

# MEDI BRIEF

JULY 2021

## Tax certificates

Have you received your tax certificate? We sent it to you via email or post, depending on your communication preference. If you have not received it yet, you can call 0860 222 633, or download it from the member login area on [www.angloms.co.za](http://www.angloms.co.za).



## Avoiding the doctor?

It has been a tough month – not only did we have the highest number of Covid infections in South Africa so far, but also suffered from additional stress and uncertainty with the unrest in our country. It is understandable if you didn't feel like leaving the house, not to mention going to doctors' rooms or hospitals. Many of us avoided preventative care measures that we used to schedule in managing our health pre-pandemic: going for an eye check, a dental check, having a mammogram done or seeing the dermatologist. While we all know that it is not advisable to stop preventative care, it becomes really concerning if we know that we should go to see a doctor to attend to a lingering health issue. We can't just sit and wait instead of finding the cause of ongoing pain, or to even delay procedures we know we should have had already. If this sounds familiar – book that appointment today. By the time this MediBrief is reaching you, the third wave might not yet be over completely, but at least call your doctor to book and secure an appointment in the near future. If life goes back to what is considered during this time to be 'normal', the whole country will rush back to their doctors and it might get busy. If you are still worried about contracting Covid-19 at your dentist, GP or during a procedure – address it with your doctor and let them explain to you how they mitigate the risk and which prevention measures they have in place to keep you safe.

## Why don't you receive statements on the Value Care Plan?

If you are a member on the Value Care Plan, you might have asked yourself why members on the other plans receive statements and you don't. There is a very good reason for this. The structure of benefits and payments on the Value Care Plan are different to the other plans. Seeing as you have to obtain all medical services from a network provider such as general practitioners, pharmacies, laboratories for blood tests, etc. you will not pay for these services. The Scheme has contracted with Prime Cure to provide services as per the approved Value Care Plan Rules. If you don't need to pay and submit claims, you don't need to keep track of these by checking your statement. There are certain exceptions when you could have seen a healthcare provider that is not on the network. In this case you would need to keep the records, i.e. the account of the provider and your proof of payment for tax purposes. If you submit these to Prime Cure, the transactions will then also be listed on your medical tax certificate.

## My Covid-19 vaccination experience

*"I received my first shot of Pfizer vaccine today. I was amazed and in admiration at the organization to cope with a flood of wrinklies over 60, including me, at the Discovery HQ in Sandton. Tons of people guiding us through the various stations to check appointments and IDs, and to ensure we waited the minimum time. Lovely people, places to sit, and cheerful signs that said things like 'welcome', 'thanks for coming', 'you're a minute away'; 'you made it!' and 'congratulations'. It was freezing cold that day in Joburg, and I was thrilled by this experience. On the way out, I thought that the Discovery management team excelled. Maybe they should be running the City of Johannesburg! This was fantastic. Well done to Discovery Health. Thank you, AMS – over 50 years with you." – Bette K*

## POPIA and what it means to you as a member of AMS

By now you have read much about the Protection of Personal Information Act (POPIA) and you are aware that it is now enforced to protect your personal information. As a medical scheme, we have always treated our members' personal data with the greatest of care and protected it with the strictest security measures. Most of the necessary "POPIA requirements" have already been in place for a long time. The list below is not comprehensive but it does highlight some of these requirements. Other measures might have to be added in future, depending on how we communicate with you and which systems and tools we will use.

### Measures to protect your personal information

- We ask that you regularly confirm and update your personal information and let us know when they change.
- You can only log in to the member log-in area with your previously verified log-in details.
- Our members' personal details are kept separate from other schemes or business units by our administrator Discovery Health and extensive IT security measures are in place to protect your data.
- We are encrypting our emails to you and have provided you with a secure inbox on our website for documents containing personal information.
- We sometimes send you emails containing personal information in PDF attachments. For these emails, we will add an additional layer of security by means of encryption. This means that you will need a password (either your identity number or date of birth) to open and view the document. The encryption remains in place even if you forward the document to someone else, like your financial adviser or broker.

### How we separate your and your beneficiaries' information:

- We require separate contact details for all dependants over the age of 18 in order to communicate with them independently. The Scheme is not allowed to communicate certain information pertaining to a dependant via the main member.
- Claims: the main member may have access to all the claims on the membership, but the spouse and/or dependant can only view their own personal claim information.
- Medical Savings Account balances: only the main member has access to this information, not the spouse or adult dependant. The spouse is, however, able to obtain this balance, should the main member provide permission for them to do so.
- Chronic medications: the main member will only have access to his/her own chronic funding information and that of children under 18 years of age who are dependants on the membership.



- Dependants over the age of 18 will have to register separately for their chronic benefits – the main member may not register on their behalf. In addition:
  - the main member is entitled to know which other dependants on the membership have funding for their chronic condition/s, but they will not have access to the actual chronic condition or funding information of those dependants.
  - All beneficiaries are only allowed to access funding information for their particular chronic condition.
  - Dependants with consent (such as a spouse) are allowed to access the chronic funding of any children under 18 years of age who are beneficiaries on the membership.

### Your responsibility

You also need to play your part. As a member of Anglo Medical Scheme, you have the duty to provide us with correct and up-to-date personal information and keep us updated if any of your details change. You also need to ensure your personal data stays secure, for example:

- Don't ever share your membership card or membership number with anybody except your Scheme or your trusted healthcare providers.
- Don't post any personal information on social media, such as a photo of your vaccination certificate with your ID number on it.
- Don't include personal information or medical information in discussions on social media, for example if you ask online for advice for a specialist to help you with your condition.
- If you allow a third party to engage with Anglo Medical Scheme on your behalf, whether it is your child, your parent or your broker, we need you to authorise us to do so, by completing a Third Party Disclosure form. You can phone the call centre to obtain the form to complete.

We have more information on the topic for you. In the footer of the Anglo Medical Scheme website you will find a link to our privacy page where we have compiled all information about how we treat your personal information.

Visit [www.angloms.co.za](http://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](mailto:anglo@primecure.co.za)

**Standard and Managed Care Plan:** 0860 222 633, [member@angloms.co.za](mailto:member@angloms.co.za)

**Claims:** [claims@angloms.co.za](mailto:claims@angloms.co.za)