

From the desk of our chairman: Our Principal Officer is retiring

Dear Members,

We are informing you today about the retirement of our Principal Officer, Fiona Robertson, from the Anglo Medical Scheme. Following an illustrious career in our industry, she contributed her extensive knowledge and experience to our Scheme for the last 14 years.

Throughout her tenure as Principal Officer, Fiona has been a guiding force behind the stability and success of our Scheme. Under her management, the Scheme successfully achieved numerous milestones including a change of administration, a global pandemic, and the management of the Schemes' finances in challenging economic times in South Africa. Fiona is known for her visionary approach and the ability to navigate complex challenges that arise in our industry. She is also known as a tough negotiator, always ensuring to get the best results for the Scheme, and always keeping our employers' and members' best interests at heart. Beyond her professional achievements, Fiona has fostered a culture of collaboration and a solid sense of purpose among our staff and service providers. While we will

undoubtedly miss Fiona's steady presence, we are confident that she leaves behind a strong and capable Head Office team that will carry on with the business of the Scheme. On behalf of the Scheme, I extend our warmest wishes to Fiona as she begins this new chapter of her life. Her contributions have left an indelible mark on the Scheme. We thank her for her leadership and dedication and wish her all the best for a joyous, healthy and content retired life.

We have managed to secure the services of a successor to Fiona and we will introduce her in one of the next issues of MediBrief. Fiona will be handing over to the new Principal Officer when she takes up office on 1 November 2023.

Sincerely,



Joe Coetzer
Chairman



Farewell from Fiona Robertson

Upon reflecting on my 45-year employment period, I am acutely aware of the privileges I have been afforded, not least of which has been my time at Anglo Medical Scheme.

I joined AMS in the 2010 euphoric World Cup year when the Scheme comprised almost 12,000 members, was chaired by Rob Lloyd, and Cynthia Carroll headed Anglo American. Mondi had demerged three years previously and Mpact was no more than its packaging division, of whom some 1,400 employees were members. Today Mpact's membership is almost 2,200 – one-third of the Scheme.

I have been exceedingly privileged to see and participate in numerous industry changes. However, the consistency and stability of AMS is inspiring. Many members I first engaged with are still members today. Apart from benefit improvements made in line with medical advances, the Plans are essentially unchanged, as is the Long Term Funding Strategy. The list goes on. AMS has to be one of the most dependable schemes, steadfast in its promises, an inspiring legacy to the vision of the

founding Trustees and employers, the leadership of Chairmen who have guided it through difficult times and the unyielding dedication of the Head Office team.

Saying farewell is a poignant moment, both sad and exciting in the same breath. I shall miss my daily engagement with you all, but I am confident the time is right for new eyes, ears and thoughts, confident that the Scheme will continue to go from strength to strength. I wish your new Principal Officer the very best and great success in all future endeavours.

My sincere thanks to all who have made this journey so rewarding. It has been an absolute pleasure serving our members, Trustees and employers. We have had many laughs and a few tears along the way all of which will be fondly remembered.

In wishing you goodbye, I also wish you and your families health and happiness for the years to come,



Member guide: How to register chronic conditions

For optimal management of your chronic condition, having access to the necessary medication is crucial. To ensure you can access the Scheme's chronic medication benefits, it is essential to register your chronic condition(s) with Anglo Medical Scheme. Follow these simple steps for a successful registration:

Step 1:

Ask your treating doctor or pharmacist to call us

Your treating doctor or pharmacist can initiate the registration process by calling us on 0860 222 633. Where applicable, we will require the necessary diagnostic results related to your condition, especially for new registrations.

Step 2:

Provide required clinical information

For registration, the Scheme requires detailed clinical information, including the condition(s) ICD-10 code (diagnosis code). In most cases, no chronic forms need to be completed unless specifically requested.

Frequently asked questions (FAQ)

Q: What if my doctor refuses to call?

If your doctor is unable to call, you, as a member, can contact us at the above number, and we will assist in the registration process.

Q: Can the pharmacist call on my behalf?

Yes, the pharmacist can call if they have all the necessary information mentioned earlier, and to update existing authorisations.

Q: My current results are now normal.

No worries. The laboratories keep a copy of your cumulative results, and we can obtain the initial results from these reports.

Step 3:

Accessing chronic medication

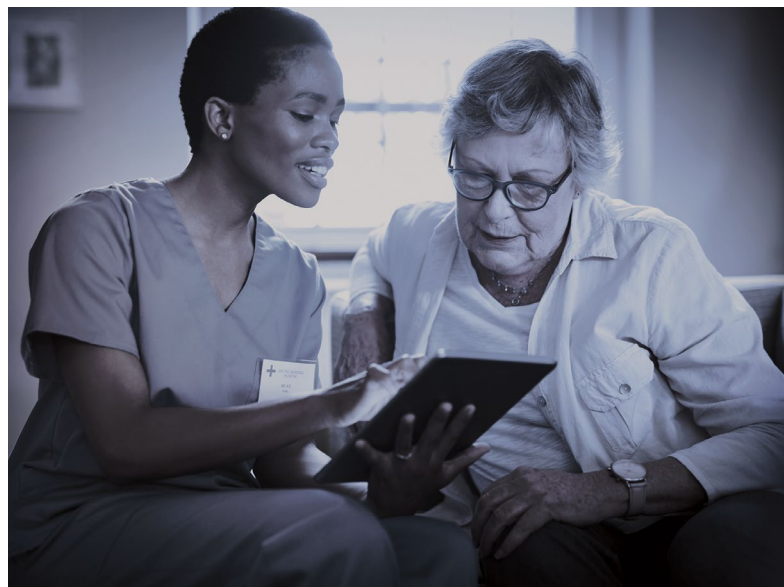
Once your condition is registered, you have access to the basket of medicines listed on the Condition Medicine List (CML). These medications are automatically approved upon condition registration. Please note that some Prescribed Minimum Benefit (PMB) CDL conditions have two lists of drugs to accommodate severity levels. Specific clinical criteria must be met to access drugs on the severity two list, which may require additional information or reports from your prescribing doctor.

Step 4:

Ongoing management

Your doctor will only need to take action in specific situations:

- When your current approval expires due to exceptional circumstances.
- If your doctor changes your medicine after you've already claimed for the month.
- When diagnosing you with a new chronic condition that requires new medicine.
- If the chronic medicine you are taking is not included in the CML for your registered condition.
- If you prefer not to pay the difference between the cost of different drugs and request a possible upliftment of the co-payment. For co-payment-related queries, your prescribing doctor can contact the Anglo Medical Scheme Chronic Medicine Department on 0860 222 633.



Special cases – Oncology or HIV conditions

For Oncology or HIV conditions, contact us on 0860 222 633, and we will direct you to the specific department for detailed and specialised information. Case managers will work with your healthcare provider team to assist in the registration process.

Do you have further questions on the articles in this edition? Contact us on the numbers and addresses listed here:

Member Queries:

Value Care Plan: 0861 665 665 | anglo@primecure.co.za | Standard and Managed Care Plans: 0860 222 633 | member@angloms.co.za
Claims: claims@angloms.co.za

Visit www.angloms.co.za to learn more about your Scheme and benefits. Find all previous MediBrief editions in the Info Centre > Knowledge Library.