mo Dikokelong tsa Puso fela.**

**Ditshiamelo tsa Palatlase tse di Reboletsweng** (di-PMB) di duelelwa ka botlalo jaaka tse di ntsheditsweng tela, go tsamaisana le ditirelo tsa tlhokomelo ya boitekanelo tse di maleba jaaka go thalosiwa go ya ka karolo 67(1)(g) ya Molao wa Dikimi tsa Kalafi o o akaretsang **Go Ritibatsa mo Seemong sa Tshoganyetso**.

**Boimana:** Seemo sa bofelo sa boimana se duelelwa kwa **bookelong jwa puso** kgotsa kwa **bookelong jwa poraefete**.

**Didiriswa tsa Maitirelo tse di Emisetsang Dirwe tsa Mmele tsa Kafa Gare di lekanyeditse go R55 462** lelapa lengwe le lengwe ka ngwaga.



## BOITLHOPHELO 2: COMPREHENSIVE OPTION

### Ditshiamelo tsa letsatsi le letsatsi

**Tsweetswee ikgolaganye le lefelo la megala la diura tse 24 mo go 0860 00 24 00 go bona ditetla-kwa-pele**

	<b>Di-GP:</b> Tlhokomelo ya boitekanelo ya motheo e e sa lekanyediwang go tswa go ngaka ya malwetse otlhe e o e ithlohphetseng
	<b>Melemo:</b> Melemo e e sa lekanyediwang ya malwetse a ka nako e khutshwane le a a sa foleng, go ya ka lenaane la melemo
	<b>Melemo e e sa thokeng thebolelo ya ngaka (OTC)</b> e e se nang letshwaokgwebo e lekanyeditswe go <b>R429 lelapa lengwe le lengwe ka ngwaga</b>

Ditshiamelo tse di latelang ga di a lekanyediwa, di ikaegile ka **tetla-kwa-pele le go romelwa ke GP e o e ithlohphetseng:**

	<b>Bomankge</b>
	<b>Radioloji</b>
	<b>Tupo ya bolwetse</b> (Diteko tsa dialeji ga di duelelwe (go duelelwa fela teko ya tlhatlhobo ya Aleji ya Phadiatop))
	<b>Ditirelo tsa Ambulense</b> tsa maemo a tshoganyetso a kalafi. Sekimi se na le tumalano le Lifemed ambulance service ( <b>0861 086 911</b> ) jaaaka motlamedi wa sone wa tirelo yo se mo tlhophileng go dira ditirelo tsa ambulense. Tsweetswee ela tlhoko gore Sekimi se ka se duelele dipalangwa mo maemong a a seng kotsi mo botshelong.

Ditshiamelo tse di latelang di fiwa ke **batlamedi ba ba nang le tetla** mme di ikaegile ka ditekanyetso:

	<b>Bongaka jwa mathho:</b> Bo lekanyeditswe go <b>R2 774 moamogeladitshiamelo mongwe le mongwe dikgwedi dingwe le dingwe tse 24</b> . Tekanyetso e e akaretsa ditshenyegelo tsa teko ya mathho, diforeimi le dilense, go akaretsa dilense tsa multi-focal le dilense tsa di-contact. Ditirelo tsa bongaka jwa mathho di tshwanetse go bonelwa tetla kwa lefelong la megala ka go leletsa <b>0860 002 400</b> . Go tlaa duelelwa fela fa go le bothokwa go baakanya bogole jo bogolo jwa mathho. Dilense di ikaegile ka go sa bone sentle mo go fetang, kgotsa mo go lekanang le, 0.5 dioptr. Tsweetswee ela tlhoko gore go emisetsa digalase tsa mathho tse di latlhegileng ga go duelelwe.
	<b>Bongaka jwa meno:</b> Tshiamelo ya go bona ngaka, go dira di-filling, go ntsha meno le thibelo ga e a lekanyediwa. Bongaka jwa meno bo tshwanetse go dirwa ke ngaka ya meno e e nang le tetla kgotsa moalafi wa meno, fa nkgaka ya meno e sena go bona tetla go tswa go <b>Dental Information Systems (Pty) Ltd</b> mo go <b>0860 104 925</b> . Tshiamelo ya bongaka jwa meno jwa bomankge e ikaegile ka tekanyetso ya <b>R3 749 lelapa lengwe le lengwe ka ngwaga</b> , go akaretsa kalafi ya modi wa leino le kalafi yotlhe ya marinini .

## Ditirelo tse Dingwe

- **Kalafi ya Saekholoji**

E lekanyeditswe go maeto a le 8 a go bona ngaka lelapa lengwe le lengwe ka ngwaga mme e ikaegile ka go romelwa ke ngaka ya malwetse otlhe e o e ithophetseng le tetla-kwa-pele.

- **Dithusa-kutlo**

Di lekanyeditswe go **R3 634** moamogeladitshiamelo mongwe le mongwe dingwaga dingwe le dingwe tse 4 mme di ikaegile ka tetla-kwa-pele.

- **Didiriswa tsa Maitirelo tse di Emisetsang Dirwe tsa Mmele tsa Kafa Ntle/Didiriswa**

Di lekanyeditswe go **R3 598** mongwe le mongwe gangwe ka ngwaga ya didiriswa tsa maitirelo tse di emisetsang dirwe tsa mmele tsa kafa ntle go akaretsa ditulo tsa maotwana, diforeimi tsa go tsamaya, di-crutch le okosejene e e dirisiwang kwa gae. Di-glucometer di lekanyeditswe go R300 leloko lengwe le lengwe dikgwedi dingwe le dingwe tse 24. Di ikaegile ka tetla-kwa-pele le ditsamaiso tsa kalafi.

- **Didiriswa tsa Maitirelo tse di Emisetsang Dirwe tsa Mmele tsa Kafa Gare**

Di lekanyeditswe go **R55 462** lelapa lengwe le lengwe ka ngwaga. Di ikaegile ka tetla-kwa-pele le ditsamaiso tsa kalafi. Ditshupu tse di tsenngwang mo pelong di lekanyeditswe go ditshupu tse 3, e le 1 mo nthong nngwe le nngwe.

## Ditshiamelo tsa Tlaelelts

- **Kalafi ya Tshidilo, Kalafi ya go Kgontsha go Dira Ditiro tsa Letsatsi le Letsatsi, Bomankge ba Mojo le Kotlo, Kalafi ya Malwetse a Dinao, Kalafi ya Thusapuo le Kalafi ya Malwetse a Pelo**

Maeto a go bona ngaka a a sa feteng 20 lelapa lengwe le lengwe ka ngwaga. E ikaegile ka tetla-kwa-pele le ditsamaiso tsa kalafi.

- **Kalafi ya Kankere (Kalafi ya khimo, Kalafi ya Radiation, Radioloji, Maeto a go bona ngaka a a amanang le yone, Tupo ya Bolwetse)**

E lekanyeditswe go seemo sa tlhokomelo sa PMB go ya ka leano la kalafi la ICON. Ga go na ditshiamelo tsa didiriswa tsa Biologicals kgotsa Brachytherapy.

- **Meento ya COVID-19**

- **Meento e e Thibelang Malwetse**

Moento o le 1 wa Mofikela moamogeladitshiamelo mongwe le mongwe ka ngwaga. Moento o le 1 wa HPV baamogeladitshiamelo ba basadi ba dingwaga tse di magareng ga 9 le 27. Moeno o le 1 wa Pneumococcal (dingwaga dingwe le dingwe tse 5) baamogeladitshiamelo botlhe ba mebele ya bone e sa sireletsegang mo malwetse le baamogeladitshiamelo ba ba nang le dingwaga tse di fetang 65.

- **Jalelelo ya dirwe/Dialysis ya diphilo**

Di ikaegile ka di-PMB, ditsamaiso tsa kalafi le tetla-kwa-pele.

## Ditshiamelo tsa Kafa Gare ga Bookelo:

- Ditshiamelo tsothe di duelelwa 100% ya seelo sa sekimi sa kalafi

- Ikgolaganye le lefelo la megala la diura tse 24 mo go 0860 002 400 go bona tetla-kwa-pele

- Balaodi ba kotsi ba ba nang le maitemogelo ba sekaseka dikamogelo tsothe tsa bookelo go oketsa tlhokomelo

**Ditshiamelo tsa Palotlase tse di Reboletsweng** (di-PMB) di duelelwa ka botlalo jaaka tse di ntsheditsweng tela, go tsamaisana le ditirelo tsa tlhokomelo ya boitekanelo tse di maleba jaaka go thalosiwa go ya ka karolo 67(1)(g) ya Molao wa Dikimi tsa Kalafi o o akaretsang **Go Ritibatsa mo Seemong sa Tshoganyetso**.

Sekimi se tlamela **Go Robadiwa kwa Bookelong** mo go sa lekanyediwang kwa Dikokelong tsa Poraefete mo Boithophelong jo bo Akaretsang Maemo Otlhe le ditshiamelo tsa mafelo a kalafi a a seng kwa bookelong, jaaka go tshwanela mo go tsa kalafi. Ditshiamelo di ikaegile ka tetla-kwa-pele, ditsamaiso tsa kalafi le di-PMB.

