

SABMAS Newsletter



Issue 4, July/August 2017



Dear Member

Message from your Principal Officer and Chairman

There has been a tremendous amount of work involved in the move of administrators and we would like to thank you for your patience and participation – in particular, thank you for all the emails of support.

As part of our commitment on keeping you posted on relevant information around the change in our administrator, we have included some important information in this month's newsletter. This includes information about receiving your membership cards, updating your contact details and tax certificates.

In addition, we talk about our new website and how SABMAS has got you and your loved ones covered, gearing up to Women's month.

We look forward to keeping you informed and taking care of your healthcare needs.

Khanya

Khanya Sibiya
Principal Officer

Brian

Brian Aslett
Chairman of the Board

*SAB Medical Aid
has you covered!*

New administrator

As of 1 July 2017, Discovery Health became our new administrator. All members of SAB Medical Aid should have received new membership numbers as well as welcome packs containing the new membership cards and other relevant information. Please remember to give all your medical providers such as doctors, pharmacists and dentists, your new membership number.

Please settle any outstanding affairs

We encourage you to submit all claims for consultations, treatment or medication obtained before the end of July 2017 with the previous administrator, to ensure speedy payment. The previous administrator (Momentum) will continue to process these claims for a limited period of time, and will distribute end-July statements for all claims processed for treatment or medication obtained before 1 July 2017.

Our new website

We are excited to be offering you a brand new SAB Medical Aid website, which is now available to all our members.

We encourage you to visit www.sabmas.co.za and see what the new site has to offer and how it's made managing your Benefit Option, so much easier. Please be aware that when you log on to the new SABMAS website for the first time, your old login details will no longer be valid and you will be required to register with new login details. All adult dependants will need to register separately with their own login details in order to access their medical aid information.

As this is a completely new website it will not reflect any of your transactions or claims history prior to 1 July 2017. All your benefit information and authorisations will be available on the web however.

During the period of July 2017, the new administrator will be performing a quality control on the claims processed by them and therefore these claims will not reflect on the website, until the quality assessment is completed. If you have received a claims notification, please be assured that the administrator has processed the claim, even if it does not appear on the website during this period.

July claims payments will be delayed

Discovery Health will process claims from 1 July 2017 onwards. For the first month following the change in administrator, all claims dated from 1 July 2017 will be manually reviewed to ensure the best quality standards are adhered to. This is a temporary process, but it may result in a delay in the payment process for the first few weeks following the changeover.

“ There will be no claims statement from the new administrator in July, but this does not mean we haven't received or processed your claims. Statements will be issued in August. You can, however, contact the Call Centre to follow up on the progress of your claims. ”



Have you received your **new membership card**?

All members should have received their new membership cards and membership numbers.



We sent all active employees' cards to the relevant Human Resources department in June

From there, the relevant Human Resources personnel would have handed them out.

Pensioner packs were couriered

We sent all welcome packs for our pensioner members via courier. Where we were unable to verify the address or get hold of you, we posted the welcome pack.

If you have not received your Welcome Pack

If you haven't received your welcome pack yet, please call us on 0860 002 133 or email info@sabmas.co.za for help.

While you wait for your Welcome Pack, you may use the membership number that was SMS'd to you or you can download a copy of your membership certificate from the website at www.sabmas.co.za.

“ Your employer will also have all the new membership numbers on file. ”

Tax certificates

Tax certificates for the 2016/2017 tax season, were prepared by the previous administrator of the SAB Medical Scheme, MMI. We will receive the certificates from MMI by the end of August. Please contact us to request your tax certificate, as they will not be available on the website if you do need it.

To request your tax certificate, please send an email to info@sabmas.co.za or call 0860 002 133, and we will send this to you.



With you every step of the way **during your pregnancy**

In August – Women’s Month – there is an increased and special focus on women’s issues. At SAB Medical Aid we celebrate women all year round. Pregnancy is one of the most beautiful experiences a woman can have, and we realise how important it is to take extra special care of you and your baby when you’re expecting.

You need to be registered on the Maternity Management Programme to avoid paying for certain services from your day-to-day benefits.

Our Maternity Management Programme

SAB Medical Aid’s Maternity Management Programme helps you take care of yourself and your unborn baby during pregnancy.

Once you are registered on the programme, which you can do between weeks 12 and 20 of your pregnancy, you have access to a basket of prenatal healthcare. This includes advice for each stage of your pregnancy, two scans, specific pathology tests, 12 antenatal consultations and antenatal classes. You will also receive a pregnancy and birth book and essential prenatal supplements for R320 a month.

