

MEDI BRIEF

AUGUST 2016



Your rights and responsibilities as a scheme member

provide us with your query and reference number, and ask for escalation within the service team. Alternatively, ask your HR department to pass your query on to your Client Liaison Officer.

Step 3:

If the issue cannot be resolved via the administrator's process, you can contact the Principal Officer's office.

- Call: 011 638 5471
- Email: Yvonne.Landsberg@angloamerican.com, attention: Principal Officer
- Post: PO Box 62524, Marshalltown, 2107

Step 4:

If you are still not satisfied, you can lodge your complaint with the Scheme's Dispute Committee.

- Post: Anglo Medical Scheme, Disputes Committee, PO Box 62524, Marshalltown, 2107

Step 5:

Should all efforts fail to resolve an issue with the Scheme, you can submit your complaint to the Council for Medical Schemes (CMS) via the following channels:

- Physical address: Block A, Eco Glades 2 Office Park, 420 Witch-Hazel Avenue, Eco Park, Centurion 0157
- Postal address: Private Bag X34, Hatfield, 0028
- Phone number: 0861 123 267
- Fax number: 012 431 7644
- Email: complaints@medicalschemes.com
- Web: www.medicalschemes.com

Please note that the CMS requires you to first exhaust all avenues and communication channels available as mentioned above before you submit a complaint to them.

Queries that reached the council in the past were usually re-directed to the Scheme for resolution.

How to lodge a complaint

Anglo Medical Scheme is dedicated to executing good business practises and governance every day. We are lucky to have a membership that participates and communicates with the Scheme, and are pleased that most of the members are very happy with the service that they receive. Nonetheless, we would like to inform you of the correct process to follow should you ever have a query or complaint, as we would like to resolve any issue appropriately and efficiently.

Step 1:

Contact our service team with your enquiry or complaint (you will receive a reference number).

Standard and Managed Care Plan members	Value Care Plan members
<ul style="list-style-type: none"> • Call: 0860 222 633 • Email: member@angloms.co.za • Post: Anglo Medical Scheme, PO Box 746, Rivonia, 2128 • Visit: walk-in centres in Cape Town, Johannesburg, Durban, Centurion or Port Elizabeth 	<ul style="list-style-type: none"> • Call: 0861 665 665 • Email: anglo@primecure.co.za • Post: Private Bag X13, Rivonia, 2128

Step 2:

If you have followed Step 1 and feel that your enquiry or complaint was not dealt with to your satisfaction, please contact us again,

Report fraud on 0860 004 500

Fraud is a real 'disease' in the South African healthcare industry. We make it our business to fight fraud in order to protect our members from the consequences, namely increased healthcare costs or contributions. You can help too. If you suspect fraudulent behaviour or unethical practise in the healthcare industry, please report it anonymously to our independent Fraud and Ethics Line.



Cancer: How you can reduce your risk (Part II)

This, and last month's editions of MediBrief are dedicated to some of the most common cancers in South Africa, making you aware of the preventive care benefits the Scheme offers. The risk for many types of cancers can be reduced by living a healthy lifestyle and going for the relevant screening tests.

Prostate cancer

One in 24 men will develop prostate cancer in South Africa. South African males have one of the highest prevalence of prostate cancer in the world. This particular cancer often develops very slowly, without symptoms. It is therefore imperative to check your prostate function regularly.

Risk factors:

Several risk factors increase a man's chance of developing prostate cancer. These factors are usually taken into consideration when a doctor recommends screening. The risk factors for prostate cancer include:

- Men over the age of 50 years
- Family history of prostate cancer
- Diet high in fat and low in fruit and vegetables

Screening for prostate cancer

The question of screening is a personal and complex one. It's important for each man to talk with his doctor about whether prostate cancer screening is right for him. There is no unanimous opinion in the medical community regarding the benefits of prostate cancer screening. Ultimately, decisions about screening should be individualised based on a man's level of risk, overall health, life expectancy, as well as his desire for eventual treatment if he is diagnosed with prostate cancer.

Let's start with the Prostate Antigen Specific (PSA) test.

If a PSA test result is high, further examinations can be done, such as a digital rectal examination (DRE), and then a biopsy, before a diagnosis can be made.

Colorectal cancer

Colorectal cancer starts in the colon or rectum, the lower part of the large intestine and digestive system. Most colorectal cancers

begin as a polyp, a small growth of tissue that starts in the lining and grows into the centre of the colon or rectum. However, many people have polyps and the vast majority of polyps do not develop in to cancer. Doctors can detect and remove polyps during the colonoscopy procedure to be on the safe side.

Lifestyle factors that contribute to increase the risk of colorectal cancer are nothing but the usual suspects. The good news is that you can change them today:

- Lack of regular exercise
- Low fruit/vegetable intake
- Being overweight
- Low-fibre and high-fat diet
- High alcohol consumption
- Tobacco use

Other risk factors include:

- Inflammatory bowel disease
- Personal or family history of colorectal polyps or colorectal cancer

You can keep an eye on these risk factors by going for regular colon screening tests, such as a colonoscopy, from age 50 every 10 years, unless otherwise recommended by your doctor.

AMS cancer prevention and screening benefits

Prostate cancer	
Prostate check-up (blood test)	*SCP: Out-of-hospital Pathology Benefit **MCP: Pathology Benefit
Prostate check-up (examination)	SCP: Out-of-hospital Family Benefit for consultations MCP: Medical Savings Account
Colorectal cancer	
Colonoscopy	SCP and MCP: Hospital Benefit
Faecal occult blood test	SCP: Out-of-hospital Pathology Benefit (non-PMB) MCP: Pathology Benefit

*SCP: Standard Care Plan **MCP: Managed Care Plan

For full details of the benefits and funding of these and all other cancer screenings, please refer to your Benefit Guide.

Value Care Plan members: Please discuss your cancer screening with your GP.

** MediBrief articles are not a substitute for professional medical advice, diagnosis or treatment. Always seek the advice of a qualified healthcare provider to discuss your medical concerns.*

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