**Boimana:** Seemo sa bofelo sa boimana se duelelwa kwa bookelong bongwe le bongwe jwa poraefete go ikaegile ka tetla-kwa-pele le ditsamaiso tsa Sekimi.

## Tse di sa Duelelweng (E maleba mo maitlhophelong a Motheo le a a Akaretsang Maemo Otlhe)

Sekimi sa Kalafi sa Makoti GA SE NA go duelela ditshenyegelo tse di latelang ntle le fa e le karolo ya Ditshiamelo tsa Palotlase tse di Reboletsweng (di-PMB):

- Kalafi ya bokima jo bo foteletseng le diitharaano tse di bakwang ke jone ka tlhamalalo
- Dilwana kgotsa dikalafi tse e seng tsa bongaka

- Go ikgobatsa ka boomo
  - Dikgobalo tse di bakilweng ke metshameko ya porofesene le dikgaisano tsa mabelo
  - Go hira didiriswa tsa kalafi, karo le tse dingwe
  - Ditshenyegelo tsa dikausu tse di dirisiwang morago ga karo
  - Ditirelo tsa Kalafi tse di tlametsweng ke motho yo o sa kwadisiwang le Health Professions Council of South Africa, South African Nursing Council kgotsa South African Pharmacy Council
  - Malatsi a boikhutso a go kokotlegela
  - Go ntsha meno ka maikaelelo a e seng a kalafi
  - Go manega gauta mo menong
  - Kalafi e e sa tshepiwang kgotsa ya tekeletso
  - Karo ya go intlafatsa le ya go ipaakanya
  - Tlithokomelo ya batho ba ba bokoa le go kokotlegela morago ga bolwetse kgotsa kgobalo
  - Ditlithobho tsa kalafi tsa bathapiwa tse di dirwang di mothapi
  - Dikgobalo tse setlamo se sengwe se ikarabelelang ditshenyegelo (sk. Ditleleimi tsa Road Accident Fund kgotsa Workmen's Compensation)
  - Roaccutane le Retin A go alafa malwetse a letlalo
  - Bongaka jwa dinao, kalafi ya acupuncture, kalafi ya homeopath, kalafi ya naturopath, Melemo ya Setshaena le kalafi ya go baakanya ditokololo
  - Maeto a e seng a tshoganyetso kwa mafelong a balwetse ba sa robadiweng kwa go one kwa dikokelong/mafapha a maemo a tshoganyetso kwa bookelong
  - Diteko tsa tupo ya bolwetse (ntle le teko ya tlithobho ya aleji ya Phadiatop)
  - Kalafi ya boopa (ntle le go ya ka melawana ya PMB)
  - Dithibelapelegi le didiriswa tsa thibelapelegi
  - Ditshenyegelo tsa mesepele tse di amanang le maloko
  - Dituelo tsa dipeelano tse moamogeladitshiamelo a sa nngeng teng kwa go tsone
  - Maeto a go bona ngaka a a sa pateleseeng (a e seng a tshoganyetso) a morago ga diura tsa tiro
  - Ditlithobho tsa kalafi kgotsa go entiwa ga bathapiwa botlhe mo go dirwang ke bathapi
  - Diteko tsa tupo ya bolwetse ya dialeji
  - Kalafi ya boopa (ntle le mo mabakeng a melawana ya PMB)
  - Ditshenyegelo tsotlhe tsa dikaro tsa go intlafatsa/kalafi/melemo, ntle le fa e le ka ntlha ya kotsi kgotsa bolwetse
- Dikaro tsa go baakanya nko kgotsa mabele ntle le fa e le ka mabaka a kalafi
- Ditshenyegelo tsotlhe tsa dikaro, melemo, kalafi le dikaro tsa bokima jo bo feteletseng, go intlafatsa, kgotsa tse di tlhophelwang ke leloko mme di sa amane le bolwetse bope, bolwetse jo go akanngwang gore bo teng, kotsi kgotsa bogole jo bongwe jwa kalafi.
- Melemo e e sa kwadisiwang le Lekgotla la Taolo ya Melemo
  - Tsa go tlhapa le go ithokomela mo mmeleng
  - Melemo e e itirelwang kwa gae
  - Dikalafi tse dingwe tse e seng tsa bongaka
  - Di-bandage le dithusi
  - Dijo tse di nang le bathami go akaretsa dijo tsa bana le tse di emisetsang mašwi
  - Dipaakanyetso tsa go fokotsa boima jwa mmele
  - Ditiisammele le ditlaleletso tsa dikotla
  - Melemo ya mo gae e e amanang le ditsamaiso tsa dikhemikhale mo ditsheding le ya ditlama
  - Dibithamine le ditlaleletso tsa diminerale
  - Go reka kgotsa go hira didiriswa tsa kalafi, karo le tse ingwe ntle le fa Sekimi se ntshitse tetla-kwa-pele.

### **Ditleleimi tsa setlamo se sengwe**

Fa o amegile mo kotsing ya koloi, Sekimi se tlaa tsenya tleleimi ya ditshenyegelo tsa kalafi tse di nnileng teng kwa setlamong se sengwe. Go tswelela ka tleleimi e, wena kgotsa motlhokomelwa wa gago le tlaa tshwanelwa ke go tlasa foromo ya "Pego ya Kotsi."



### 3. DIKABELO TSA 2023

#### Lenaneo la Dikabelo go Simolola ka 1 Ferikgong 2023

BOITLHOPHELO JWA MOTHEO			
SETLHOPHA SA LOTSENO	Leloko Legolo (R)	Mogolo (R)	Ngwana (R)
R0 - R3 240	332	332	215
R3 241 - R6 966	351	351	236
R6 967 - R9 720	782	644	288
R9 721 - R12 960	838	678	309
R12 961 - R17 280	901	721	327
R17 281 +	966	752	346

KGETHO E PHETHAHETSENG			
SETLHOPHA SA LOTSENO	Leloko Legolo (R)	Mogolo (R)	Ngwana (R)
R0 - R10 082	2 268	1 954	754
R10 083 - R13 352	2 622	2 183	855
R13 353 - R17 712	2 827	2 374	918
R17 713 +	3 101	2 657	1 008

### 4. BATLAMEDI BA GAGO BA DITIRELO

#### Ngaka ya Gago ya Malwetse Otlhe e e Nang le Tetla

Maloko a tshwanetse go tlhophela ngaka ya malwetse otlhe. Ka yo e le ene fela motlamedi wa tirelo yo o tlaa kgonang go mo dirisa, o tshwanetse go akanya ka kelotlhoko gore o ka ata go tlhophela mang go nna ngaka ya gago ya ka gale. O ka itlhophela ngaka ya malwetse otlhe e e go leng motlhofo gore o fitlhe kwa go yone mme ba Enableded ba tlaa leka go dira tumalano le ngaka e gore ba kgone go go direla ditirelo tse di fiwang ke Sekimi. Go bothokwa go tshloganya gore go tswa foo e e tlaa nna yone fela ngaka e o tla kgonang go ya go e bona (ntlle le mo mameong a tshoganyetso).

Go tlhophela ngaka le go dirisa motlamedi a le mongwe go na le mesola e mentsi. O tlaa dira aga botsalano jwa go tshwana le ngaka ya gago mme o tlaa go itse botoka gammogo le dilo tse di tlhokwang ke wena fela. Mokgwa o o tla dikotsi tsa dikalafi le melemo e e thulanang e e ka nnang teng fa o bona dingaka tsa malatsi otlh tse di fetang e le nngwe. Fa o batla go fetola ngaka ya gago ya malwetse otlhe o ka dira jalo ka go tlatsa Foromo ya Tlhopho ya Ngaka.

Ditirelo tsa Meno di rulagangwa ke lefelo la megala **Dental Information Systems (Pty) Ltd** mo **0860 104 925**.

### 5. TLHOKOMELO YA BOITEKANELO E E LAOLWANG

Boikaelelo jwa tlhokomelo ya boitekanelo e e laolwang ke jo bo latelang:

- Go fa batlhokomelwa ba gago ditsamaiso tsa tlhokomelo ya boitekanelo tsa boleng jo bo kwa godimo tse di rulagantsweng ke Sekimi, tse di tshwanetseng go latelwa go fitlhelela ditshiamelo tsa gago
- Go dira gore tlhokomelo ya boitekanelo e nne tlhwalatlhwalase mo bathong ba bantsi ka mo go kgonegang ka teng
- O tlaa direlwa se kwa ngakeng ya gago le badiri ba kwa lefelong la megala

**ELA TLHOKO: Ditirelo tsothe di ikaegile ka tetla-kwa-pele le ditsamaiso tsa kalafi ntle le fa go dirilwe thulaganyo le ngaka ya gago. Tsweetswee netefatsa gore ngaka ya gago ya malwetse otlhe, bookelo kgotsa motlamedi yo mongwe o ikemiseditse go go fa tirelo e e ntsheditsweng tetla a dirisa seelo sa Sekimi sa Kalafi sa Makoti. Tsweetswee leletsa 0860 00 24 00 go bona tshedimosetso go ya pele kgotsa tetla-kwa-pele.**

### **Fa o etela ngaka ya gago**

Fa o etela ngaka ya gago, tsweetswee gakologelwa go tsaya Karata ya gago ya Botokololo ya Makoti le tokomane ya gago ya ID go thusa go supa gore o leloko la Sekimi. Gape netefatsa gore o tsaya direkoto tsa gago tsa kalafi, tse di jaaka karata ya Baby Clinic kgotsa Dikarata tsa Family Planning, fa o ya go bona ngaka ya gago lekgetho la nthla.

