

2020

Accessible Care • Affordable Prices



THEBEMED
MEDICAL AID SCHEME



Comprehensive
Primary Care

UNIVERSALPLAN

Private hospital cover
Choice of designated service provider
Choice of benefits to suit your needs

Subject to approval from the Council for Medical Schemes

OUT OF HOSPITAL BENEFITS 2020

ALL BENEFITS ARE PAYABLE AT DESIGNATED SERVICE PROVIDER (DSP)*. SCHEME RULES, FORMULARY, INTERNAL PROTOCOLS AND PMB'S WILL BE APPLIED WHERE APPLICABLE.

 <p>GP CONSULTATIONS (Visits, examinations and tests))</p> <p>UNLIMITED</p> <ul style="list-style-type: none">• 100% of Negotiated Tariff at DSP*• After the 8th visit/beneficiary pre-authorisation is required. Failing to do so will result in no payment• Member to choose and consult one DSP GP as primary provider/beneficiary	 <p>SPECIALIST CONSULTATIONS (Subject to referral by GP)</p> <ul style="list-style-type: none">• Limited to 3 visits/family/year• 100% of Negotiated Tariff at DSP*• PMB based on internal protocols	 <p>ACUTE MEDICATION (Medication, Injection & Material)</p> <ul style="list-style-type: none">• UNLIMITED• 100% of Negotiated Tariff at DSP* based on generic substitute and Schemes formulary	 <p>DIAGNOSTIC PROCEDURES (Pathology and Radiology Managed by Request Form as prescribed by the GP and referred Specialist)</p> <ul style="list-style-type: none">• UNLIMITED• 100% of Negotiated Tariff at DSP*
 <p>PHARMACY ADVISED THERAPY (Over the counter medicines in consultation with pharmacist, restricted to Schedule 0, 1 and 2 medicines)</p> <ul style="list-style-type: none">• Limited to R140/Script• Subject to Limit of R525/family/year• 100% Cost at Single Exit Price and Regulated Dispensing Fee• Not chargeable with Acute Script on Same Day	 <p>CHRONIC MEDICATION (Subject to Registration; Pre-authorisation; Internal Treatment Protocols & Medicine Formulary; PMB* and renewal of prescription every 6 months)</p> <ul style="list-style-type: none">• UNLIMITED• Based on internal protocols• Subject to generic substitute and Schemes Formulary• PMB* based on internal protocols	 <p>OPTOMETRY (Frames, Lenses, Readers, Contact Lenses and Disposable Contact Lenses. Subject to pre-authorisation)</p> <ul style="list-style-type: none">• 1 Pair of frames limited to R750/beneficiary/2 years• Single, Bifocal and Multifocal lenses covered at 100% at DSP* Negotiated rate• Contact Lenses Limited to R1 185/beneficiary/2 years• No benefit for Contact Lenses if Frames are purchased <hr/>  <p>REFRACTION TESTS</p> <ul style="list-style-type: none">• 1 Test / beneficiary / 2 years• 100% of Negotiated Tariff• Managed by PPN*	
 <p>MEDICAL AND ORTHOPAEDIC APPLIANCES (Services In/Out of Hospital. Subject to Pre-authorisation and GP/Specialist referral. PMB* based on internal protocols)</p> <ul style="list-style-type: none">• Limited to an overall R5 500/family/year• 100% Negotiated Tariff <p>The following Appliance sub-limits are applicable:</p> <ul style="list-style-type: none">• Wheelchair: One every 3-year cycle / beneficiary• Speech and Hearing Aid: One every 3-year cycle / beneficiary		 <p>CONSERVATIVE DENTISTRY (Check-ups, Fillings and Extractions, Scaling, Polishing and Plastic Dentures)</p> <ul style="list-style-type: none">• UNLIMITED• 100% of Thebemed Dental Rates• Based on DENIS* clinical protocols	
		 <p>CIRCUMCISIONS (In DSP GP and Specialists rooms only)</p> <ul style="list-style-type: none">• Limited to R1 100/beneficiary• 100% of Negotiated Tariff• Internal protocols apply	

ALL BENEFITS WILL BE PRO-RATED FOR MEMBERS ADMITTED DURING THE BENEFIT YEAR.

