



November 2020

Dear Member

YOUR 2021 WOOLTRU HEALTHCARE FUND BENEFITS AND OPTION CHANGE FORM

The year started for most of us with news of a new virus named SARS-CoV-2 that begun to spread across mainland China from a city called Wuhan. By August there were over 40 million infections and more than a million people have died worldwide. With roughly half the world's population living under some manner of lockdown, the virus has impacted all our lives.

The Wooltru Healthcare Fund has been at the forefront of the pandemic ensuring that members get access to medical care when they need it and in a setting that is safe for both the member and healthcare provider. We are fortunate that we have a financially sound medical scheme that is there for our members in these very uncertain times. During the first eight months up to August 2020, the Fund experienced an unusually high number of high-cost cases - 71 members had hospital claims in excess of R40.6 million. This was materially more than last year's number of R35 million and represented a 16% increase for the same period.

We offer exceptional value to our members and they can rely on the Fund to be there for them in their time of need.

The Trustees have endeavoured to strike a balance by keeping contributions as affordable as possible given the financial hardship that will have impacted on many of our member families, while at the same time ensuring that the Fund remains financially sound and can continue to deliver affordable access to healthcare over the anticipated economic downturn that we are expecting in the aftermath of lockdown.

What are the increases for 2021?

After reviewing the benefits and the projected hospital costs, the Trustees have approved the following contribution increases:

- Network Option: 5%
- Saver Option: 5.5%
- Comprehensive Option: 7%

Our Network Option increase is determined by our administrator, Momentum Health Solutions, while the Saver and Comprehensive Option increases are determined by the Trustees. These increases are in line with the Trustees' policy of ensuring that the Fund's contribution increases are amongst the lowest in the industry when measured over a rolling three-year period. Our average increase for 2021 is 0.6% more than the average in the industry, however this is mainly due to the impact of high-cost cases in 2020.

What you need to do now

Every year at this time members can review their benefit option and make changes for the following year. Your options for 2021 are:

- Wooltru Network Option
- Wooltru Saver Option
- Wooltru Comprehensive Option

You need to carefully consider your choice of benefit option, as you will only be afforded the opportunity to change your option again at the end of next year when you need to make your choice for 2022.

Understanding the options

To compare the benefits between the Network Option and Saver Option, refer to the enclosed comparison summary between the two options.

Wooltru Network Option

Members who choose this option must choose a network GP and a network dentist from the list of providers available on our website (www.wooltruhealthcarefund.co.za). Only network providers may be consulted – including specialists and opticians.

The Network Option has limited benefits but is sufficient for the average family. The chronic benefit covers the 26 Prescribed Minimum Benefit (PMB) conditions with approval for generic medication only. The other conditions that are covered are limited and you should first find out whether your condition(s) will be covered on the Network Option.

continued overleaf

WOOLTRU HEALTHCARE FUND

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Telephone 0802 228 922 Fax 0860 104 126

Registered in terms of the Medical Schemes Act, 1998

Wooltru Network Option (continued)

You can call 0800 765 432 to find out before you commit to this option. The specialist benefit is restricted to R2 600 per beneficiary per year, so if you or one of your dependants need regular consultations with a specialist, this may not be the appropriate option for you.

This option is ideal for a member with very few claims and the family group that requires regular GP consultations and basic dentistry. This member is comfortable consulting with our network of medical providers.

Wooltru Saver Option

The Saver Option offers a Medical Savings Account (MSA) for all your day-to-day claims. The Fund will provide the full MSA upfront in January and you will effectively 'pay it off' over the course of the year. Any unused balance in your MSA at the end of the year is rolled over and added to your new 2021 MSA. If you leave the Fund during the year and have spent more of your MSA than you have contributed, the difference will need to be paid back to the Fund.

If you select this option, you need to manage your MSA carefully to ensure that it lasts. Some strategies you can use to help you do this are to use the Hello Doctor app (refer to our website) before going to your GP, as well as negotiating a discount or better rate with your service provider.

Please note that your MSA is used for ALL day-to-day medical expenses including consultations, medication, dentistry, optometry etc.

This option is ideal for the single, healthy member and the family with minimal medical complications. The MSA needs to be carefully managed to last for the whole year – but it is very possible that members of this option are able to have their outstanding balances rolled over into the new year and so grow their MSA.

Wooltru Comprehensive Option

The Comprehensive Option will also offer a Medical Savings Account (MSA) for all your day-to-day claims. The Fund will provide the full MSA upfront in January and you will effectively 'pay it off' over the course of the year. Any unused balance at the end of the year will roll over into the new year. If you leave the Fund during the year and have spent more of your MSA than you have contributed, the difference will need to be paid back to the Fund.

This option is ideally suited to members who want to have a more comprehensive hospital benefit that pays out at a higher rate to ensure no shortfalls and minimal co-payments. Thinking of starting a family? Then this is the option that will comprehensively cover the cost of pre- and post-natal care.

Email address for easier communication

Please use the following email addresses when sending in claims or communicating with the Fund – **always ensure that you include your membership number.**

All general enquiries: enquiries@wooltruhealthcarefund.co.za

All accounts and claims:

Network Option: networkclaims@wooltruhealthcarefund.co.za

Saver Option: accounts@wooltruhealthcarefund.co.za

Comprehensive Option: accounts@wooltruhealthcarefund.co.za

What you need to do before Friday, 18 December 2020:

The Trustees would like you to make an informed choice this year and not simply allow yourself to be defaulted into an option. You need to make a decision based on your financial and medical needs and the information provided in the enclosed **2021 Contribution and Benefits brochure** and then complete the enclosed **Option selection form** and provide the information required.

If you need any assistance in choosing your healthcare benefit option for 2021, please contact our call centre on 0802 228 922 (Saver and Comprehensive Option) or 0800 765 432 (Network Option).

On behalf of the Trustees of the Fund, I wish you a healthy and productive 2021.

Kind regards



Burger van der Merwe
Chairperson of the Wooltru Healthcare Fund