### **Go dira dipeelano**

Dingaka dingwe le mafelo ba batla gore o dire dipeelano go ya go ba bona. Se se tlaa thusa go:

- Netefatsa gore o bona ngaka e o tlhokang go e bona
- Rulaganya letsatsi la gago botoka
- Fokotsa nako ya gago ya go leta

### **Lenaneo la tlhokomelo ya malwetse a a sa foleng**

Baamogeladitshiamelo ba rthloedwa go tsena mo lenaneong la tlhokomelo ya malwetse otlhe a a sa foleng ka go ya kwa ngakeng e ba e ithophetseng go kwadisa bolwetse jwa bone. Tsamaiso ya kwadiso e thusa ngaka ya malwetse otlhe le molwetse, go netefatsa gore molwetse o amogela tlhokomelo e e kwa godimo ntle le tsamaiso e telele. Tshiamelo ya tlhokomelo ya malwetse a a sa foleng e duelela malwetse a le 27 (malwetse a a mo Lenaaneng la Malwetse a a sa Foleng (CDL)), go akaretsa HIV/AIDS. Melemo e duelelwa go ya ka lenaane la melemo mme e duelelwa ka bottalo fa moamogeladitshiamelo a kwadisitswe mo lenaneong la tlhokomelo ya malwetse a a sa foleng ke ngaka ya gagwe ya malwetse otlhe.

### **Go tlaa duelelwa melemo efe le diteko tsa laborator?**

Sekimi se tlhophile ka kelotlhoko melemo ya boleng jo bo kwa godimo go thibela le go alafa malwetse. E tshwanetse go dirisiwa ka tsela e e nepagetseng le go ya ka selekanyo le ditaello tse di nepagetseng Igore boitekanelo jwa gago bo tokafale kgotsa bo tsewelele bo siame. Go botlhokwa thata go dirisa melemo ka dilekanyo tse di nepagetseng, ka gonne fa e dirisiwa ka tsela e e sa nepagalang, se se ka baka kgobalo e e masisi kgotsa le lesa tota.

Bontsi jwa melemo e ke melemo e e se nang letshwaokgwebo ya boleng jo bo kwa godimo. Fa malwetse a gatelela gore o batla molemo o mongwe o o tlhathlwagodimo, leloko le tlaa tshwanelwa ke go duela ditshenyegelo tsa tlaleletso ka tlhamalalo kwa khemiseng. Melemo e gantsi e kopiwang mme e seyo mo lenaaneng la melemo e akaretsa: dibithamine, melemo e e tabogisang mala le melemo e e fokotsang asiti mo mpeng, e e sa duelelweng ke Sekimi. Diteko tsa laborator tse di maleba mo kalafing di fithelelwa go ikaegile ka ditsamaiso tsa kalafi le tetla-kwa-pele.

## **6. BOTOKOLOLO JWA GAGO LE TSAMAISSO**

Universal Healthcare (Pty) Ltd e ikarabelela go kwadisa maloko a mašwa le bathokomelwa ba one. Sekimi se tlaa tlhomamisa tuelelo ya maloko otlhe a mašwa jaaka go letlelelwa ke Molao wa Dikimi tsa Kalafi.

Batho ba ba latelang ba letlelelwa go nna bathokomelwa ba leloko legolo:

Mogatse kgotsa molekane, bana ba a ba tsetseng, bana ba a ba filweng semolao, ba lelapa ba ba gaufi thata. Maloko a lelapa ka tlhamalalo a a ikaegileng ka leloko go ba tlhokomela le one a a tshwanelega.

## **Tuelelo ya bana jaaka bathokomelwa**

Bana ba gago ba ka tswelela ba le mo Sekiming jaaka bathokomelwa ba gago, go fitlha ba thapiwa kgotsa ba fitlha go dingwaga tse 21. Fa ba sena go fitlha go dingwaga tse 21, bana ba gago ba ka tswelela ba le mo Sekiming jaaka bathokomelwa ba bagolo (le go duela dieelo tsa bathokomelwa ba bagolo) go fitlha go dingwaga tse 25 (go ikaegile ka bosupi jwa gore ba tsena kwa setheong se se nang le tetla e bile ba kwadisitswe mo go sone). Bana ba losika lwa boraro (k.g.r. ditlogolo) ga ba tshwanelegele botokololo.

## **Go tsenya bathokomelwa ba bagolo**

Fa o batla go tsenya motlhokomelwa wa mogolo, tlhomamiso ya tuelelo e tlaa dirwa go ya ka Molao wa Dikimi tsa Kalafi.

## **Motho a ka nna mo dikiming tse kae tsa thuso ya kalafi?**

O ka se nne mo dikiming tsa kalafi tse di fetang se le sengwe.

## **Nka fetola boithophelo jwa me ga kae?**

Gangwe ka ngwaga, kwa bokhutlong jwa ngwaga, mme phetogo e simologa ka 1 Ferikgong. Go fetola boithophelo go tshwanetse ga goroga go Makoti ka letlha la makgaolakang le le beilweng, jaaka go totobaditswe mo tlhaeletsanong ya bokhutlo jwa ngwaga.

## **Go fetola boithophelo go ka dirwa fela gangwe ka ngwaga, go simologa ka 1 Ferikgong wa ngwaga o o latelang.**

### **Seemo sa botokololo jwa gago**

Tsweetswee bega diphetogo tse di latelang mo seemong sa botokololo jwa gago kwa Lefapheng la Badiri la setlamo sa gago:

- Go tsholwa kgotsa go fiwa ngwana semolao (mo malatsing a le 30 morago ga go belegwa kgotsa go fiwa ngwana semolao)
- Go fetoga ga nomoro ya ID ya motlhokomelwa
- Go tlhokafala ga motlhokomelwa
- Go tloswa ga motlhokomelwa
- Tlhalo kgotsa lenyalo
- Go tsenya bathokomelwa
- Go fetola aterese

Diphetogo mo seemong sa motlhokomelwa go tshwanetse ga tsenngwa mo direktong gore go ntshiwe karata e ntšhwa le go netefatsa gore o duela dikabelo tse di nepagetseng. O tshwanetse go tlhola dintlha tsotlhe mo karateng ya gago ya botokololo go netefatsa gore di nepagetseng. Diphego dipe tse di leng teng di tshwanetse go begiwa ka bonako jo bo kgonegang gore o fiwe karata e ntšhwa e e nang le tshedimosetso e e nepagetseng. Diforomo tsa phetogo ya seemo di ka bonwa kwa Lefapheng la gago la Badiri kgotsa go dirisiwa lefelo la megala la Enabledmed.

### **Dikarata tsa gago tsa botokololo**

Leloko lengwe le lengwe le fiwa karata ya botokololo. Tshola karata ya gago ya botokololo e babalesegile mme o e dirise sentle, ka gonne ke yone e go bulelang tsela ya go bona ditirelo tsa tlhokomelo ya boitekanelo tsa boleng jo bo kwa godimo. Tsweetswee gakologelwa gore karata ya gago ya botokololo e tshwanetse go dirisiwa fela ke wena le bathokomelwa ba gago ba ba kwadisitsweng. Go adima bathokomelwa ba ba sa kwadiswang karata ya gago ya botokololo ke tsietso, mme go ka ama botokololo jwa gago.

### **Dikabelo**

Dikabelo tsa Sekimi sa Kalafi sa Makoti di tlaa gogiwa mo tuelong ya gago fa Sekimi se na le tumalano le mothapi wa gago kgotsa di tlaa gogiwa ka debit order mo akhaontong ya gago ya banka. Dikabelo di duelwa kgwedi le kgwedi di duelwa kwa pele (kgotsa ditshalelamorago (arrears) jaaka go dumalanwe le ditlhopha dingwe tsa bathapi).

## Diakhaonto

Ke boikarabelo jwa leloko go netefatsa gore diakhaonto tsoitlhe di romelwa go Enableded ka bonako jo bo kgonegang. Diakhaonto tse di amogelwang dikgwedi tse nne morago ga letlha la tirelo ga di na go duelwa ke Sekimi go ya ka melawana ya Sekimi mme e tlaa nna boikarabelo jwa leloko.

## Dingongorego le dikganetsano

Maloko a ka bega dingongorego tsa one ka mogala, kgotsa ka mokwalo, kwa Sekiming. Nomoro ya mogala ya Sekimi e e itebagantseng le dingongorego tse di begiawang ka mogala ke **011 208 1000**.

Badiri ba kwa lefelong la megala ba tlaa thusa leloko ka gangwe, fa go kgonegang teng. Dingongorego tsoitlhe tse di begilweng ka mogala tse di sa rarabololwang kgotsa dingongorego tse di amogetsweeng ka mokwalo di tlaa arabiwa ke Sekimi mo malatsing a le 30 a go amogelwa.