IN HOSPITAL BENEFITS 2020

ALL BENEFITS AND SERVICES MUST BE PRE-AUTHORISED PRIOR TO ADMISSION, BY THE RELEVANT MANAGED HEALTHCARE COMPANY ON 0861 84 32 36. PRE-AUTHORISATION IS NOT A GUARANTEE OF PAYMENT. SCHEME RULES, FORMULARY, INTERNAL PROTOCOLS AND PMB'S WILL BE APPLIED WHERE APPLICABLE.



HOSPITALISATION

(Including accommodation, neonatal intensive care, medical and surgical procedures, medication, consumables and treating specialist costs)

- **UNLIMITED**
- **At contracted facilities and State Hospitals**
- 100% of Negotiated Tariff at DSP*
- Based on internal and Department of Health protocols
- Based on the Clinical Outcomes and Tariff Negotiations
- The Scheme has the right to channel cases to the most competitive network
- Associated Providers must contact the Scheme for authorisation. Failure to do so will result in payment for only the first 3 days
- Subject to internal protocols



DIAGNOSTIC INVESTIGATIONS

(Pathology and Radiology
Subject to GP/Specialist referral)

- 100% of Negotiated Tariff
- PMB* based on internal protocols



BLOOD TRANSFUSIONS & BLOOD REPLACEMENT PRODUCTS

- 100% of Negotiated Tariff
- PMB* based on internal protocols



RENAL DIALYSIS

(Including Immune Suppressive Medication)

- 100% of Negotiated Tariff
- PMB* based on internal protocols and Treatment Plan
- Subject to PMB's*



ALTERNATIVES TO HOSPITALISATION

(Subject to Pre-authorisation & Case Management.)

- **UNLIMITED**
- **At Step Down, Sub-acute & Terminal Care Facilities**
- 100% of Negotiated Tariff.
- PMB* based on internal protocols



MENTAL HEALTH

(Psychiatric Treatment including Clinical Psychology. Appropriate referral by DSP* GP/ Specialist. Subject to Pre-authorisation for In and Out of hospital, Treatment Plan Submission & Progress Report)

- PMB Conditions Only
- 100% of Negotiated Tariff
- Payment up to 3 days for Psychologist charging therapy sessions with or without a Psychiatrist in the same admission, thereafter pre-authorisation required with treatment plan and progress report.



TAKE HOME MEDICATION

- 7 Days supply/beneficiary/hospital stay



AUXILIARY, ALTERNATIVE HEALTHCARE AND PHYSIOTHERAPIST PRACTITIONERS

(Includes Dietitians, Occupational Therapists, Physiotherapist and Speech Therapists. Referred by treating doctor)

- 100% of Negotiated Tariff
- PMB* based on internal protocols
- Treatment Plan and Progress Report should be submitted during the hospital event to manage the clinical outcome



PLANNED HOSPITAL PROCEDURES

- 100% of Negotiated Tariff.
- **R1 000** Co-payment for the planned procedure: Removal of skin lesions
- **R1 500** Co-payment for these planned procedures: Tonsillectomy, Adenoidectomy, Vasectomy, Functional endoscopic sinus surgery.
- **R3 500** Co-payment for these planned procedures: Back and neck pain without neurological symptoms, Arthroscopy, Colonoscopy, Gastroscopy, Hysterectomy, Laparoscopy, Nissen Fundoplication (Reflux Surgery)
- **R8 000** Co-payment for these planned procedures: Spinal Surgery and Joint replacements.
- Subject to PMB's and internal protocols



INTERNAL & EXTERNAL PROSTHESIS

(Subject to PMB Conditions only)

- Limited to an overall R50 000/ family/year
- Prosthesis sub-limits are applicable:
 - Vascular: R20 000
 - Joint replacement R35 000
 - Functional: R20 000
 - Major Musculoskeletal: R15 000
- 100% of Negotiated Tariff and based on internal protocols



MATERNITY

(Home Delivery: By Registered Midwife)

- **UNLIMITED**
- **Normal, Caesarean & Home Delivery**
- 100% of Negotiated Tariff
- PMB* based on internal protocols
- 2 Maternity Sonars



