

MEDI BRIEF

MARCH 2017

Annual General Meeting – 24 May 2017

Our 48th Annual General Meeting will take place at 10am on 24 May 2017 at the Auditorium, 18th floor, 55 Marshall Street, Johannesburg. We look forward to seeing you! If you can't make it this year, you may appoint a proxy to attend, speak and vote on your behalf. Complete and send us the proxy form, printed on the back of the notice you received today.



Call for nominations for the Disputes Committee

The Disputes Committee is an independent committee which ensures that disputes between the Scheme and a complainant are settled. If you are interested in being a member of the Disputes Committee, or know of another member that would be a suitable candidate, please contact the Principal Officers Office on 011 638 5471 or email Fiona.Robertson@angloamerican.com by 10 May 2017.

Missing email statements for December and January

Due to a technical error, month-end statements by email were not dispatched in December and January to those who did not have any claims during this period. We apologise for this error and confirm that you will continue to receive month-end statements from us, even if you haven't submitted any claims.

Claims notifications and statement distribution

	Daily claims notification within 2 days of submitting your claim	Mid-month statement	Month-end statement
Your communication preference: post	X	X	✓
Your communication preference: email	✓ if claimed	✓ if claimed	✓

To learn more about "how to claim" and what happens after you submit your claim, visit www.angloms.co.za.

If you would like to receive your statements and claims notifications by email, please call us on 0860 222 633 or change your communication preferences in the member login section of the Scheme website.

Changes to the walk-in centres

Our administrator offers walk-in centres located in Johannesburg, Pretoria, the Eastern Cape, the Western Cape and KwaZulu-Natal.

While the Sandton Service Centre will still operate in its current format, other service points have been rebranded as Discovery 'Stores'.

From the end of March the Centurion service team will no longer operate at Highveld Techno Park, but you will find them at the Discovery Store in Menlyn Maine. You will still get assistance with your benefit and claims queries as an AMS member but not all of the services offered at these new 'Stores' are applicable to our Scheme.

New Discovery Store locations:

- The Point Mall, 76 Regent Road, Sea Point
- Shop 57B, Stellenbosch Square, Corner of R44 and Webersvalley Road
- Shop 7, 16 Chartwell Drive, Granada Square, Umhlanga
- Menlyn Maine Central Square, Shop 35, Corner of Dallas Ave and Aramist Ave, Menlyn

Our dedicated AMS call centre remains unchanged

You can still contact us on 0860 222 633 or email member@angloms.co.za for general queries or submit your claims to claims@angloms.co.za.

January Medical Savings Account (MSA) balances

If you are on the Managed Care Plan, you might have noticed that the MSA balance was displayed incorrectly on your January statement. We are sorry about this error and it has now been corrected. This display error has, however, not affected the value of your MSA nor the claims payment process and we can confirm that your claims were paid correctly.

Your personal and health data online

How to navigate social media as a medical scheme member

We are doing everything possible to ensure the protection of your, or your dependant's personal and health information. Before we share your information with a third party we will ask for your consent. We will also ask you for permission if your dependant requests access on your member login on the Scheme website and limit the amount of information that can be seen by the different parties.

While you click your way through the web and social media, are you always aware of the details you share with the world? Here are a few scenarios and explanations of why they could be damaging to your, or others' cyber health.

Posting a photo of an accident scene

Please don't. Not only can this be humiliating and cause reputational damage for the victims, but often the families of the victims have not been informed about the accident before the photos are made public.

Posting a photo of a newborn

Have you seen those cute hospital photos of a baby that include 'personal and private data' like weight, height and colour of their eyes? Would you want to share online, where child trafficking organisations are watching, the picture of a baby with the date of birth, ID number, name of the mother and the hospital where the baby will be for the next 48 hours?

Photos with GEO location

Remember, photos you post from your smartphone often have GEO tags. That means that one could extract the exact address of where the photo was taken. Whether that's your living room or your psychologist's practice.

Posting photos of someone in hospital

We see more and more photos of patients in hospital, wishing them a speedy recovery or sharing with 'friends or family' how they are, including information on the condition. Please only do so if you have the patient's consent and, if you are the patient, ensure that the hospital staff and your family know whether you would prefer not to have your photo taken and published while you are unconscious or simply not looking your best.

Asking for health advice or complaining about health services on online platforms

Have you considered all the people who might find this information about you later in life? A new friend, a potential employer or future in-laws? Please be aware that you could share your 'patient' file with the whole world, including your condition, who your doctor is and maybe even which treatment or medical aid you can or cannot afford.

The risks of social media don't only apply to Instagram, Facebook or Twitter. They also include SMS, WhatsApp, email and any other digital communication tool. A message or photo that was only meant for one specific person can still be shared by that one person and snowball from there. Once you click 'send' or 'post' it is out of your control who will see it. Experts say: "Only distribute electronically what you are happy to see on a highway billboard together with your name and picture."

SaveTNet Cyber Safety (www.savetnet.com) is an organisation that aims to save lives by creating awareness for responsible digital engagement. Rianette Leibowitz, CEO at SaveTNet says: "By being more aware of what we post and the difference between personal and private information, we could keep our own data safer while enjoying the benefits of social media. Your digital footprint is your responsibility and with every click, share and like you are leaving footprints in digital space wherever you go."

Start the conversation and speak to your family and friends about how to behave online. It doesn't help if you do everything right but others tag you in a photo or talk about you online.

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