

### IN HOSPITAL BENEFITS INCLUDING ALL MAJOR MEDICAL EXPENSES

CATEGORY	LIMIT	Benefit Parameters
Hospitalisation	Unlimited 100% at the Suremed Scheme Tariff	<b>Pre-authorisation</b> required prior to admission failing which, a levy of R1 000 per admission shall apply. Including accommodation, medication, materials and operating theatres. Medication on discharge (TTO's) R500 PB per event.
Emergency Services	Unlimited	Emergency transport only. <b>Pre-authorisation</b> required by phoning ER24 on 084 124.
Hospitalisation Alternatives	R20 000 PMF	<b>Pre-authorisation</b> required prior to treatment. Private nursing and Step-down facilities.
GP's and Specialists	Unlimited. 150% of the Suremed Scheme Tariff	Consultations and Procedures.
Maternity	Unlimited	<b>Pre-authorisation</b> required prior to admission. Confinements including accommodation, medication, materials, anaesthetist, gynaecologist and paediatrician. Maternity Caesarean Section only authorised if clinically necessary, if not, paid up to vaginal deliveries.
Mental Health	R19 200 PMF	<b>Pre-authorisation</b> required prior to admission. Benefit limit includes all hospital and doctors' costs.
Organ Transplant	R170 000 PMF PMB's unlimited at a DSP	<b>Pre-authorisation</b> and enrolment on the Disease Management Programme required. All services In-and-Out of hospital, including anti-rejection medication and harvesting.
Physiotherapy, Biokinetics and Chiropractics	Subject to Paramedical, Auxiliaries or Physiotherapy limits	Treatment in hospital. Physiotherapy in hospital limited to R6 000 PB unless PMB's apply.
Prosthesis (Surgical)	R40 000 PB	Spinal fusion limited to 2 levels per year to a maximum of R23 000 PB. Intra-ocular lenses limited to R2 500 per lens. Mesh limited to R7 000 PB. Subject to Scheme protocols.
Pathology & General Radiology	Unlimited	Blood tests, x-rays, etc.
In-hospital dentistry	R13 820 PMF	Benefit for general anaesthetic for dental work for patients under the age of 12 years and impacted wisdom teeth. Benefit limit includes all hospital and doctors' costs. Subject to Suremed protocol and pre-authorisation.
Compassionate Care Benefit	R20 000 PMF PMB's unlimited at a DSP	Limited to end of life costs only. <b>Pre-authorisation</b> required.

### MAJOR MEDICAL EXPENSES

CATEGORY	LIMIT	Benefit Parameters
Chronic Medication	Unlimited Chronic Disease List (CDL) Including additional non-PMB conditions. (Refer to Chronic Disease List section in this benefit summary)	Subject to <b>Pre-authorisation</b> , formulary and managed care protocols.
Dialysis	Unlimited PMF PMB's unlimited at a DSP	<b>Pre-authorisation</b> / case management required. All services In-and-Out of hospital, including medication and materials associated with the cost of Renal Dialysis.
HIV/AIDS	Unlimited	Subject to Lifesense protocols.
Oncology	Limited to R300 000 PMF Benefits Pre-authorised through ICON PMB's unlimited at a DSP	<b>Pre-authorisation</b> required. All services In-and-Out of hospital including medication and chemotherapy chemicals during the active treatment period.
Specialised Radiology	R18 700 PMF	<b>Pre-authorisation</b> required. In-and-Out of hospital MRI, CT Scans, etc. Paid at 80% if unauthorised.