With registration on the Thebe Bambino Programme

- 1 Additional Sonar
- 2 Additional gynae visits / pregnancy
- 3 Post Natal Midwife Consultations
- Maternity Bag at 7 months - Mother and baby essentials to get you started on your journey to motherhood



DRUG & ALCOHOL REHABILITATION

(Account will only be paid if the full course of treatment is completed)

- Limited to 21 days/beneficiary/year
- 100% of Negotiated Tariff
- PMB* based on internal protocols



MEDICAL RESCUE

(Ambulance, Medical Emergency Evacuation Transport to Advisory Services)

- 100% of Negotiated Tariff at DSP*
- Subject to Pre-authorisation



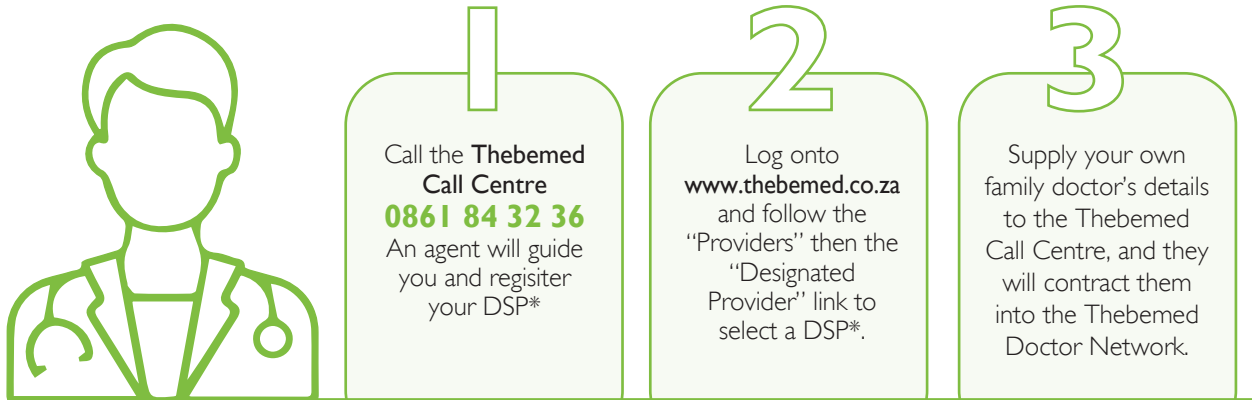
MAXILLOFACIAL SURGERY

- 100% of Negotiated Tariff
- PMB* based on Department of Health protocols

ALL BENEFITS WILL BE PRO-RATED FOR MEMBERS ADMITTED DURING THE BENEFIT YEAR.

Accessible Care • Affordable Prices

CHOOSING YOUR DESIGNATED SERVICE PROVIDER (DSP*)



Available in all official South African languages

hello doctor

Hello Doctor lets you talk to a doctor on your phone, anytime, anywhere.
Just request a call, or send your question via text

Download the app
Download on the App Store | Get it on Google play

Login via our website
www.hellodoctor.co.za

Dial *120*1019#
from your phone and follow the prompts to request a call.
Works on all phones

UNIVERSAL PLAN CONTRIBUTION RATES

2020 RATES PER MEMBER PER MONTH

INCOME CATEGORY	MEMBER 	ADULT DEPENDANT 	*CHILD DEPENDANT
0 - R500	R532	R532	R532
R501 - R2 500	R1 324	R1 136	R621
R2 501 - R7 500	R1 452	R1 245	R682
R7 501+	R2 044	R1 927	R793

* Maximum 2 children per family charged

All benefits will be pro-rated for members admitted during the benefit year. All costs payable at 100% of Negotiated Tariff.

