



Our Investment Our Health Our Future

September 2015

Dear Member

APPOINTMENT OF NEW ADMINISTRATOR FOR ADMINISTRATION AND MANAGED CARE SERVICES FROM 2016 – 2018

The contract with our current administrator, Metropolitan Health Corporate, expires on 31 December 2015. Deloitte & Touche South Africa was therefore appointed to initiate a tender process for the selection of an administrator and managed care provider.

Tender process

Following a rigorous tender process which included a detailed evaluation process, both the administration and the managed care contracts were awarded to Medscheme (Pty) Limited with effect from the 1 January 2016.

Metropolitan Health Corporate remains the administrator and managed care provider of POLMED and will continue to render their contracted services until 31 December 2015.

Communication

We will endeavour to communicate any changes to you clearly, using various communication channels at our disposal.

For routine queries and claims submissions, you must continue to use POLMED's regional offices or the Client Service Department (0860 765 633) where staff will gladly assist you until 31 December 2015.

New membership cards

The change of administrator requires POLMED to issue all members with a new membership card. It is important that you ensure that the Scheme has your correct postal address to ensure the delivery of your new membership card. You can only start using your new membership card from 1 January 2016, however, your current membership card will remain valid until you receive your new membership card.

2016 benefits

The summary of benefits as well as the option selection form will be posted to all members. Kindly complete and sign the 2016 option selection form and return it to the Membership Department before 31 December 2015 to the address provided at the bottom of the option selection form which will be included in the communication that will be posted to you. Please ensure that the form is completed correctly before signing and returning it for capturing.

Further information

Members will soon receive a more detailed communication containing relevant information such as telephone numbers and address details for 2016.

POLMED would also like to take this opportunity to thank our current administrator, Metropolitan Health Corporate, for excellent service rendered to our members during the period from 2005 to date. We have been privileged to have worked with such a dynamic team of people and wish them well in future endeavours.

We remain committed to provide quality service to all POLMED members.

Yours faithfully

MBASA MXENGE
PRINCIPAL OFFICER

