



POLMED

OUR INVESTMENT OUR HEALTH OUR FUTURE



FIVE STEPS TO MORE COST-EFFECTIVE EYE CARE

POLMED has contracted eye care network Preferred Provider Negotiators (PPN) to provide consultations, clear spectacle lenses, frame and lens enhancements. PPN Optometrists have agreed to charge cost-effective rates for clear lenses in return for better professional fees. This has resulted in cost-effective pricing with no compromise on professional standards or the quality of products.



FIVE QUICK STEPS TO SIMPLIFYING YOUR OPTICAL EXPERIENCE:

1. BENEFITS ENQUIRY

Should you be unsure if you have benefits available or when they will become available, you can either contact the dedicated PPN Customer Care Line on **0861 103 529** or visit the PPN website at www.ppn.co.za. You can confirm your optical benefit, check your claim status, or find the nearest PPN Optometrist.



2. FIND AN OPTOMETRIST

To maximise your benefits, we recommend that you consult a PPN optometrist. PPN is the largest optical network in South Africa, with over 2,300 optometrists currently contracted to it. To locate a PPN optometrist in your area, please contact their Customer Care Line or website.

You may visit an optometrist who is not on the network, but your account will be paid at the PPN rate. You will be liable for a copayment if the optometrist charges more than the PPN rate.



3. CO-PAYMENTS

Please visit a PPN optometrist to avoid co-payments. PPN optometrists charge PPN rates up to 75% lower than those charged by optometrists outside the PPN network for specific lens prescriptions.

Ask your optometrist to provide you with spectacles within your optical benefit limit. If you are not happy with the price of the spectacles, ask for a written quotation and email it to PPN at info@ppn.co.za for their opinion and advice.



5. FIGHTING FRAUD

Fraud is one of the major contributing factors to our rising healthcare costs. PPN would like to put your mind at ease and can assure you that the PPN Forensic Audit Unit initiates campaigns that detect occurrences of fraudulent activities, investigates them and creates prevention mechanisms to deter these fraudulent acts from occurring.

How can you contribute? Report any fraudulent or suspicious activities to optimumfraud@ppn.co.za or **0861 103 529**. Confidentiality is assured at all times.



4. ADDITIONAL BENEFITS

Any additional optometric benefit requests should be sent to PPN at motivations@ppn.co.za, together with a quotation and motivation letter. It will be forwarded to their Motivations Committee for their opinion and input.

Should surgery be required to treat an eye condition, e.g. glaucoma, POLMED will issue the pre-authorisation. The treating specialist or hospital contacts POLMED on the provider pre-authorisation number on **0860 104 111** or you can call the POLMED Client Service Call Centre on **0860 765 633** to obtain authorisation prior to hospital admission.

For more information about benefits relating to ophthalmology or specialists, please contact the POLMED Client Service Call Centre on **0860 765 633**.

NOTE: You do not require a referral by a general practitioner prior to a consultation with an Ophthalmologist.