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13 May 2016

Dear Healthcare Provider

PRE-2016 CLAIMS ON HOLD UNTIL END OF MAY 2016

Since 1 January 2016, Medscheme has taken on the role of both administrator and managed care provider to the South African Police Service Medical Scheme (POLMED).

The wind-down period of the previous administrator ended on 15 April 2016, and pre-2016 claims that were submitted to the previous administrator (but have not as yet been processed), have since been transferred to Medscheme.

Please note that the processing of these pre-2016 claims is currently on hold until the necessary verification processes have been completed. Medscheme will be in a position to start processing claims with treatment dates prior to 2016 as from the end of May 2016.

We apologise for the inconvenience caused by this delay and appreciate your patience during this time.

For any general enquiries, you may call the Medscheme Healthcare Professionals Contact Centre on: 0861 112 666 or send an email to: providerplm2015@medscheme.co.za.

Kind regards,

POLMED