Premium penalties for persons joining late in life:

Applied in respect of persons over the age of 35 years, who were without medical scheme cover for the period indicated hereunder after the age of 35 years as follows:

- 1 - 4 years @ 0.05 multiplied by the relevant contribution
- 5 - 14 years @ 0.25 multiplied by the relevant contribution
- 15 - 24 years @ 0.50 multiplied by the relevant contribution
- 25 + years @ 0.75 multiplied by the relevant contribution

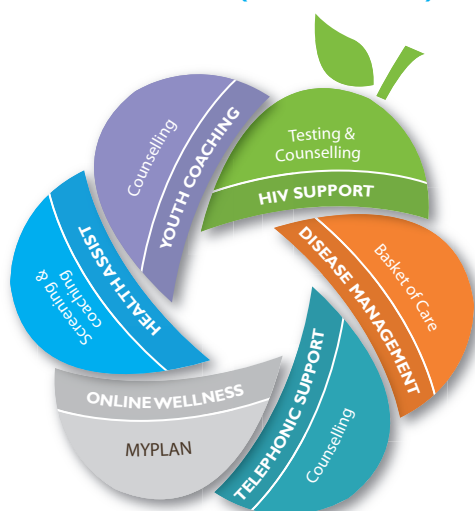
"creditable coverage" means any period of verifiable medical scheme membership of the applicant or his or her dependant, but excluding membership as a child dependant, terminating two years or more before the date of the latest application for membership. Any years of creditable coverage which can be demonstrated by the applicant or his or her dependant shall be subtracted from his or her current age in determining the applicable penalty.

Accessible Care • Affordable Prices

Health and Wellness Management Programme

- INFORMS MEMBERS OF POTENTIAL HEALTH RISKS
- SUPPLIES A **BASKET OF CARE** FOR THOSE DIAGNOSED WITH A CHRONIC CONDITION.
- SUPPORTS MEMBERS WITH MOTIVATION, COACHING, ADVICE, RESOURCES AND TOOLS TO HELP THEM ACHIEVE THEIR GOALS.

For detailed information contact Phela Wellness on
08002BWELL (0800 229 355)



THEBEMED CARES
AND WANTS YOU TO BE HEALTHY

NOTES



MYPLAN2BWELL www.thebemed.co.za/myhealth

- Rate your health
- Choose your goal & register for e-coaching
- Personalise your meal
- Design your fitness plan
- Track your results
- 1 Membership / beneficiary / year for beneficiaries over 18 years
- Subject to online registration



HEALTH ASSIST Limited to referral from DSP* GP & Specialist 100% of Negotiated Tariff.

- 1 Health Risk Assessment Test (over 18yrs) /beneficiary/year. Available at DSP* Pharmacy without a DSP* GP referral.
- 1 Flu Vaccine (over 12 yrs)/beneficiary/year
- 1 Blood Sugar/Glucose Test (over 15 yrs) /beneficiary/year
- 1 Colon Cancer Test (over 50 yrs) /beneficiary/year
- 1 HIV Wellness Test/beneficiary/year
- 1 Bone Density Scan (over 50 yrs)/beneficiary/year. Limited to R1 800
- 1 PSA (males over 40 yrs)/ beneficiary/2 years
- 1 Dental Checkup/beneficiary/year
- 2 Dietician Consultations for BMI 35+ / beneficiary/6 months. Limited to R1 200 (over 12 yrs)
- 1 Biokinetic Consultation/beneficiary/year. Subject to Dietician Consultations for BMI 35+ and Limited to R300 (over 12 yrs)



TELEPHONIC SUPPORT **08002BWELL (0800 229 355)**

Trauma & Short Term (Relationship, Family, Health, Lifestyle) Counselling
24 hours a day / 7 days a week
Mon - Fri: 08h00 to 16h00

- UNLIMITED



YOUTH ASSIST

Designed to help the youth deal with conflict, drug and alcohol abuse, teenage pregnancies and abortions.

- 2 Free sessions at registered social worker or psychologist for beneficiaries 12-17 years / beneficiary / year
- Limited to R1 200 / beneficiary.
- 100% of Negotiated Tariff



HIV ASSIST

Includes Consultations, Counselling, Medication and Pathology Test. Members encouraged to register on the HIV/AIDS Management Programme

- 100% of Negotiated Tariff. Subject to PMB's
- Pre-exposure prophylaxis included



CHRONIC DISEASE

Subject to Registration on the Disease Management Programme

- Subject to Disease Management protocols
- Basket of Care



FREE AIRTIME

Sign up with Thebemed and receive a FREE SIM CARD. This provides easy communication with consultants and you receive R55 airtime monthly.