Fa leloko le sa kgotsofalela maduo a ngongorego, ngongorego e kgotsa kganetsano e ka fetisediwa kwa pele go Molaodi wa Matlole. Dingongorego tse di fetisediwang kwa pele di ka romelwa go **escalations@makotihealth.co.za** kgotsa modiri wa kwa lefelong la megala a ka romela leloko go Molaodi yo Mogolwane wa Ditirelo tsa Badirisi kgotsa, fa a seyo go Molaodi wa Malole. Dingongorego tsoitlhe tse di fetisediwang kwa pele di tshwanetse go tsamaya le bosupi jo bo di tshegetsang jwa gore tirelo ga e a dirwa.

Ngongorego nngwe le nngwe, e e ka n nang teng fa gare ga leloko, motho yo e ka n nang leloko, motho yo e neng e le leloko kgotsa motho yo o dirang tleimi ka botokololo joo le Sekimi kgotsa motlhankedi wa Sekimi, di tshwanetse go romelwa ke Motlhankedi Mogolo kwa komiting ya dikganetsano (e e tlhomilweng ke Boto ya Batlhokomedi) gore e rarabololwe.

Fa Motlhankedi Mogolo a amogela kopo go ya ka molawana o, o tlaa bitsa kopano ya komiti ya dikganetsano ka go ntsha kitsiso mo malatsing a a seng kafa tlase ga 21 ka mokwalo go mongongoregi le maloko otlhe a komiti ya dikganetsano, e e totobatsang letlha, nako le lefelo la kopano le dintha tsa kganetsano. Komiti ya dingongorego e tlaa tsaya tshwetso ya tsamaiso e e tlaa latelwang.

Batho ba ba ngongoregang ba na le tshwanelo ya go reediwa kwa kopanong, ka bobone kgotsa ba dirisa moemedi. Gape motho yo o ngongoregang o na le tshwanelo ya go dira ikuelo kwa Lekgotleng la Dikimi tsa Kalafi kgatlhanong le tshwetso ya komiti ya dikganetsano. Ikuelo e e ntseng jalo e tshwanetse go nna afitafiti e e romelwang kwa Lekgotleng, mme e tlaa newa Mokwadisi mo lobakeng lo lo sa feteng dikgwedi tse 3 morago ga letlha le tshwetso e e amegang e tserweng ka lone.

Aterese ya imeile ya CMS ya dingongorego:

**complaints@medicalschemes.com**



## DITLHALOSO

### Melemo ya malwetse a nako e khutshwane

Melemo e e dirisediwang kalafi ya malwetse a nako e khutshwane, a a jaaka mofikela.

### Melemo ya malwetse a a sa foleng

Melemo e e rebolelwang paka e e tswelang pele e e fetang dikgwedi se 3 go laola bolwetse jo bo sa foleng, jo bo jaaka bolwetse jwa sukiri.

### DiPMB

Ditshiamelo tsa Palotlase tse di Reboletsweng (di-PMB) ke ditshiamelo tse di tlohomiweng tse di tshalositsweng sentle go netefatsa gore maloko otlhe a sekimi sa kalafi a kgona go fithelela ditirelo tse di rileng tsa palotlase. Di-PMB ke karolo ya Molao wa Dikimi tsa Kalafi, o go ya ka one dikimi tsa kalafi di tshwanetseng go duelela ditshenyegelo tse di amanang le tupo ya bolwetse, kalafi le tihokomelo ya:

- bolwetse bongwe le bongwe jwa tshoganyetso;
- sethopho se se lekanyeditsweng sa malwetse a le 270 (a a tihalosiwang mo Dipareng tsa Kalafi tsa Tupo ya Bolwetse [Diagnosis Treatment Pairs]);
- le malwetse a le 27 (a a tihalosiwang mo Lenaaneng la Malwetse a a sa Foleng).

### Mafelo a kalafi a a seng kwa bookelong

Mafelo a kalafi fa leloko le kokotlegetse mo go lekaneng mme le sa tihole le tihoka kalafi kwa bookelong, le fa le santse le tihoka tihokomelo ya kalafi.

### Motlamedi yo o nang le tetla

Enabledem e na le sentlhaga sa dingaka tse e dirileng tumalano le tstone go fa maloko a Sekimi ditirelo tsa tihokomelo ya boitekanelo.

### Ditsamaiso tsa tihokomelo ya boitekanelo

Ditsamaiso tsa tihokomelo ya boitekanelo tse e leng dikaedi tsa kalafi tse di kwadilweng tse di thusang ka go tsaya ditshwetso mme di naya kemo mabapi le tupo ya bolwetse, taolo, le kalafi mo dikarolong tse di totobetseng tsa tihokomelo ya boitekanelo go netefatsa maduo a a gaisang a kalafi.

### Seelo sa Sekimi sa Kalafi sa Makoti

A ke madi a a ka se fetiweng a Sekimi se tlaa a duelelang ditirelo tsa tihokomelo ya boitekanelo tse di tlametsweng ke batlamedi ba tirelo ba tihokomelo ya boitekanelo.

**Boikaelelo jwa kaedi e ke go fa tshedimosetso mme e fa tshobokanyo ya melawana ya Sekimi. Ga e kwa emisetse melawana ya Sekimi. Fa go direga gore go nne le go se tshwane magareng ga kaedi e ya tshedimosetso le melawana ya Sekimi, go tlaa dirisiwa melawana.**



# IMakoti Medical Scheme 2023

## Iphethwe Ngokufanele i-Enabledmed

## Incwadi Yamalungu Engumhlahlandlela

### 1. ISENDLALELO SEMAKOTI

Ngomlando werekhodi layo leminyaka engaphezu kwama-45, iletha insizakalo enokuthembeka nokunakekela kumalungu ayo, iMakoti Medical Scheme (iMakoti) yaziwa ngezixazululo zayo ezinamasu amasha neziyinqalabutho.

iMakoti Medical Scheme yasungulwa kuhloswe lokhu okulandelayo ngayo:

- Ukuhlinzeka ikhava yezokwelapha engambi eqolo futhi esezingeni eliphezulu
- Ukwethula izindlela zokulawula ukuze kuqinisekiswa ukuqhubeka kwayo isikhathi eside
- Ukugqogquzela ukuphila kahle emiphakathini esiyisebenzelayo

### 2. IMIHLOMULO ONELUNGELO LOKUYITHOLA

iMakoti ikunika izinketho zemihlomulo emibili. Udinga ukukhetha eyodwa kulezi zinketho, ubheke izidingo zakho zokunakekelwa kwempilo kanye nephakethe lakho.

**Sicela uqaphele ukuthi ikhava ehlinzekwayo ngeyezinsizakalo zokunakekelwa kwempilo ezitholakala ngaphakathi kwemingcele yaseNingizimu Afrika futhi ikhokhelwa i-100% yenani lesikimu sokwelapha.**

### INKETHO 1: PRIMARY OPTION



#### Imihlomulo yansukuzonke

**Sicela uthinte isikhungo sezingcingo esivulwa amahora angama-24 ku-0860 00 24 00 ukuze uthole isigunyazo ngaphambi kwesikhathi**

	<b>Ama-GP:</b> Ukunakekelwa kwempilo okungenamkhawulo okuthola kudokotela wezifo jikelele wakho ozikhethele yena
	<b>Imithi:</b> Imithi yezimo eziphuthumayo neyezifo ezingelapheki, kuya ngohlu lwemithi ekhokhelwayo
	<b>Imithi ozithengela yona engadingi incwadi kadokotela (i-OTC):</b> Imithi ebiza kahle eyenziwe ngezithako ezifanayo nemithi ebizayo enomkhawulo wama- <b>R406</b> ngomndeni ngamunye ngonyaka

Le mihlomulo elandelayo ayinamkhawulo, kuncike **ekutholeni isigunyazo ngaphambi kwesikhathi nencwadi yomyalelo ebhalwe udokotela jikelele wakho ozikhethele yena:**

	<b>Ochwepheshe bezifo:</b> Imihlomulo Emincane Enqunyiwe Ezibhedlela Zikahulumeni kuphela
	<b>I-Radiology:</b> I-CXR, uma kusolakala ukwephuka kwezinyawo nemilenze kanye nokuholwa kwengane engekazalwa esiswini ekukhulelweni ngakunye

