

MEDI BRIEF

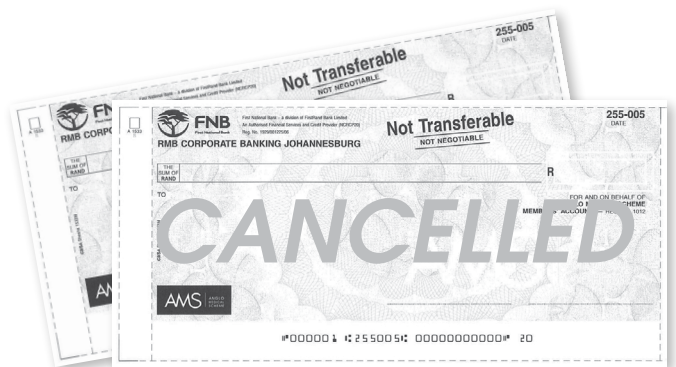
MAY 2016

No more cheques

In order to avoid cheque fraud, the Scheme has stopped issuing cheque refunds to members for claims payments they may have made. If you are one of the few members that has not yet provided us with your banking details, or if you just want to update your details, you will be happy to hear that we have simplified the process!

Simplified process to update/provide us with your banking details

- Log in as a member on www.angloms.co.za, select "My details" and "Bank details" and change it there, or
- Complete and submit the "Permission to change bank details" form. Download the form from www.angloms.co.za > Info Centre > Application forms, or ask our Call Centre to send it to you. Submit it with a copy of your ID and a bank statement, or letter from your bank, confirming that you are the account holder by email, fax or post (details are on the form).



Tax certificates

Your tax certificate will soon be on its way to you. Depending on your communication preferences, you will receive it either by post or email. Once it has been issued, you will also be able to download it from the member login area on the Scheme's website.

Member survey results

Recently, you were invited to participate in the member survey and asked to provide feedback on the services, benefits and communication that you've received from the Scheme. Within only a few days, 26% of members that communicate with us via email had already responded! This is a great response as it shows that our members not only communicate with, but also participate in their Scheme! Your responses have provided valuable insight and will help us to further improve the service and benefits offered to you.

Thank you for taking the time to send us your invaluable feedback, as well as your questions and concerns. We will endeavour to get back to every member that has raised a question or concern.

MediBrief

One percent of members said that they weren't interested in reading MediBrief at all, but we were happy to learn that the majority of our members read it every month, or at least skim through the headlines!

Service satisfaction

Seventy percent of our membership feel that the service has improved since 2013. Many members complimented the service team and thanked them for their friendliness, advice and great service. Most members confirmed, that the recently implemented weekly claims payment and our enhanced authorisation process were improvements.

... and the winner is...

To thank you for your participation we promised that one lucky winner would win either an iPad or grocery store vouchers to the same value. At the Board of Trustees Meeting, held on 30 March, our Chairman Colleen Elliott drew the membership number of the lucky winner, Mr Prenashlen Naicker, from Mondi in Chatsworth.



AMS Chairman Colleen Elliott and Eksteen Theron, AMS Fund Manager.

When our Client Liaison Officer (CLO) Megan James called the next day to congratulate him, he first thought it was an April fool's joke. Fortunately, Megan delivered the voucher a few days later to make it quite clear that he'd really won. And then it was Megan that was surprised – it was Mr Naicker's birthday that day! Congratulations Mr Naicker!



Prenashlen Naicker and Cheryl Kay (HR) from Mondi, AMS CLO Megan James.

Depression

Unfortunately, with today's economic climate, you may find yourself struggling and feeling down. But keep in mind that feeling down doesn't necessarily mean that you have depression. Depression is more than just feeling 'down'. It is a serious illness caused by changes in brain chemistry which not only affects your brain, but also your thoughts, emotions, behaviours and overall physical health.

Some of the most common symptoms that point to the presence of depression include:

- **Feelings:** Sadness, hopelessness, guilt, moodiness, angry outbursts, loss of interest in friends, family and favourite activities, including sex
- **Thoughts:** Trouble concentrating, making decisions and remembering, thoughts of harming yourself, delusions and/or hallucinations can also occur in cases of severe depression
- **Behaviour:** Withdrawing from people, substance abuse, missing work, school or other commitments, attempts to harm yourself
- **Physical problems:** Tiredness or lack of energy, unexplained aches and pains, changes in appetite, weight loss, weight gain, changes in sleep – sleeping too little or too much.

What can you do about it?

The first step is to recognise that you may need help from a friend, family member or professional. Recovering from depression requires action, but taking action when you're depressed is hard.

Try some of the following suggestions as your first steps:

- Ask a loved one to check in with you regularly
- Get moving: When you're depressed, just getting out of bed can seem like a daunting task, let alone exercising, but exercise is a powerful tool for dealing with depression
- Do things that make you feel good: Aim for eight hours of sleep, expose yourself to a little sunlight every day and practice relaxation techniques
- Eat a healthy, mood-boosting diet. What you eat has a direct impact on the way you feel. Aim for a balanced diet of protein, complex carbohydrates, fruits and vegetables. Reduce your intake of foods that can adversely affect your brain and mood, such as caffeine, alcohol, trans fats, saturated fats, and foods with high levels of chemical preservatives or hormones. Don't skip meals.

When and where do I get professional help?

If you find your depression getting worse, seek professional help. Seeking additional help doesn't mean that you're weak. Depression can be treated and you can feel better. Start by making an appointment with your GP today. Our Call Centre can advise you how Anglo Medical Scheme funds consultations and treatment, i.e. medication. For more information about depression and how to help yourself or somebody else, contact the South African Depression and Anxiety Group on 0800 567 567 or 011 234 4837, SMS 31393 (they will call you back) or visit their website www.sadag.org.

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