**PB = Per Beneficiary PMF = Per Member Family**

# CHALLENGER

## 2021 Benefits & Contributions

### DAY-TO-DAY EXPENSES

CATEGORY	LIMIT	Benefit Parameters
<b>Acute Medication</b>	R6 600 PB Limited to R20 000 PMF 20% levy imposed once benefit utilisation of R3 700 PB is reached	Over the Counter medication (OTC) limited to R170 per prescription per month to a maximum of R1 630 PMF per year. Included in the overall acute medication limit.
<b>Appliances</b>	R9 300 PMF In-and-Out of hospital R6 000 PMF Oxygen	Hearing aids: per 3 year cycle limited to R5 000 CPAP machine: per 3 year cycle limited to R5 000 Nebulisers/Humidifiers: limited to R500 Glucometers: per 3 year cycle limited to R500 Back support: limited to R2 500 Orthotics: limited to R1 000 Subject to Suremed protocols and pre-authorisation
<b>Dentistry (Basic)</b>	Unlimited	Fillings, extractions, etc.
<b>Dentistry (Advanced)</b>	R6 960 PB Limited to R15 852 PMF	Crowns, bridges, orthodontics, inlays, dental technician fees, osseo integrated implants, etc.
<b>GP's and Specialists (Out of hospital)</b>	R5 150 PB Limited to R14 000 PMF	Consultations and visits. Includes casualty / emergency room visits up to R500.
<b>Maternity &amp; Amniocentesis</b>	Included in benefit parameters 1 Amniocentesis by GP / Specialist Subject to early registration on Maternity Programme	2 x 2D scans per pregnancy, includes 9 Ante-natal consultations and R500 for ante-natal classes. 1 post-natal consultation with GP / Specialist / Mid-wife / Ante-natal Vitamins: R65 per month for 9 months
<b>Optical</b>	R2 100 PB, Limited to R5 880 PMF R1 150 PB for frames, subject to optical limit	Benefit for 1 pair of spectacles per beneficiary every two years or contact lenses every year.
<b>Paramedical, Auxiliaries &amp; Mental Health</b>	R2 250 PB Limited to R5 700 PMF Collective for all services	Audiology, Dietetics, Hearing aid acoustics, Homeopathy, Podiatry, Speech therapy, Social workers. Clinical and counselling psychology.
<b>Pathology &amp; General Radiology</b>	Unlimited	Blood tests, x-rays, etc.
<b>Preventative Care and Wellness</b>	R1 500 PB Limited to R3 000 PMF	Covers Mammograms, Pap Smears, Prostate examinations and Tonometry

### Contact Numbers:

#### CUSTOMER CARE

Telephone	041 395 4545 086 008 0888
WhatsApp	063 695 1984
Fax	086 743 0677
E-mail	info@suremedhealth.co.za
Member Claims Submissions	claims@suremedhealth.co.za
Provider Claims Submissions	providerclaims@suremedhealth.co.za
Website	www.suremedhealth.co.za
Physical Address	7 Lutman Street, Richmond Hill, Port Elizabeth
Postal Address	P.O. Box 1672, Port Elizabeth, 6000

#### PHARMACY BENEFIT MANAGEMENT (PBM)

##### (CHRONIC MEDICATION AUTHORISATION)

Telephone	041 395 4482
Fax	086 680 8855
E-mail	chronic@suremedhealth.co.za

#### CLINICAL RISK MANAGEMENT (CRM)

##### (PRE-AUTHORISATION)

Telephone	041 395 4545
Fax	086 008 0888
E-mail	086 686 5503 specauth@suremedhealth.co.za hospath@suremedhealth.co.za

#### DISEASE MANAGEMENT/HIV AND AIDS AND WELL BEING TEAM

Telephone	086 010 3228
Fax	086 599 4511
E-mail	wellbeing@suremedhealth.co.za

#### EMERGENCY TRANSPORT

ER24	084 124
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At Suremed Health our focus is on providing our members with clinical and financial solutions to ensure that you receive the most efficient and cost effective medical care possible. To make the task of clearly understanding the procedures and benefits as easy as possible we have selected a number of very important pieces of information which you should read through and keep on hand for easy reference.

If there is any aspect you do not understand please refer to your broker or to the Scheme's administrators. We would like to ensure that your association with the Scheme is a long, healthy and pleasant experience.

#### Complaints and Disputes

Members should inform the Scheme at info@suremedhealth.co.za or the scheme's administrator, escalations@suremedhealth.co.za in writing of any complaints or disputes. Members may also report any dispute with the Scheme to the Council for Medical Schemes at: share call 0861 123 267, email complaints@medicalschemes.com, www.medicalschemes.com or at their postal address: Block, Eco Glades 2 Office Park, 420Witch-Hazel Street, Centurion, 0157.

### CONTRIBUTIONS 2021

Principal Member	Adult Dependand	Child Dependand
R5 030	R3 760	R995

Certified by:

**SABS**  
ISO 9001

Administered by: **momentum** | **TYB**

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**Metropolitan**