

AMS' invaluable support during difficult circumstances – a member story

Chloe* joined AMS ten years ago. At the time, her and her husband, a dependant on her membership, were both 34 years old. Just a few months after joining the Scheme, Chloe's husband was diagnosed with Hodgkin's Lymphoma, an uncommon form of blood cancer affecting the lymphatic system.

Chloe remembers, "Receiving a cancer diagnosis isn't the easiest message, and with it comes a great deal of anxiety and heartbreak. My extended family was plagued with cancer related deaths over the years and when my husband was diagnosed in 2014, it was a difficult message to receive. He was diagnosed with stage two Hodgkin's Lymphoma, and it metastasised to stage four at a time of very limited treatment available in South Africa. He received various chemotherapy treatments, a stem cell transplant and immunotherapy.

I am so thankful that we were on AMS at that time. The financial implication would have been dire, as the total cost of the treatment was in excess of R4m. From initial diagnosis in 2014, to complete recovery in 2020, the overall support we received from AMS was invaluable. AMS assisted us with tailored treatment for my husband and dedicated, highly skilled case managers. I would like to thank AMS for the role they played during my family's cancer journey. We as a family are tremendously grateful."

We asked Chloe if she can share any advice or tips from her husband's healthcare journey. She answered, "I urge all members to use the benefits offered by AMS for regular check-ups and screening as this is vital for early detection. Mental wellbeing is a very important aspect when going through difficult circumstances and my employer, together with AMS have various options to support members.

Lastly, AMS is a really good medical aid who supports its members during difficult times. The benefits and support you get give you peace of mind when you go through life's challenges."

*Names of our members used in MediBrief articles are changed to protect their privacy.



Chat to us on WhatsApp
011 292 8797

Trustee elections – get ready to vote!

Get ready to vote for your preferred Trustee candidates, who will serve on the board for the next five years, representing the interests of all members. Voting will be open from 8 April 2024 to 29 April 2024.

Visit our Election Officer's voting portal <https://electionworx.com/ams> where you will find the candidates' details, profiles and qualifications, and to cast your vote.

If you have provided us with your up-to-date contact details, expect an email or SMS reminder when voting opens. If you do not receive a notification, you can visit the voting portal directly to cast your vote.

For any queries or additional information, contact the Election Officer, Election Worx on 079 520 7147 during helpdesk hours 08h00 to 16h00, Monday to Friday, or email ams@electionworx.com.

AGM and NHI update

With this MediBrief, you are receiving the notice and proxy form for our virtual AGM, scheduled for 22 May 2024. To participate, please respond as soon as possible, but not later than 15 May 2024. Let us know if you will be attending or send your apologies, and/or appoint a proxy to represent you during the AGM.

You can use the form provided today, or use our new, convenient online response form on <https://reg.lumiengage.com/amsagm24/rsvp/Site/Register>

The duration of the AGM will be approximately one hour. Following the AGM, join us for an exclusive presentation. Dr Ronald Whelan, the newly appointed CEO of Discovery Health, will provide an update on the National Health Insurance (NHI) bill. Dr Whelan's insights are invaluable, and we are privileged to have him as our speaker. Don't miss this special opportunity!

RSVP today and mark your calendar for an informative morning.

Patient Advocacy: One of the unique benefits you enjoy as an AMS member

We understand that navigating the complex landscape of healthcare can be challenging. While a simple GP visit should be straight forward, we recognise that some of our members with more complicated health care needs may face disadvantages due to a lack of clinical and medical scheme knowledge. To address this, the Scheme supports you with our unique Patient Advocacy assistance, a proactive initiative designed to empower and support you through every step of your healthcare needs.

What is Patient Advocacy?

Patient Advocacy is a comprehensive approach guiding how we assist you. Our patient advocacy team, comprising Administration and Managed Care Staff, act as the voice, or advocates for our members.

Some of the examples how we can assist you as patient advocates in your health journey

Communication facilitation:

- We assist you with effective communication between you and your healthcare providers.
- Our patient advocates help you in understanding medical procedures, available options, and cost implications.

Benefit optimisation:

- Before any procedure, we optimise benefits based on your individual assessment, by providing clarity on the cost and possible co-payments for your procedure and assist you in understanding your procedures. This will empower you to negotiate with your provider.
- When transitioning between medical facilities, particularly when moving to sub-acute, frail care, or other facilities, we guide you to ensure a smooth process and utilisation of the correct benefits.

Medicine management:

- We advise you on how to reduce out-of-pocket expenses by changing medications.
- We consider co-payment override requests in special cases, as well as advanced supplies.
- We refer cases for independent review if needed.

Disease and/or case management:

- We help you understand how important it is to comply with your treatment and what happens if you don't.
- If you have certain clinical needs for specific conditions, we can consider PMB treatment basket extensions.
- We provide you with case management and support whilst in hospital.

Dedicated service and support:

- We provide you with a dedicated Client Liaison Officer for personalised assistance at employer sites.
- We offer dedicated and AMS specialised services in most of our administrator servicing areas ensuring that you have access to someone that is well versed in AMS benefits and support.
- We manage difficult cases and exceptions with service providers like Netcare 911, The Centre for Diabetes and Endocrinology (CDE), Prime Cure, Dis-Chem, and the Dental Risk Company (DRC).

Retrospective reviews:

- We recognise that in time of need, for example, for a hospital admission or a treatment, obtaining authorisation might not be top of mind, even though it is a requirement to access certain benefits.
- As a member you can ask us for a retrospective review of your event and the team will assess your case while still applying all rules and benefit structures.

Ex Gratia consideration:

- The Ex Gratia Committee considers cases where a member cannot afford valid healthcare services and will assess each case on its own merits.

Your well-being, our priority

AMS is committed to ensuring that you, our members, not only have access to quality healthcare but also receive the support you need throughout your medical needs. Patient Advocacy reflects our dedication to being your partner in health, advocating for your best interests every step of the way. If you have any questions or concerns, feel free to reach out to us on 0860 222 633.

The AMS WhatsApp chat – try it out today!

Just add 011 292 8797 to your contacts and start a chat. If you have general questions, you can ask the chat bot and you will get instant answers. If you need help with your benefits or membership, or want to chat to a service agent, you just need to register and accept the Ts&Cs – it only takes a tick.

Do you have membership or Scheme questions? Contact us on the numbers and addresses listed here:

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

Visit www.angloms.co.za to learn more about your Scheme and benefits. Log in and find all previous MediBrief editions under My Documents > Knowledge Library