

MEDI BRIEF

MAY 2020

Our communication to you during lockdown – Keep all contact details updated!

In times where our postal services are not functioning it is vital that we have your current cell phone number and email address. We informed all members via SMS at the beginning of April 2020 that, due to the lockdown, we were unable to post statements or any other correspondence. Once the postal services are reliably running again, we will post all outstanding correspondence and

hopefully it all arrives safely in your post box. For those who have not done so yet, please provide us with an email address so as to not miss important Scheme communication. Please do inform us if any of your details have changed. Call us on 0860 222 633 to update your details or do so on www.angloms.co.za, where you can login/register as a member and navigate to "My Details".

2019 Tax certificates

Your tax certificates are usually sent to you around this time of the year. If you have provided us with an email address you will receive it, as usual, via email. At the time of compiling this MediBrief, postal services were not fully functioning and, as such, we might not be able to post your tax certificate to you as soon as it is available. You can either call us on 0860 222 633 and provide us with an email address so we can send it to you, or you can download it from www.angloms.co.za where you can login/register as a member and download it from "My Documents" > "Tax Certificates".

AGM

As we informed you via SMS and on the Scheme website at the end of March 2020, the AGM had to be postponed due to COVID-19 until further notice. We have applied to the Council for Medical Schemes for deferral and/or the option to conduct an online AGM. It is still too early, however, to determine what the best option and date would be. Our first priority is to protect our members and to adhere to COVID-19 control measures issued by the government. We will keep you informed once we know more!

The profession that has gone from the background to the front lines

On the front lines of the coronavirus pandemic are our heroes. Those individuals on the front lines who have been working to make sure our country keeps moving. These heroes, our healthcare workers, postal workers, pharmacy workers, food and agriculture workers, volunteer staff, individuals in public works, law enforcement and all our essential workers have all done their part to ensure that South Africa and its citizens are able to keep moving. As we took a moment to acknowledge all of our essential workers on May 12, we reminded ourselves of the important role nurses play in our lives by celebrating National Nurses Day. At the end of the 19th century, "The Lady with the Lamp" – or as she is more widely known, Florence Nightingale – founded modern nursing. Thanks to her strict use of handwashing and hygiene practices while caring for wounded soldiers in the

Crimean War, Nightingale and her helpers reduced the death rate from 42% to 2% – ushering in nursing as we know it today. Generally, nurses exist in the background of our lives. We only see them when we need them. The last few months however, have brought these important individuals to the forefront. We've all now gotten a glimpse at how deep this profession goes. Helping people can be a monumentally hard job. Caring for the sick? Possibly holding someone's hand whilst watching over their last moments? It takes a special kind of strength, will, and composure to do these things. Let's all take some time to show our appreciation for these individuals and, further, let's keep it going year-round. To all the nurses out there, thank you for what you have done, what you're doing today, and for what you will do in the future.

Validity of scripts for chronic medicine during COVID-19

According to the Medicines and Related Substances Act (ACT NO. 101 OF 1965) you need a prescription from your doctor every six months to obtain your chronic medication. This is to ensure that your doctor manages your chronic condition, checks on you regularly, and is able to monitor how your condition is managed by the medication.

During the ongoing COVID-19 pandemic, the Minister of Health deemed it necessary to extend this period and published a corresponding regulation on 30 April. For the next 18 months, you only need a script every 12 months for Schedule 2, 3 and 4 medicine. Medicines like cold and flu remedies, antihistamines and anti-inflammatories are Schedule 1 and 2 drugs, only available from a pharmacy and a sales record must be kept. Schedule 3 and 4 drugs are managed more strictly due to possible effects on your health if taken incorrectly, such as medicine for hypertension and diabetes, antibiotics, anti-fungals or antivirals.

If your script was issued during the last six months before 30 April 2020, it will be valid for an extended period of another six months. Example: Your script was issued on 1 January 2020. Under normal

conditions it would have expired on 1 July 2020. Under new regulations, it will now be valid until 31 December 2020. If your script was issued on or after 30 April 2020 it will be valid until 29 April 2021.

This is not intended to provide you with an advanced supply of chronic medication. You will still only be able to get a 30 days' supply from your pharmacist. The purpose of this measure is to extend the period between doctor visits for renewal of prescriptions during the 18 months to accommodate social distancing and decrease the risk of infection in healthcare facilities.

Many of our members make use of online delivery from their pharmacies so as to avoid unnecessary exposure to other patients at these pharmacies. However, whilst not all pharmacies offered these services before COVID-19, it may now be worth asking them again whether they can deliver your medication. Many businesses have been forced to adapt to these new circumstances and your pharmacy might have done that too by offering home delivery.

Incorrectly paid MSA interest

An administrative error led to an incorrectly paid interest on positive savings account amounts to members of the Managed Care Plan. Instead of the amount due, as determined by the Scheme Rules, a higher amount was paid. You will see the correction on your May statement. We would like to apologise for this inconvenience.

An update regarding COVID and the repercussions for AMS

At the time of writing this issue, it seems that our members have been taking good precautions to protect themselves against the coronavirus as the Scheme has only experienced a handful of COVID-19 events.

The world economy and its impact on the Scheme's investment is a concern though. It is anticipated that it will take some time for the financial markets to recover. Luckily for us, we have some time, due to the fact that we are one of the Schemes with the highest financial reserves in the country.

Member assistance for COVID-19

Any AMS members who happen to contract COVID-19 will be looked after by a specialised COVID-19 team. Each case will be managed individually according to the symptoms, severity and risk the member experiences. On confirmed diagnosis, the member will be contacted by the COVID-19 team and the benefits and all further procedure will be explained to them.

You have most likely consumed tons of information about how to prevent the spread of COVID-19 and how to stay healthy. We would just like to remind you to follow reputable sources – some of which we have listed some on our dedicated COVID-19 webpage – and to stick to the recommended measures like practicing good hygiene (frequent handwashing, using a cloth mask in public, coughing or sneezing into your elbow) and social distancing (maintaining a 2-metre minimum distance from others and also working from home, if possible). If you have a chronic condition, ensure that you stick exactly to the treatment prescribed by your doctor because the better your condition is managed now the fewer the complications you will experience should you fall ill.

The effects of this pandemic seem to mirror each country's strengths and weaknesses. Let's be the best citizens we can be and look after ourselves, our communities, as well as our country as a whole.

Visit www.angloms.co.za to learn more about your Scheme and benefits.

Find all previous MediBrief editions in the Info Centre > Knowledge Library.

Member Queries:

Value Care Plan: 0861 665 665, anglo@primecure.co.za

Standard and Managed Care Plan: 0860 222 633, member@angloms.co.za

Claims: claims@angloms.co.za