Your maternity cover

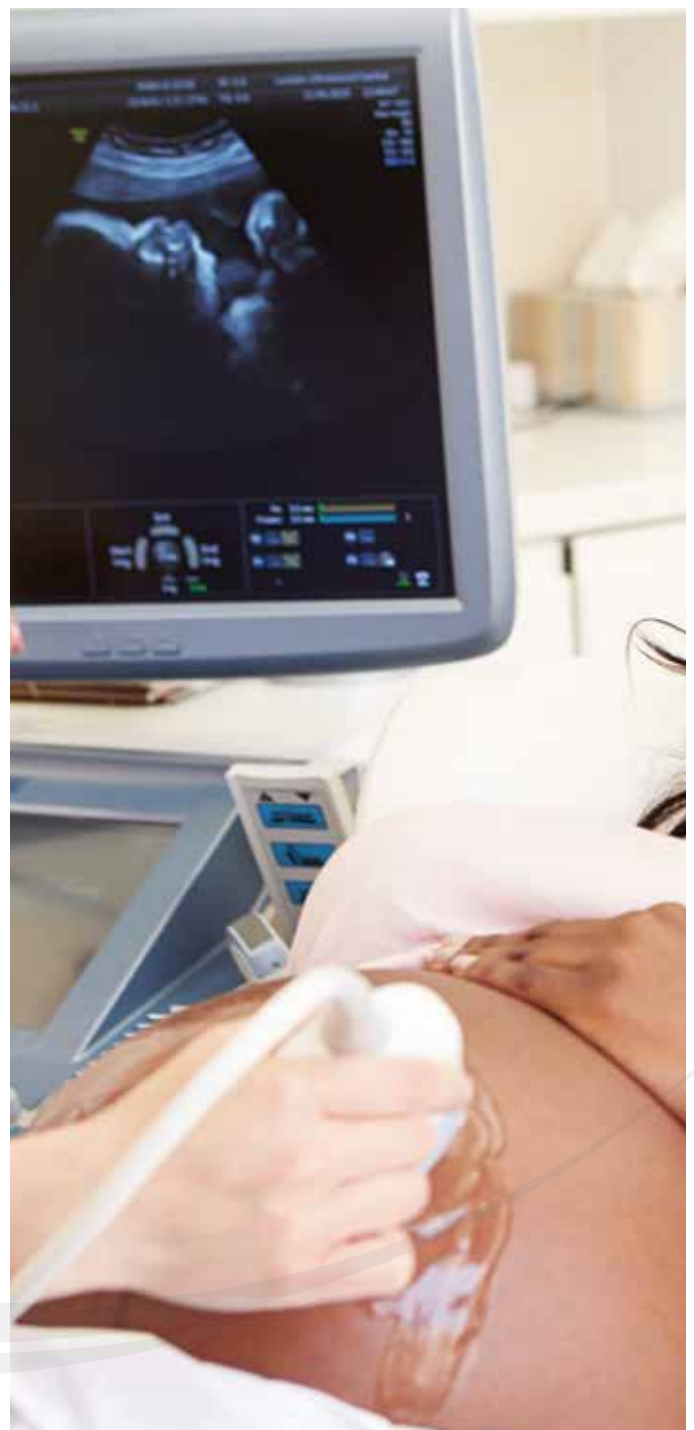
For a normal delivery, including the hospital stay in a private or provincial hospital, the theatre fees, labour ward fees, medicine administered to you, wound dressings, and other surgical or medical materials, we will cover this as follows:

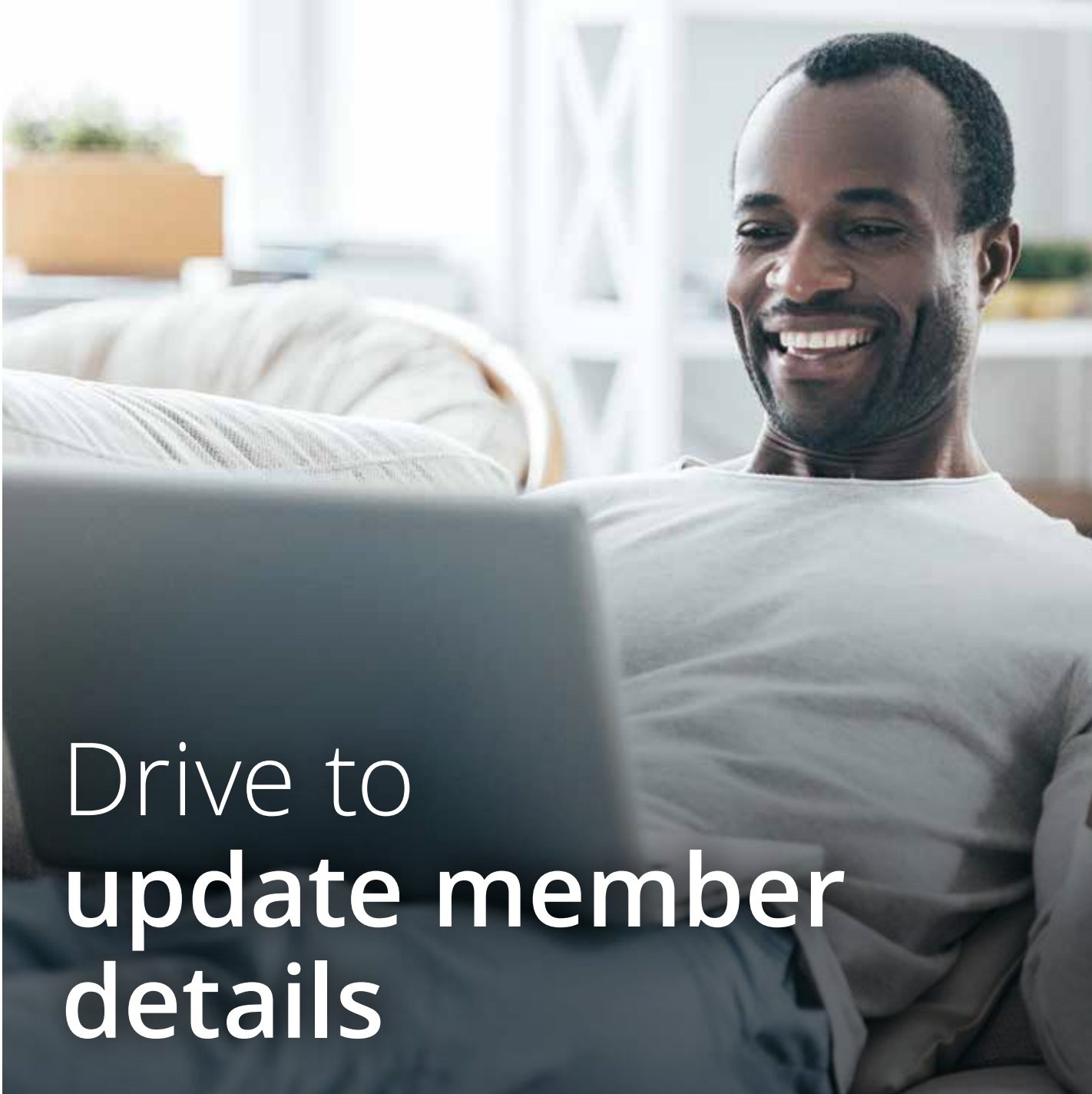
- **Essential Option:** 100% of the account or Scheme Rate, whichever is lower
- **Comprehensive Option:** 100% of the account or Scheme Rate, whichever is lower.

If you have a caesarean section, including the hospital stay in a private or provincial hospital, the theatre fees, labour ward fees, medicine administered to you, wound dressings, and other surgical or medical materials, we will cover this as follows:

- **Essential Option:** This benefit has a limit of R19 150 per confinement, except in the case of an emergency or where clinical reasons justify a higher cost
- **Comprehensive Option:** We will pay 100% of the account or Scheme Rate, whichever is lower.

For medical services and midwifery, including antenatal consultations, pregnancy scans, tests, and delivery services by a midwife, we will pay at 100% of the account or Scheme Rate, whichever is lower.





Drive to update member details

Do we have your latest contact details?

We want to make sure you always have the latest information about your membership, claims, benefits and any news about the Scheme. We will send you important updates or information by email or SMS whenever necessary. For this, we need to have your latest, correct contact details so that we can communicate with you directly.

Updating your details on the website

Our website address is still www.sabmas.co.za. Please re-register your profile on the website (as soon as possible) and update all your details so we know how to communicate with you.

If you don't have access to the internet

If you cannot update your details on the website, you can call our Customer Care Centre on **0860 002 133** to make sure the details we have for you are correct and up to date or to let us know if there are any changes. You can also complete the "Confirmation of members information form" which was included in your welcome pack.

This form can then be returned to us via email, fax or you can post it using the self-addressed envelope which was included in your welcome pack.

Our contact details

Keep these details where you can find them easily if you need to contact us.

	Telephone and Fax	Email	Postal Address and Physical Address
Customer Care Centre	Tel: 0860 002 133 Fax: 011 539 7276	info@sabmas.co.za claims@sabmas.co.za billing@sabmas.co.za	PO Box 652509, Benmore 2010 155 West Street, Sandton 2146
Aid for AIDS	Tel: 0860 100 646 Fax: 0800 600 773 Confidential SMS line: 083 410 9078	info@afadm.co.za	
Clicks Direct Medicines	Tel: 0861 444 405 Fax: 0861 444 414	clicks.directmedicines@dirmed.co.za	
Pre-authorisations: hospital and other	Tel: 0860 002 133 Fax: 011 539 2192 (Pre-authorisation) Fax: 011 539 5417 (Oncology) Fax: 011 770 6247 (Chronic)	auths@sabmas.co.za oncology@sabmas.co.za chronic@sabmas.co.za	
Netcare 911 (emergencies)	Tel: 082 911		
Scheme website	www.sabmas.co.za		