EDUCATE



IDENTIFY



DIAGNOSE



TREAT



SUPPORT

EXCLUSIONS & LIMITATIONS

The scheme will pay in full, without co-payment or use of deductibles, the diagnosis, treatment and care costs of the prescribed minimum benefits as per regulation 8 of the Act. Furthermore, where a protocol or a formulary drug preferred by the scheme has been ineffective or would cause harm to a beneficiary, the scheme will fund the cost of the appropriate substitution treatment without a penalty to the beneficiary, the scheme will fund the cost of the appropriate substitution treatment without a penalty to the beneficiary as required by regulation 15H and 15I of the Act.

Expenses incurred with any of the following will not be paid by the scheme, except where included as Prescribed Minimum Benefits:

- Treatment or operations for cosmetic purposes including Blepharoplasties, Genioplasties, Rhinoplasties, Otoplasties, removal of tattoos, Labial frenectomies for patients over the age of 8 years old, etc.
- Treatment for obesity including Liposuction, tummy tuck, Bariatric Surgery, etc.
- Cosmetic breast reduction and reconstruction, refractive surgery and human growth hormones
- Treatment for infertility or artificial insemination limited to Prescribed Minimum Benefits in State Hospitals
- Holidays for recuperative purposes
- Services rendered by persons not registered with a recognised body in South Africa constituted in terms of in terms of any law
- Purchase of medicines and proprietary preparations, including but limited to:
 - Bandages and aids
 - Nutritional / food supplements including patented baby foods and special formulae
 - Acne treatment including Roaccutane and Diane, refer to Scheme
 - Contraceptives available from state institutions
 - Toning and slimming products
 - Domestic and biochemical remedies
 - Vitamins except when prescribed for prenatal conditions, children under 12 years. Including people living with HIV/AIDS and registered on the programme
 - Aphrodisiacs
 - All soaps and shampoo (medicated or otherwise)
 - Anabolic steroids
 - Contact lenses preparations
 - Medicines and preparations advertised to the public and readily available without prescription, except where indicated in relevant benefit option
- Examinations for insurance, visas, employment, school camps and similar purposes
- Services rendered during any waiting periods that are imposed on the member or any dependant joining the scheme
- Travel costs other than in an ambulance for emergency service to hospital only
- Appointments not kept and fees for writing prescriptions
- Telephonic consultations including after-hours consultations / fees except in emergency situations
- Non-PMB claims resulting from war, invasion, act of foreign enemy, hostilities, warlike operations (whether war be declared or not) civil war, rebellion, revolution, insurrection, military or usurped power, wherever a member has been participating
- Convalescent or recuperative homes or clinics for the aged and chronically ill including frail care
- Loss of libido, including Viagra and Caverject
- Acupuncture, reflexology and aromatherapy

- Ante- and Postnatal exercise, except under Prescribed minimum Benefits and Post-natal visits at registered nurse once registered on the Bambino Programme
- Osseo-integrated tooth implants
- X-rays performed by anyone other than a registered Radiologist, Radiographer, Registered Radiographer Assistant or Dentist
- Benefits in respect of the cost of medical expenses incurred whilst overseas are subject to approval by the Board of Trustees, if approved, cover will be at the applicable South African tariff
- Complications arising from procedures or / and condition which is a scheme exclusion
- Revision of scars Keloid removal except for burns and functional impairment
- All expenses incurred due to elective Caesarean surgery are not covered by the Scheme
- Purchase or hire of medical, surgical or other appliances or devices not provided for in the rules or protocols or not scientifically proven. Including appliances to treat headaches, autopsies, back rests and chair seats, beds and mattresses, blood pressure monitors, electronic tooth brushes, humidifiers, pain relieving machines (e.g. TENS and APS), etc.
- Erythropoietin unless pre-authorised
- Gender re-alignment
- Uvulopalatopharyngoplasty
- Hyperbaric oxygen treatment except for Prescribed Minimum Benefits
- Organ donations to anyone other than a member or dependent of the scheme
- Exclusions listed under "Dental Benefit Exclusions Summary", available on request from Scheme
- Positron Emission Tomography (PET) scans where applicable
- Alternative Health Practitioners (Osteopathy; Registered Counsellors; Reflexology; Phytotherapy; Therapeutic massage therapy)
- 3D and 4D Maternity scans
- MRI scans ordered by a general practitioner, unless there is no reasonable access to a specialist
- X-rays performed by chiropractors
- Chiropractor and Podiatry benefits in hospital
- Sleep therapy
- Bilateral gynaecomastia
- Stethoscopes and sphygmomanometers (blood pressure monitors)
- CT colonography (virtual colonoscopy) for screening
- MDCT Coronary Angiography for screening
- Epilation – treatment for hair removal
- Facet joint injections and percutaneous radiofrequency ablations
- Organs and haemopoietic stem cell (bone marrow) donations to any person other than to a member or dependent of a member on this Fund
- Counselling by Registered Counsellors and/or Art Therapist. Subject to Prescribed Minimum Benefits
- Allergy screening panels and/or desensitisation
- Arch supports and chair seats
- Beds and mattresses
- Insulin pumps except for children 7 years or younger with frequent documented events of hypo and hyperglycemia
- Visiting a healthcare service provider with the sole purpose of obtaining a sick certificate without any treatment received
- Maternity Bag is not available for mothers after birth, that did not register on the Bambino Programme
- Biokinetics in and out of hospital, except under Health Assist benefit and protocol rule or when authorised under the Back treatment protocol