	<p><b>Ukuhlolwa kwezifo: Kuhlizekwa ikhava yalokhu kuhlolwa kwezifo okulandelayo:</b></p> <p>4559 Isimo Nokusebenza Kwamaseli Omzimba Okusekelwe Kokuwuketshezi (Okokuqala)</p> <p>4566 Isampula lesitho sowesifazane sangasese nelomlomo wesibeletho, ngakunye. Ukuhlolwa Kwezifo Emzimbeni Ngokuthatha Amasampula Engaphandle Lezitho Zomzimbaukuze Kuhlolwe Isimo Nokusebenza Kwamaseli Omzimba</p> <p>4057 I-Glucose: Okulinganiselwe. Ukuhlolwa Kwezifo Egazini Lezinto Eziphilayo Ngokubheka Amagciwane</p> <p>4064 I-Glycosylated haemoglobin: i-chromatography. Ukuhlolwa Kwezifo Egazini Lezinto Eziphilayo Ngokubheka Amagciwane</p> <p>3762 Isilinganiso se-haemoglobin. Ukuhlolwa Kwezifo Ezikhona Ezakhiweni Zegazi</p> <p>3797 Ukubala ama-platelets. Ukuhlolwa Kwezifo Ezikhona Ezakhiweni Zegazi</p> <p>3951 I-Kahn Elinganiselwe, i-VDRL noma okunye ukwakheka kwezigaxa. Ukuhlolwa Kwezifo Ezikhona Oketshezini Olyingxenye Yegazi (i-RPR)</p> <p>3764 Ukuhlukanisa Ngamaqembu: ama-antigens u-A u-B no-O. Ukuhlolwa Kwezifo Ezikhona Ezakhiweni Zegazi</p> <p>3765 Ukuhlukanisa: ama-Rh antigens. Ukuhlolwa Kwezifo Ezikhona Ezakhiweni Zegazi</p> <p>3785 Amalukhosayithi: isibalo esiphelele Ukuhlolwa Kwezifo Ezikhona Ezakhiweni Zegazi i-WCC)</p>
	<p><b>Izinsizakalo zama-ambulensi</b> zezimo zokwelapha eziphuthumayo. Isikimu sinesivumelwano ne-Lifemed ambulance service (ku-<b>0861 086 911</b>) njengomhlinzeki waso okhethiwe wezinsizakalo zama-ambulensi. Sicela uqaphele ukuthi Isikimu ngeke siyihlinzeke ikhava yezithuthi ezimweni ezingekho bucayi.</p>
	<p><b>Insizakalo yezibuko zamehlo: Inomkhawulo wama-R1 009 ngomhlomuli ngamunye njalo ngezinyanga ezingama-24.</b> Lo mkhawulo ubandakanya izindleko zokuhlolwa kwamehlo, amafulemu nezingilazi zezibuko. Izinsizakalo zezibuko zamehlo kufanele zigunyazwe ngaphambi kwesikhathi esikhungweni sezingcingo ngokushayela u-<b>0860 002 400</b>. Ikhava izohlizekwa kuphela lapho kunesidingo sokulungisa ukungaboni kahle emehlweni okubonakalayo. Izingilazi zezibuko zincike ekuphambekeni kokushintshwa komgudu wokukhanya ongaphazulu, noma olingana ne-0,5 dioptre. Sicela uqaphele ukuthi ukubuyiselwa kwezibuko ezilahlekile akukhaviwe.</p>
	<p><b>Ukunakekelwa kwamazinyo:</b> Imihlomulo yokubonana nodokotela, ukugcwaliswa kwezimbobo emazinyweni, ukukhishwa kwawo nokuvikela ukonakala kwawo. Konke ukunakekelwa kwamazinyo kufanele kuhlizekwe udokotela wamazinyo ogunyaziwe noma umelaphi wamazinyo, ngemuva kokuthi udokotela wamazinyo ethole isigunyazo ngaphambi kwesikhathi ku-<b>Dental Information Systems (Pty) Ltd</b> ku-<b>0860 104 925</b>. Akunamhlomulo wokunakekelwa kwamazinyo okukhethekile noma amazinyo okufakelwa.</p>

### Imihlomulo Yangaphakathi Esibhedlela:

- Yonke imihlomulo ikhokhelwa i-100% lenani elikhokhwa isikimu sokwelapha
- Shayela isikhungo sezingcingo esisebenza amahora angama-24 ku-**0860 002 400** ukuze uthole izigunyazo zangaphambi kwesikhathi
- Abaphathi bezimo zobungozi abanesipilyoni babuyekeza konke ukulaliswa esibhedlela ukuze kwenziwe ngcono ukunakekelwa kwamalungu

### Izinsizakalo zitholakala Ezibhedlela Zikahulumeni kuphela.

**Imihlomulo Emincane Enqunyiwe** esemthethweni (ama-PMB) ikhawwa ngokugcwele njengoba kugunyaziwe, ngokuphathelene nezinsizakalo zokunakekelwa kwempilo ezifanele njengoba kuchaziwe esigabeni 67(1)(g) Somthetho Wezikimu Zokwelapha kubandakanya **Nokusimamiswa Esimweni Esibucayi**.




**Ukukhulelwa Nokubeletha:** Ukulaliswa kukhawwa **Esibhedlela Esizimele** noma **Ophikweni Lwethimba Lokubelethisa**, lapho litholakala khona.

**Izitho Zokufakelwa Zangaphakathi** zinomkhawulo wezi-**R55 462 umndeni ngamunye ngonyaka**.

## INKETHO 2: COMPREHENSIVE OPTION

### Imihlomulo yansukuzonke

**Sicela uthinte isikhungo sezingcingo esivulwa amahora angama-24 ku-0860 00 24 00 ukuze uthole isigunyazo ngaphambi kwesikhathi**

	<b>Udokotela jikelele:</b> Ukunakekelwa kwempilo okungenamkhawulo okuthola kudokotela jikelele wakho ozikhethele yena
	<b>Imithi:</b> Imithi yezimo eziphuthumayo neyezifo ezingelapheki, kuya ngohlu lwemithi ekhokhelwayo
	<b>Imithi ozithengela yona engadingi incwadi kadokotela (ama-OTC)</b> Imithi ebiza kahle eyenziwe ngezithako ezifanayo nemithi ebizayo ejwayelekile enomkhawulo <b>wama-R429 ngomndeni ngamunye ngonyaka</b>

Le mihlomulo elandelayo ayinamkhawulo kuncike **ekutholeni isigunyazo ngaphambi kwesikhathi nencwadi yomyalelo ebhalwe udokotela jikelele wakho ozikhethele yena:**

	<b>Ochwepheshe bezifo</b>
	<b>I-Radiology</b>
	<b>Ukuhlolwa kwezifo</b> Ukuhlolwa kwama-aleji akukhaviwe - Ukuhlolwa kokuba khona kwe-Phadiatop Allergy kuphela
	<b>Izinsizakalo zama-ambulensi</b> zezimo zokwelapha eziphuthumayo. Isikimu sinesivumelwano ne-Lifemed ambulance service (ku-0861 086 911) njengomhlinzeki waso okhethiwe wezinsizakalo zama-ambulensi. Sicela uqaphele ukuthi Isikimu ngeke siyhlinzeke ikhava yezithuthi ezimweni ezingekho bucayi.

Le mihlomulo elandelayo ihlinzekwa abahlinzeki abagunyaziwe futhi incike emikhawulweni:

	<b>Insizakalo yezibuko zamehlo:</b> Inomkhawulo wezi-R2 774 ngomhlomuli ngamunye njalo ngezinyanga ezingama-24. Umkhawulo ubandakanya izindleko zokuhlolwa kwamehlo, amafulemu nezingilazi zezibuko, kubandakanya izingilazi ezibonakalisa ngezindlela ezahlukene nama-lens afakwa ngqo phezu kwamehlo. Izinsizakalo zezibuko zamehlo kufanele zigunyazwe ngaphambi kwesikhathi esikhungweni sezingcingo ngokushayela u-0860 002 400. Ikhava izohlinzekwa kuphela lapho kunesidingo sokulungisa ukungaboni kahle emehlweni okubonakalayo. Izingilazi zezibuko zincike ekuphambekeni kokushintsha komgudu wokukhanya ongaphezulu, noma olingana ne-0,5 dioptr. Sicela uqaphele ukuthi ukubuyiselwa kwezibuko ezilahlekile akukhaviwe.
	<b>Ukunakekelwa kwamazinyo:</b> Imihlomulo yokubonana nodokotela, ukugcwaliswa kwezimbobo emazinyweni, ukukhishwa kwawo nokuvikela ukonakala kwawo. Konke ukunakekelwa kwamazinyo kufanele kuhlinzekwe udokotela wamazinyo ogunyaziwe noma umelaphi wamazinyo, ngemuva kokuthi udokotela wamazinyo ethole isigunyazo ngaphambi kwesikhathi ku-Dental Information Systems (Pty) Ltd ku-0860 104 925. <b>Ukunakekelwa kwamazinyo okukhethekile</b> kuncike emkhawulweni wezi-R3 749 ngomndeni ngamunye ngonyaka, kubandakanya nokwelashwa komsele wezimpande zamazinyo nokwelashwa kwezinsini namathambo asekelo amazinyo.

### Ezinye Izinsizakalo

- **Ukwelashwa Kwengqondo**

Kunomkhawulo wokubonana nodokotela izikhathi eziyi-8 umndeni ngamunye ngonyaka futhi kuncike ekudlulisweni udokotela jikelele wakho ozikhethele yena nokugunyazwa ngaphambi kwesikhathi.



- **Izinsizakuzwa**

Kunomkhawulo wezi-**R3 634** umhlomuli ngamunye njalo ngeminyaka emi-4 futhi kuncike ekutholeni ukugunyazwa ngaphambi kwesikhathi.

- **Izitho Zomzimba Ezifakwa Ngaphandle/Izinsiza**

Zinomkhawulo wezi-**R3 598** ngomndeni ngamunye ngonyaka ukuze kufakwe izitho zomzimba zokufakelwa zangaphandle ezibandakanya izihlalo ezihamba ngamasondo, amafulemu okuhamba, izinduku zokuhamba ne-oksijini eseziqukathini ongayisebenzisa ekhaya. Ama-glucometer anomkhawulo wama-R300 ngelungu njalo ngezinyanga ezingama-24. Kuncike ekutholeni isigunyazo ngaphambi kwesikhathi nezinhlelo zokwelashwa.

