

MEDI BRIEF

DECEMBER 2015

2015 Chairman's year-end message

It is my pleasure to report that the Scheme continues to provide excellent service to its members and that the transition of the administration to Discovery Health has been professionally and successfully managed.

According to feedback from members, the 2015 benefit improvements were well received. Utilisation of the member savings accounts on the Managed Care Plan increased directly as a result of the additional funds that were made available this year. This was particularly evident in the increased number of claims processed for purchases made from pharmacies for acute and over-the-counter medicines. Previously, these costs would have been borne by members as out-of-pocket expenses.

Both the Standard Care and Value Care Plans continued to offer exceptional value for money and remain the plans of choice for new members joining the Scheme.

2015 has been a tough year economically; investor confidence has declined, there has been significant market volatility and, all round, businesses and job security have been under pressure. The Scheme has not escaped the consequences; membership continued to decline and the investment returns have been lower.

On average, members have experienced more health challenges this year with a sharp increase in hospital and related costs. But, with that said, all indicators point to the Scheme only falling marginally short of budget by year-end and generally performing in line with the Trustees' long-term funding predictions.

Looking ahead, the Scheme is cognisant of the financial pressures many of our members experience, and has set the 2016 contribution increases at the lower end of the industry. In addition, there are also some benefit improvements.

In closing, I would like to wish you all a restful, safe holiday season.

Colleen Elliott
Chairman

New dedicated PO Box for Anglo Medical Scheme

Please address your post to our new AMS PO Box: **Anglo Medical Scheme, PO Box 746, Rivonia, 2128**

The old PO Box is still active, but the new dedicated address ensures quicker response time. We would like to encourage you to still email your claims and queries, as this remains the most efficient and cost-effective way to communicate with us.



Farewell Noelene!

Noelene Dummer was appointed Client Liaison Officer for the KwaZulu-Natal region in 2002, and since then has truly embraced the Scheme's values of member and employer centric service. As many of our KZN readers already know, Noelene decided to retire from the Scheme at the end of this year to enjoy time with her family and doing the things she loves.

Noelene, we would like to thank you for fulfilling your role with passion and dedication, which by far exceeded the call of duty.

We have no doubt that many of our KZN members and HR colleagues join us in wishing you much joy, health and happiness as you begin this new chapter in your life. Know that you will be missed, and that our best wishes and thoughts go with you.



Welcome Megan!

We are pleased to welcome Megan James as our new Client Liaison Officer for KwaZulu-Natal, who joins our CLOs, Sanjay Omnath in Gauteng and Shereen Ashraff in the Western Cape. Megan joined Discovery Health in 2011 and with hard work and dedication, moved up the ranks into roles such as call centre consultant, specialist service agent and client relationship manager. She is passionate about delivering excellent customer service and is looking forward to assisting the KwaZulu-Natal AMS members and employers in 2016 and beyond. Megan is excited to be part of the AMS team and to uphold the values of the Scheme.

Possible co-payments or an increase in co-payments for chronic medicine from 2016

The Scheme annually reviews all medicines approved for the treatment of chronic conditions. This is done to ensure that the most up-to-date and cost-effective medicines are available to members.

In some instances new, more cost-effective medicines have been identified to treat chronic conditions. You can of course continue your current medicine, but you might experience a co-payment or an increase in your co-payments from January 2016.

This possible co-payment is not an error but could be a result of the adjustment of the medicine basket for your condition.

Simply ask the pharmacist for a lower priced generic medicine or, if you are uncertain, first confirm with your doctor that you may change medicines. By doing this, you will not only save yourself the co-payment, but also extend your annual chronic medicine limit.



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

Find all previous MediBrief editions in the Info Centre > MediBrief Archive.

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