

POLMED 2022 BENEFITS AMENDMENTS

26 November 2021

Dear Member,

As we near the end of 2021, it is once again time to relook our benefits for the coming year to ensure an even better service offering to you, our valued members.

2021 was an extraordinary year that prompted the healthcare industry to adopt a new way of doing things. Hence, the Scheme decided to invigorate its current benefits to cater to members' needs during these challenging times.

After all that transpired this year, we are proud to say Polmed stood by its members during the pandemic, and we will continue to do so in the future.

The proposals approved by the Board are based on extensive research conducted in terms of benefit utilisation, including analysing the number of members that reached their existing benefit limits.

All proposed benefit amendments are subject to the Prescribed Minimum Benefits (PMB) compliance prescribed by the Medical Schemes Act (MSA).

Highlights of the proposed benefit amendments are:

Weight loss and smoking cessation programmes

- As part of Preventative and Screening benefits, Polmed will be introducing a weight loss and smoking cessation program.
- Services associated with the programs are reimbursed from risk.

Marine Plan

- Enhanced benefits to Cochlear implants and Insulin delivery devices.

Aquarium Plan

- The enhanced Acute and Mental health hospital network will be implemented as of January 2022. Fillers will be added to geographic areas where there is poor coverage.

Motor Vehicle Accident

- All members are reminded that it remains their responsibility to ensure that any Motor Vehicle Accident (MVA) occurrence is reported to the Scheme within 30 days or as soon as a member/dependent is reasonably able to do so.
- The Scheme ensures that its members' past medical expenses are paid up towards their treatment; however, it continues to investigate such claims for possible recovery from the Road Accident Fund.

Fraud Waste and Abuse

- The Scheme is expected to pay for clinically necessary medical services and products. As a result, interventions are put in place using a risk-based approach to ensure efficient engagements with providers presenting the most significant risk to the Scheme. Members are encouraged to check their statements carefully to ensure they received each service as listed in the statement and that all details are correct. If you spend time in a hospital, make sure the admission date, discharge date, and diagnosis on your account are always correct. As part of ensuring ethical culture and quality healthcare system, members have a responsibility to report fraud to the Scheme and other relevant enforcement authorities as soon as they have reason to believe that fraud has been committed.

The 2022 Benefits and Contribution Guide can be accessed on the Polmed website www.polmed.co.za or by clicking the button below.

[> 2022 Benefits and Contribution Guide](#)

Kindly familiarise yourself with the contents of this Guide to ensure that you fully understand your benefits. Should you require further assistance, please feel free to call our Client Services Centre on 0860 765 633 or 0860 POLMED.

You are also reminded that you have an opportunity to change your current benefit plan for 2022. You have until 31 December 2021 to make that change. If Polmed does not receive your plan change by the due date, you will remain on the same plan for 2022. You can change your plan by downloading the Plan Selection Form from the Polmed website www.polmed.co.za or by clicking the button below.

[> Option Renewal \(of Plan Selection\) form](#)

Should you choose the Aquarium Plan, please also remember to complete the Network GP Nomination form. For your convenience, you can also access by clicking it below.

[> Network GP Nomination Form](#)

Should you require assistance with any matter, please feel free to contact the Client Services Centre on the numbers indicated above.

Wishing you a healthy and joyful festive season.

Yours faithfully,

Ms Neo Khauoe
PRINCIPAL OFFICER

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