

MEDI BRIEF

NOVEMBER 2015

Member website

Are you already making use of the member log-in area on the Scheme website? Access it on www.angloms.co.za by clicking on the log in / register button in the top left corner.

While the public version of the homepage offers more general information, the restricted and secure member log-in is all about your own membership, providing you with personalised information and helpful self-administration tools 24/7.

You can, for example, change your personal details or communication preferences, check your available benefits, access a library of clinical information or application forms, order a new membership card and more.

Your Scheme interactions timeline

We continuously enhance the features and function of the member log-in area. Our latest addition to the online services is a timeline of all interactions you have had with the Scheme. This offers you a good overview of when and how you communicated with the Scheme. You can see all interactions chronologically, or you can filter them by category, beneficiary or month to look for specific information. You can search for a call you made to the call centre, claims you submitted, administrative changes you made, or look up when you received your tax certificate or latest statement from the Scheme.

Interaction timeline

Health care professional search

The member log-in also offers you a search function to find health care professionals. This does not only come in handy if you are looking for a new dentist in your area, but also if you are travelling in South Africa and need to find a GP at your business or holiday destination. The search tool provides you with the provider's name, contact details and a map view of where they are located.

Medical and provider search

The health care professional look-up function is for information purposes only. It might not be a complete listing of all health care professionals in South Africa and does not serve to endorse any particular supplier or confirm the extent of cover on your plan.

Scheme Preferred Pharmacy look up tool

There is also a search function for Scheme preferred pharmacies; these are pharmacies, contracted to charge at the Scheme Reimbursement Rate, which will not charge any additional fees.

If you have not yet registered for the use of the member log-in, why not give it a try? If you need help, the call centre will gladly assist you.

New PO Box

You might have seen in the new Benefit Guide that we have a new PO Box for Standard and Managed Care plan members: **PO Box 746, Rivonia 2128**

The old PO Box is still active, but we recommend you use the new dedicated PO Box, as we will receive your post quicker. We still prefer that you communicate with us electronically should you have access to email and the web, as this is more efficient and reliable than the post.

Overseas travel

Chronic medicine advanced supply

If you are travelling overseas, you can apply for an advanced supply for your chronic medicine.

Members on the Standard or Managed Care Plan, please call the call centre and submit the Advanced Supply Form (available on www.angloms.co.za > Info Centre > Downloads > Application forms or from the call centre), the prescription for the period and a copy of your ticket or overseas itinerary. Please be aware that the advanced supply can only be approved for the current financial year.

Claiming for medical treatment overseas

Anglo Medical Scheme does not have a specific overseas travel insurance benefit nor can we pay an overseas health care professional directly. However, the Scheme will reimburse you for medical treatment received overseas, in accordance with the Rules and necessary authorisations at the Scheme Reimbursement Rate. Depending on which country you are travelling to, this might not be enough to cover all expenses. We suggest you consider adequate medical travel insurance to cover major medical emergencies and repatriation which is not covered by the Scheme outside RSA borders. If you received medical treatment overseas, please submit your claim in English, stating which service was rendered, by which service provider, with the International claim form. This form is available on the Scheme website or from the call centre.

For more information on how to submit your claim for overseas medical treatment please refer to the benefit guide.



Authorisations for chronic medicine for 2016

If you are registered for a chronic condition, your authorisation for medication will automatically roll over to next year. You only have to re-apply if the authorisation for your medication was issued with an expiry date. If you are unsure, rather call us to check.

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