



POLMED CHANGES ITS ADMINISTRATOR

With effect from 1 January 2016, POLMED will move its administration to Medscheme (Pty) Limited. Your membership, benefits and the Scheme as you know it, will NOT change! Some frequently asked questions below, provides you with more details.

FREQUENTLY ASKED QUESTIONS:

Q Why are we changing from administrator?

A POLMED has been administered by Metropolitan Health Corporate for the last 10 years and in line with good governance, the Scheme's administration and managed care services were put out to tender and as a result, Medscheme was awarded the contracts.

Q Metropolitan Health Corporate has always delivered good service, so why change?

A The decision was not easy. Metropolitan Health Corporate has consistently delivered excellent service, even during difficult times. However, these changes came about a detailed and rigorous tender process resulting from governance requirements.

Continued overleaf ►



Q When will this administration change be effective?

A The administration change will be effective from 1 January 2016.

Q Who will be the new administrator?

A Medscheme (Pty) Limited will be the new administrator.

Q Who will be the new administrator of the managed care services?

A Medscheme (Pty) Limited will be the new administrator of the managed care services.

Q How will this affect members?

A With effect from 1 January 2016, all new claims, queries and authorisations will be managed by Medscheme (Pty) Limited. Metropolitan Health Corporate will continue to assist with all claims and related queries from 2015 until 30 April 2016. The Scheme will ensure that the transfer is as smooth as possible to minimise any disruptions.

Q Will I need to register my chronic medication again?

A No, as in the past, the registrations from 2015 will automatically roll over to 2016, unless it has been approved for a specific period with an expiry date before 31 December 2015.

Q What will happen to my cancer treatment authorisations?

A The 2015 authorisations will automatically be transferred to Medscheme (Pty) Limited on 1 January 2016.

Q Will I need to reregister with Preferred Provider Negotiators (PPN), Pharmacy Direct, Medipost, Clicks and MediRite pharmacies?

A No, PPN, Pharmacy Direct, Medipost, Clicks and MediRite pharmacies are still contracted by the Scheme and nothing will change.