- **Izitho Zokufakelwa Zangaphakathi**

Zinomkhawulo wezi-**R55 462** ngomndeni ngamunye ngonyaka. Kuncike ekutholeni isigunyazo ngaphambi kwesikhathi nezinhlelo zokwelapha. Amashubhu afakwa emithanjeni yenhliziyi anomkhawulo wama-3, eyo-1 isilonda ngasinye.

- **Ukwelashwa kokuhlunyelelwa kwamalungu omzimba, Ukwelashwa kokuvuselelwa kokusebenza ngendlela komzimba, isazi ngendlela efanele yokudla, Udokotela wokunakekelwa kwezinyawo, Ukwelashwa Kokusiza Ukukhuluma Nokwelashwa Kwezifo Ezihlobene Nenhliziyi**

Isilinganiso esinomkhawulo wokubonana nabelaphi izikhathi ezingama-20 umndeni ngamunye ngonyaka. Kuncike ekutholeni isigunyazo ngaphambi kwesikhathi nezinhlelo zokwelashwa.

- **Igatsha lokwelashwa komdlavuza (Ukwelashwa ngohlelo lwe-Chemotherapy, Ukwelashwa komdlavuza kusetshenziswa imisebe yokushisa, Ukwelashwa komdlavuza ngama-X-ray, i-Radiology, ukwelulekwa okuhlobene, igatsha lokwelapha elibhekene nokuhlaziywa kwezicubu, i-pathology)**

Kunomkhawulo osezingeni lokunakekela lama-PMB njengoba kugunyazwe ohlelweni lokwelapha lwe-ICON. Akunamhlomulo Wemithi yokwelapha Eyenziwe Ngemizimba Yezinto Eziphilayo noma Impahla ye-Brachytherapy.

- **Imigomo ye-COVID-19**

- **Ukugoma/Ukujova**

Ukugomela umkhuhlane oku-1 umhlomuli ngamunye ngonyaka. Umgomo we-HPV o-1 wabahlomuli besifazane abaphakathi kweminyaka eyi-9 neyi-27 yobudala. Umgomo olwa namagciwane e-pneumonia nezinye izifo (njalo eminyakeni eyi-5) wabo bonke abahlomuli abanamasosha omzimba abuthaka nabahlomuli abaneminyaka angaphezu kweyi-65 ubudala.

- **Ukufakelwa izitho zomzimba/Ukuhlanzwa kwezinsiza**

Kuncike kuma-PMB, izinhlelo zokwelapha nokugunyazwa ngaphambi kwesikhathi.

### **Imihlomulo Yangaphakathi Esibhedlela:**

Yonke imihlomulo ikhokhelwa i-100% lenani elikhokhwa isikimu sokwelapha

Shayela isikhungo sezingcingo esisebenza amahora angama-24 ku-**0860 002 400** ukuze uthole izigunyazo zangaphambi kwesikhathi. Abaphathi bezimo zobungozi abanesipiliyoni babuyekeza konke ukulaliswa esibhedlela ukuze kwenziwe ngcono ukunakekelwa kwamalungu

**Imihlomulo Emincane Enqunyiwe** (ama-PMB) esemthethweni ikhawwa ngokugcwele njengoba kugunyaziwe, ngokuphathelele nezinsizakalo zokunakekelwa kwempilo ezifanele njengoba kuchaziwe esigabeni 67(1)(g) Somthetho Wezikimu Zokwelapha kubandakanya **Nokusimamiswa Esimweni Esibucayi**.

Isikimu sihlinzeka **Ukulaliswa Esibhedlela** Okungenamkhawulo Ezibhedlela Ezizimele Ngokwenketho Yemihlomulo Egwele nemihlomulo yokunakekelwa okwengeziwe, ngokwezidingo zokwelashwa ezifanele. Umhlomulo uncike ekugunyazweni ngaphambi kwesikhathi, izinhlelo zokwelapha nama-PMB.

**Ukukhulelwa Nokubeletha:** Ukulaliswa esibhedlela kukhawwa kunoma yisiphi isibhedlela esizimele kuncike ekugunyazweni ngaphambi kwesikhathi nezinhlelo Zesikimu.

### **Okungakhokhelwa (Kusebenza Enkethweni Eyisisekelo Nenemihlomulo Egwele)**

IMakoti Medical Scheme **NGEKE** izikhokhele lezi zindleko ezilandelayo ngaphandle uma ziyingxenywe Yemihlomulo Emincane Enqunyiwe (ama-PMB):

- Ukwelashelwa ukukhuluphala ngokweqile nezinkinga ezibangwa yikho ngokuqondile
- Izinto noma ukwelashwa okunganconyiwe kwezokwelapha
- Ukuzilimaza komuntu akwenze yena emzimbeni wakhe
- Ukulimala okubangwe ukubamba iqhaza emidlalweni ekhokhelwayo nemincintiswano yokugijima
- Ukuqasha izinsiza zokwelapha, zokuhlinza nezinye
- Izindleko zamasokisi okwelapha
- Izinsizakalo zokwelapha ezihlinzekwe umuntu ongabhaliwe e-Health Professions Council of South Africa, e-South African Nursing Council noma e-South African Pharmacy Council
- Amaholidi okwelulama
- Ukukhishwa kwamazinyo okungaphathelene nokwelashwa
- Ukufaka igolide emazinyweni
- Ukwelashwa okungaqinisekisiwe noma okusahlolwa
- Ukuhlinzwa kokuzenza ubukeke kangcono noma ukulungisa isimo sezitho zomzimba, ukwelashwa nezinsiza
- Ukunakekela abagulayo nabalulamayo ngemuva kokugula
- Ukubonana nabelaphi kwabasebenzi okwenziwe umqashi
- Ukulimala lapho enye inhlango kungumthwalo wayo ukuthwala izindleko (isib. i-Road Accident Fund noma izicelo zenkokhelo ze-Workmen's Compensation)
- I-Roaccutane ne-Retin A kokwelapha izinkinga zesikhumba
- Ukwelashwa kwezinyawo, ukutshobha, ukwelashwa ngamakhambi emvelo, i-naturopathy, imithi yama-China nokwelapha oku-chiropractic
- Ukuhambela uphiko lwezibhedlela lweziguli ezingalaliswa kwezimo ezingekho bucayi/lapho kudingeka usizo oluphuthumayo
  - Ukuhlolwa izifo kwenzelwa ama-aleji (ngaphandle kokuhlolwa kokubheka i-allergy kwe-Phadiatop)
  - Ukwelashelwa ukungabi nanzalo (ngaphandle kwezivumelwano zemithetho yama-PMB)
- Izinto zokuhlela umndeni noma amadivayisi okuhlela umndeni
- Izindleko zokuvakasha eziphathelene namalungu
- Ukukhokhiswa ngokuhambela ukwelapha umhlomuli angaphumelelanga ukuya kukhona
- Ukuhambela ukwelashwa kokuzikhethela (kwezimo ezingaphuthumi) okwenziwa ngemuva kwezikhathi zomsebenzi
- Ukuhlolwa kwezokwelapha noma ukugonywa kwabasebenzi abaningi okwenziwa abaqashi
- Ukuhlolwa kwama-aleji elaborethri
- Ukwelashwa kwezinkinga zenzalo (ngaphandle kwamalungana nemithetho ye-PMB)
- Zonke izindleko zezinqubo kokuzenza ubukeke kangcono/ukwelashwa/imithi, ngaphandle uma kungenxa yengozi, ukugula noma izifo. Ukuhlinzwa kokulungisa ikhala noma amabele ngaphandle uma kwenzelwa izimo zokugula. Zonke izindleko zokuhlinzwa, imithi, ukwelashwa nezinhlelo zokunciphisa ukukhuluphala ngokweqile, ukubukeka kangcono, noma ukuzikhethela kwelungu lapho lokhu kungaphathelene nokugula, ukugula okusolwayo, ingozi noma okunye ukukhubazeka komzimba.
  - Imithi engabhaliwe e-Medicines Control Council
  - Izihlanzimzimba nokokuzimonyonga
  - Imithi yokuzakhela ekhaya
  - Eminye imithi ehlukile
  - Amabhandishi nezinsiza
  - Ukudla okunamagama avikelwe nokusetshenziswa esikhundleni sobisi
  - Izinto zokunciphisa umzimba
  - Izimbiza nokokwengeza kwesikudlayo okunomsoco
  - Imithi eyenziwe ngemizimba yezinto eziphilayo namakhambi asekhaya
  - Okokwengeza amavithamini namaminerali emzimbeni
  - Ukuthenga noma ukuqasha izinsiza zokwelapha, zokuhlinza nezinye, ngaphandle uma kugunyazwe ngaphambi kwesikhathi Isikimu.

### **Izicelo zenkokhelo zamaqembu esithathu**

Uma ubandakanyeke engozini yemoto, Isikimu sizofaka isicelo senkokhelo yezindleko zokwelapha eqenjini lesithathu. Ukuze uqhubeke nalesi sicelo senkokhelo, wena noma umuntu omondlayo kuzodingeka ukuthi nigcwalise ifomu “Lokubika Ingozi”.