ABBREVIATIONS

BHF	- Board of Healthcare Funders
BMI	- Body Mass Index
DSP	- Designated Service Provider
NON-DSP	- Service Providers that fall outside of the DSP List
CO-PAYMENT	- Payment that needs to be made to service providers that are not on the DSP* list, including certain planned hospital procedures and services to specialists not referred
CDL	- Chronic Disease List
DENIS	- Dental Information Systems
GP	- General Practitioner
ICD10	- International Statistical Classification of Disease and Related Health Problems
PMB	- Prescribed Minimum Benefits
PPN	- Preferred Provider Negotiators
SEP	- Single Exit Price
THEBE BAMBINO PROGRAMME	- Thebemed's Maternity Programme
VCT	- Voluntary Counselling and Treatment

CHRONIC DISEASE LISTING

Chronic medication for the following disease listing is considered as Prescribed Minimum Benefits (PMBs)*.

- Addison's Disease
- ADHD
- Allergic Rhinitis
- Asthma
- Bipolar Mood Disorder
- Bronchiectasis
- Cardiac Failure
- Cardiomyopathy
- Chronic Renal Disease
- Chronic Obstructive Pulmonary Disease
- Coronary Artery Disease
- Crohn's Disease
- Depression
- Diabetes Insipidus
- Diabetes Mellitus Type I
- Diabetes Mellitus Type II
- Epilepsy
- Gastro-oesophageal reflux disease
- Glaucoma
- Gout
- Haemophilia
- Hyperlipidaemia
- Hypothyroidism
- Incontinence
- Multiple Sclerosis
- Osteoarthritis
- Parkinson's Disease
- Psoriasis
- Rheumatoid Arthritis
- Schizophrenia
- Systemic Lupus Erythematosus
- Ulcerative Colitis

PREFERRED SERVICE PROVIDERS

Emergency Service for Netcare 911: 082 911 and 0860 638 2273
 Optical authorisation for PPN: 0861 10 35 29
 Dental authorisation for DENIS: 0860 10 49 33



COMPLAINTS

complaints@thebemed.co.za



THEBEMED TIP OFF FRAUD LINE

0861 666 996



Ground Floor, Old Trafford 4, Isle of Houghton,
 Corner Boundary & Carse O'Gowrie Roads, Houghton, Johannesburg
 PO Box 4709, Johannesburg, 2000
 Website: www.thebemed.co.za | Call Centre: 0861 84 32 36

Thebemed is administered by Momentum TYB.

General Disclaimer

This brochure is a marketing aid. The registered Scheme Rules will always take precedence and available on request.

Note that Thebemed may specify certain principles relating to the use of your benefits.

In terms of the Medical Schemes Act, medical schemes may apply waiting periods and/or late joiner penalties to new members joining the Scheme. If we do apply a late joiner penalty to your membership, we will let you know before we activate your cover.