### 3. IMALI EZOKHOKHWA AMALUNGU NGEZI-2023

Itafula lezimali Ezikhokhwayo okuzoqala mhla lu-1 kuJanuwari 2023

INKETHO EYISISEKELO			
ISIGABA SENGENISO	Ilungu Eliyinhloko (R)	Umuntu Omdala (R)	Umntwana (R)
R0 - R3 240	332	332	215
R3 241 - R6 966	351	351	236
R6 967 - R9 720	782	644	288
R9 721 - R12 960	838	678	309
R12 961 - R17 280	901	721	327
R17 281 +	966	752	346

INKETHO ENEMIHLOMULO EGCWELE			
INCOME CATEGORY- ISIGABA SENGENISO	Ilungu Eliyinhloko (R)	Umuntu Omdala (R)	Umntwana (R)
R0 - R10 082	2 268	1 954	754
R10 083 - R13 352	2 622	2 183	855
R13 353 - R17 712	2 827	2 374	918
R17 713 +	3 101	2 657	1 008

### 4. ABAHLINZEKI BEZIDINGO ZAKHO

#### Udokotela Jikelele Wakho Ogunyaziwe

Amalungu kufanele akhethhe udokotela jikelele. Njengoba lona kungukuphela komhlinzeki wezidingo okufanele usebenzisane naye, ngakho-ke kufanele ucabangisise kahle ukuthi ubani okufanele umkhethe njengodokotela wakho ozomhambela njalo. Kufanele ukhethhe udokotela jikelele omthandayo ongakwazi ukufinyelela kalula kuye futhi i-Enabledmed izozama ukwenza isivumelwano nalo dokotela ukuze naye akwazi ukukuhlinzeka ngezinsizakalo njengoba zinikezwa Isikimu. Kubalulekile ukuthi ukuqonde ukuthi lona ukuphela kukadokotela jikelele ozokwazi ukubonana naye (ngaphandle uma kunezimo eziphuthumayo).

Ukukhetha udokotela nokuhlala usebenzisa umhlinzeki wezidingo oyedwa kunezinzuzo eziningi. Uzokwakha ubudlelwane nokuthembana nodokotela wakho ozothola ithuba lokukwazi wena nezidingo zakho eziqondene nawe ngendlela engcono. Le ndlela yokwenza izinto igwema ubungozi bokuthola ukwelashwa nemithi engashayisana okungenzeka uma ubonana nodokotela jikelele ongaphezu koyedwa. Uma ufisa ukushintsha udokotela jikelele wakho ungenze njalo ngokugcwalisa Ifomu Lokukhetha Udokotela.

Izinsizakalo zokunakekelwa Kwamazinyo zihlelwa kusetshenziswa isikhungo sezingcingo se-**Dental Information Systems (Pty) Ltd** esitholakala ku-**0860 104 925**.

### 5. UKUNAKEKELWA KWEZEMPILO OKULAWULWAYO

Inhloso yokunakekelwa kwezempilo okulawulwayo yile elandelayo:

- Ukuhlinzeka wena nabantu obondayo ngezinhlelo zokunakekelwa kwempilo okusezingeni eliphezulu ezisungulwe Isikimu, futhi ezidinga ukulandelwa ukuze uthole imihlomulo yakho
- Ukugcina ukunakekelwa kwempilo kungambi eqolo futhi kufinyeleleka kubantu abaningi ngendlela okungenzeka ngayo
- Lokhu kuzokwenzelwa wena kusetshenziswa udokotela wakho nabasebenzi besikhungo sezingcingo

**QAPHELA:** Zonke izinsizakalo zincike ekutholeni izigunyazo ngaphambi kwesikhathi nezinhlelo zokwelashwa ngaphandle uma kwenziwe izinhlelo nodokotela wakho. Sicela uqinisekise ukuthi udokotela jikelele wakho, isibhedlela noma omunye umhlinzeki bayavuma ukukuhlizeka ngensizakalo egunyaziwe ngenani elikhokhwa iMakoti Medical Scheme. Sicela ushayele u-0860 00 24 00 ukuze uthole ulwazi oluthe xaxa noma ukugunyazwa ngaphambi kwesikhathi.

### **Uma uhambele udokotela wakho**

Uma uhambele udokotela wakho, sicela ukhumbule ukuphatha Ikhadi lakho Lobulungu leMakoti Medical Scheme Nomazisi wakho ukuze usize ngokuthi kwaziwe ukuthi uyilungu Lesikimu. Futhi uqinisekise ukuthi uphatha amarekhodi okunakekelwa kwempilo, afana nekhadi Lomntwana Lasemtholampilo noma Amakhadi Okuhlela Umndeni, uma uhambela udokotela wakho okokuqala.

### **Ukuhlela isikhathi sokubonana nodokotela**

Abanye odokotela nezindawo zokubona odokotela zikhetha ukuthi uhlele ukubonana nabo. Lokhu kuzosiza kulokhu:

- Kuqinisekisa ukuthi uzobona udokotela odinga ukumbona
- Ukuhlela usuku lwakho kangcono
- Kunciphisa isikhathi sakho sokulinda

### **Uhlelo lokunakekelwa kwezifo ezingelapheki**

Abahlomuli bayakhuthazwa ukuthi bajoyine uhlelo lokunakekela uma benanoma iluphi uhlobo lwesifo esingelapheki ngokuthi baye kudokotela jikelele wabo bayobhalisela isifo sabo. Uhlelo lokubhalisa lusiza udokotela jikelele nesiguli, ukuqinisekisa ukuthi isiguli sithola ukunakekelwa okungcono nomsebenzi wokulawulwa kwesifo uncishiswe. Umhlomulo wokunakekelwa kwezifo ezingelapheki ukhava izifo ezingelapheki eziyi-27 Ezisohlwini Lwezifo Ezingelapheki (ama-CDL), afaka ne-HIV/AIDS. Imithi ikhawwe ngokohlu lwemithi ekhokhelwa isikimu futhi ikhawwe ngokugcwele uma umhlomuli esebhalisiwe ohlelweni lokunakekelwa kwezifo ezingelapheki udokotela wakhe.

### **Yimiphi imithi nokuhlolwa emalabhothri okuzokhawwa?**

Isikimu sikhetha ngokucophelela imithi esezingeni eliphezulu yokuvikela nokwelapha izifo. Izinga ukusetshenziswa ngendlela efanele futhi nangesilinganiso esifanele kulandelwa imiyalelo ukuze ubuyele esimweni sakho sempilo noma uzigcine uphilile. Kubaluleke kakhulu ukusebenzisa imithi ngezilinganiso ezifanele, ngoba uma isetshenziswa ngokungafanele, lokhu kungadala umonakalo omkhulu noma ngisho nokufa imbala.

Eminingi yale mithi imithi ebiza kahle enezithako ezifanayo nemithi ebizayo. Uma isiguli siphikelela ukuthola umuthi ofana nalowo kodwa obizayo, ilungu kufanele likhokhele ikhemisi ngqo izindleko ezengeziwe. Imithi ejwayele ukucelwa engekho ohlwini lwemithi esiyikhokhelayo ibandakanya: amavithamini, okokuhambisa isisu nama-proton pump inhibitors, okungakhaviwe Isikimu.

Ukuhlolwa kwaselaborethri okufanele kwezokwelashwa kufinyelelwa kuncike ezinhlelweni zokwelashwa nokugunyazwa ngaphambi kwesikhathi.



## 6. UBULUNGU BAKHO NOKUPHATHWA

I-Universal Healthcare (Pty) Ltd inomsebenzi wokubhalisa amalungu amasha nabantu abondlayo. Isikimu sizosebenzisa ukubhalisa lapho kusayinwa khona ukuvuma ukukhokha izindleko kumalungu amasha wonke njengoba kuvunywe Umthetho Wezikimu Zokwelapha.

Laba bantu abalandelayo bavumelekile ukuthi babe abantu abondliwa ilungu eliyinhloko:

Owawkakho noma umlingane, abantwana obazalayo, abantwana obathathile wabakhulisa ngokusemthethweni, umndeni osondele. Amalungu omndeni asondele ondliwa ilungu ukuze athole ukunakekelwa nokwesekwa ngokomndeni nawo afanelekile.

### Ikhava yabantwana abondliwayo

Abantwana bakho bangahlala Esikimini njengabantu obondlayo, baze baqale ukusebenza noma bafike eminyakeni yobudala engama-21. Uma sebefike eminyakeni yobudala engama-21, abantwana bakho bangahlala Esikimini njengabantu obondlayo abadala (bakhokhelwe amanani abantu abadala) baze bafike eminyakeni yobudala engama-25 (kuncike ekuqinisekiseni ukwamukelwa nokubhaliswa njengomfundi esikhungweni esigunyaziwe). Abantwana besizukulwane sesithathu (okusho ukuthi abazukulu) abafanele ukufakwa njengamalungu.

### Ukufaka abantu abadala obondlayo

Uma ufisa ukufaka umuntu omdala omondlayo, ukubhaliswa lapho kusayinelwa khona ukuvuma ukukhokha kuzokwenziwa ngokwezimiso Zomthetho Wezikimu Zokwelapha.

### Zingaki izikimu zokwelapha umuntu angaba yilungu lazo?

Awukwazi ukuba yilungu lezikimu zokwelapha ezingaphezu kwesisodwa.

### Ngingayishintsha njalo kangakanani inketho yami?

Kanye ngonyaka, ngasekupheleni konyaka, ushintsho luqala mhla lu-1 kuJanuwari. Ifomu lokushintsha inketho kufanele libe selifike eMakoti ngosuku lokuvala, njengoba kuchazwa encwadini ebhalwa ukuphela konyaka.

### Ushintsho lwenketho lungenziwa kuphela kanye ngonyaka, ushintsho luqala mhla lu-1 kuJanuwari.

### Isimo sakho sobulungu

Sicela ubike lolu shintsho esimweni sakho sobulungu Emnyangweni Wezindaba Zabasebenzi enkampanini yakho:

- Ukuzalwa noma ukuthathwa komntwana ozomkhulisa ngokusemthethweni (zingekapheli izinsuku ezingama-30 ngemuva kokuzalwa noma ukuthathwa komntwana ngokusemthethweni)
- Ukushintsha kwenombolo kamazisi yomuntu owondliwayo
- Ukushona komuntu owondliwayo
- Ukukhishwa komuntu owondliwayo esikimini
- Isehlukaniso somshado noma ukushada
- Ukwengezwa kwabantu abondliwayo
- Ukushintsha kwekheli



Ukushintsha kwesimo somuntu owondliwayo kufanele kubhalwe phansi ukuze kukhishwe ikhadi elisha ukuqinisekisa ukuthi ukhokha imali efanele. Udinga ukubhekisisa yonke imininingwane ekhadini lakho lobulungu ukuze uqinisekise ukuthi ingefanele. Noma yimaphi amaphutha akhona kufanele abikwe ngokushesha okukhulu ukuze kukhishwe ikhadi elisha elinemininingwane efanele. Amafomu okushintsha kwesimo angalandwa Emnyangweni wakho Wezindaba Zabasebenzi noma usebenzise isikhungo sezingcingo sase-Enabledmed.

### **Amakhadi akho obulungu**

Ilungu ngalinye likhishelwa ikhadi lobulungu. Gcina ikhadi lakho lobulungu liphephile futhi ulisebenzise kahle, njengoba likugunyaza ukuthi uthole izinsizakalo zokunakekelwa kwempilo okusezingeni eliphezulu. Sicele ukhumbule ukuthi ikhadi lakho lobulungu kumele lisetshenziswe nguwe kanye nabantu obondlayo ababhalisiwe. Ukuboleka ikhadi lakho abantu abondliwayo abangabhalisiwe kungukukhwebanisa, okungaba nomthelela ebulungwini bakho.

### **Imali ekhokhwayo**

Imali oyikhokha kuMakoti Medical Scheme izobanjwa emholweni wakho lapho Isikimu sinisivumelwano nomqashi wakho noma ibanjwe nge-debit order ku-akhawunti yakho yasebhangwe. Imali ekhokhwayo kufanele ikhokhwe ngenyanga ngaphambi kwesikhathi (noma kungakhokhwa ngemuva kwesikhathi njengoba kusuke kuvunyelwene namanye amaqembu abaqashi).

### **Ama-akhawunti**

Kungumthwalo welungu ukuqinisekisa ukuthi wonke ama-akhawunti ahanjiswa ku-Enabledmed ngokushesha okukhulu. Ama-akhawunti amukelwe ngemuva kwezinyanga ezine ngemuva kosuku lwenzizakalo ngeke akhokhwe Yesikimu ngokwemithetho Yesikimu futhi ayoba umthwalo welungu.

### **Izikhalo nezimpikiswano**

Amalungu angafaka izikhalo zawo ngocingo, noma ngokubhala phansi, Esikimini. Inombolo yocingo Yesikimu yalo msebenzi ithi **011 208 1000**.

Ama-ajenti asesikhungweni sezingcingo azosiza ilungu ngokushesha, uma kungenzeka. Zonke izikhalo ezifakwe ngocingo ezingazange ziphendulwe ngokufanele noma izikhalo ezibhalwe phansi zizophendulwa Isikimu ngokubhalwe phansi zingekapheli izinsuku ezingama-30 zamukelwe.

Uma ilungu lingagculisekile umphumela wokukhononda kwalo, lapho-ke lesi sikhalo noma impikiswano ingadluliselwa Kumphathi Wesikhwama. Ukudluliselwa phambili kwezikhalo nge-imeyili kungathunyelwa lapha **escalations@makotihealth.co.za** noma i-ajenti yesikhungo sezingcingo ingadlulisela ilungu Kumphathi Omkhulu Wezinsizakalo Zamakhasimende noma, uma engekho, Kumphathi Wesikhwama. Konke ukudluliselwa phambili kwezikhalo kufanele kuphelezelwe ubufakazi bokungalutholi usizo oludingekayo.

Noma iyiphi impikiswano, engaqhamuka phakathi kwelungu, ilungu elisazojoyina, ilungu eselaphuma Esikimini noma umuntu ofaka isicelo ngenxa yalobo bulungu Nesikimu noma umsebenzi Wesikimu, kufanele idluliselwe ekomidini lezipikiswano Umphathi Omkhulu (eliqokwe Ibhodi Labaphathiswa) ukuze ixazululwe.

Uma Umphathi Omkhulu esethole isicelo ngokwalo mthetho, uzobiza umhlangano wekomidi lezipikiswano ngokuthi akhiphe isaziso esingeke sibe ngaphansi kwezinsuku ezingama-21 esibhalwe phansi esiya kofake isikhalo nawo wonke amalungu ekomidi lezikhalo, kufakwe usuku, isikhathi nendawo yokubamba umhlangano kanye nemininingwane yempikiswano. Ikomidi lezipikiswano lizonquma inqubo okufanele ilandelwe.

Amaqembu anempikiswano anelungelo lokukhuluma ngesikhathi somhlangano, ezikhulumela wona mathupha noma ekhulunyelwa owamele. Umuntu onezikhalo unalo futhi nelungelo lokudlulisela isikhalo sakhe ku-Council for Medical Schemes uma ephikisana nesinqumo sekomidi lezipikiswano. Lokho kudluliswa kufanele kube i-afidavithi futhi idluliselwe ku-Council, futhi kufanelwe idluliselwe ku-Registrar zingekapheli izinyanga ezintathu ngemuva kosuku okwathathwa ngalo isinqumo esithintekayo.

Ikheli le-imeyili le-CMS lezikhalo lithi: **complaints@medicalschemes.com**

## IZINCAZELO

### Imithi yezifo zesikhashana

Imithi esetshenziselwa ukwelapha izifo zesikhashana, okufana nomkhuhlane.

### Imithi yezifo ezingelapheki

Imithi enqunyelwe isikhathi esiqhubekayo eside kunezinyanga ezi-3 ukuze kulawuleke isifo esingelapheki, esifana nesifo sikashukela.

### Ama-PMBs

Imihlomulo Emincane Enqunyiwe (ama-PMB) iyoqo lemihlomulo enomkhawulo eyenzelwe ukuthi kuqinisekiswa ukuthi wonke amalungu ezikimu zokwelapha anethuba lokuthola izinsizakalo ezithile zokunakekelwa kwempilo ezincane. Ama-PMB ayisici Somthetho Wezikimu Zokwelapha, lapho izikimu zokwelapha kufanele zikhokhele izindleko eziphatelene nokuhlonzwa, ukwelashwa nokunakekelwa kulokhu:

- noma yisiphi isimo esiphuthumayo esibucayi;
- iyoqo elinomkhawulo lezifo ezingama-270 (elichazwe Kumapheya Okuhlonza Nokwelapha);
- nezifo ezingama-27 ezingelapheki (ezichazwe Ohlwini Lwezifo Ezingelapheki).

### Izikhungo zokunakekela abangasaguli kakhulu

Izikhungo zokwelashwa uma ilungu seliluleme ngokwanele ukuthi lingasadingi ukwelashwa esibhedlela, kodwa lisadinga ukunakekelwa nokwelashwa.

### Umhlinzeki ogunyaziwe

I-Enabled inenxanxathela yodokotela enezivumelwano nabo ukuze bahlinzeke ngezinsizakalo zokunakekelwa kwempilo kumalungu Esikimu.

### Izinhlelo zokunakekelwa kwempilo

Izinhlelo zokunakekelwa kwempilo imihlahlandlela yezokwelapha ebhalwe phansi esiza ngokuthathwa kwezinqumo futhi ihlinzeka ngemibandela ephathelene nokuhlonzwa, ukulawulwa, nokwelashwa ezingxenyeni ezithile zokunakekelwa kwempilo ukuze kuqinisekiswa imiphumela yokwelapha engcono kakhulu.

### Inani elikhokhwa iMakoti Medical Scheme

Lesi yisamba esikhulu kunazo zonle Isikimu esingasikhokhela izinsizakalo zokunakekelwa kwempilo ezihlinzekwa abahlinzeki bokunakekelwa kwempilo.

Lo mhlahlandlela inhloso yawo ukunika iminingwane futhi uhlinzeka ngesifinyezo semithetho Yesikimu. Aweqi imithetho Yesikimu. Uma kwenzeka kuba khona okungafani phakathi kwalo mhlahlandlela nemithetho Yesikimu, imithetho iyona ezosebenza.





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