

NEWSLETTER

FIRST QUARTER 2018

In this issue

Update your personal information

Malaria Alert – article 11

Claims payment run dates

Imperialmed's dental benefits – article 9

Important contact details



LETTER FROM THE PRINCIPAL OFFICER

The 2018 benefit year is underway and from the Principal Officer's office we wish all our members and their families a healthy and prosperous year.

Imperialmed implemented a designated service provider specialists and preferred provider pharmacies network from 1 January 2018. This has been communicated to you since October 2017 and you will receive more communication in this regard during 2018.

The Board of Trustees, together with Scheme Management and the Scheme's actuaries, will be reviewing proposals for the annual contribution increases with effect from 1 July 2018 soon and will inform members of these as soon as they are finalised.

Yours faithfully

Johan van der Walt
Principal Officer
Imperial Group Medical Scheme



The Imperial Group Medical Scheme is continuously striving to communicate quickly and effectively with its members. Technological advances, such as SMS and email communication methods, can assist the Scheme in communicating with you quickly and effectively.

Please update your contact information, including your cell phone number and email address, by contacting the **Client Service Call Centre on 0860 467 374**. You can also change your contact details at www.imperialgroupmed.co.za.

MALARIA ALERT – ARTICLE 11

We are currently in the malaria season in Southern Africa and with changing weather patterns there has been a significant increase in malaria cases and deaths. High numbers of malaria cases are being reported in the malaria transmission areas in Limpopo and in Bushbuckridge in Mpumalanga province.

Malaria can be prevented and treated. The key prevention strategy of the malaria control programmes in endemic areas is spraying of households with long-acting residual insecticides (IRS) which target indoor feeding mosquitos.



Early treatment of malaria cases is a key strategy. The antimalarial drug, Coartem remains highly effective in the treatment of uncomplicated malaria, provided there is early diagnosis and urgent commencement of treatment.

Source: Board of Healthcare Funders

For more information on malaria, visit www.imperialgroupmed.co.za.

CLAIMS PAYMENT RUN DATES

Imperialmed's claims payment run dates for 2018 are:

Month	Day	Day	Day
February	2 February 2018	16 February 2018	
March	2 March 2018	16 March 2018	29 March 2018
April	13 April 2018	26 April 2018	
May	11 May 2018	25 May 2018	
June	15 June 2018	29 June 2018	
July	13 July 2018	27 July 2018	
August	10 August 2018	31 August 2018	
September	14 September 2018	28 September 2018	
October	12 October 2018	26 October 2018	
November	16 November 2018	30 November 2018	
December	14 December 2018	28 December 2018	

IMPORTANT CONTACT DETAILS

For administration queries, you may call the following numbers during office hours from 08:00 to 16:30, from Monday to Friday (note that Europ Assistance is available 24 hours a day):

CLAIMS ENQUIRIES, MEMBERSHIP CONFIRMATION AND REGISTRATION

Toll free: 0860 467 374 Fax: 0860 111 788
Email: imperialmedenquiries@mhg.co.za

HOSPITAL PRE-AUTHORISATIONS AND ONCOLOGY MANAGEMENT PROGRAMME

Toll free: 0860 467 374
Fax: 0860 111 788 / 0861 222 552
Email: hrmimperialmed@metropolitanhrm.co.za
imperialmedoncology@metropolitanhrm.co.za

MEDICINE RISK MANAGEMENT PROGRAMME (CHRONIC MEDICATION AND MEDICAL MANAGEMENT)

Toll free: 0860 467 374 Fax: 0860 111 788
Email: imperialmedmedicine@metropolitanhrm.co.za

MEMBER CARE LINE – MEDI CALL

Toll free: 0860 105 221 Fax: 0866 889 411
Email: imperialmed@medicall.co.za

CEDAR HEALTHCARE CONSULTANTS

Tel: 011 547 8699

EUROP ASSISTANCE 24-HOUR EMERGENCY SERVICES AND 24-HOUR PROFESSIONAL HEALTH ADVISOR

Tel: 0861 RESCUE (0861 737 283)

HIV YOURLIFE PROGRAMME

Tel: 0861 888 300 Fax: 0860 888 301
Address: HIV YourLife Programme, Imperialmed, PO Box 15468, Vlaeberg 8018
Email: mail@hivyourlife.co.za

THE ADMINISTRATOR'S WEBSITE

www.mhg.co.za

MEMBER SUGGESTION EMAIL BOX

imperialmedsuggestions@mhg.co.za

THE SCHEME'S WEBSITE

www.imperialgroupmed.co.za

KPMG FRAUD HOTLINE

Tel: 0800 200 564

IMPERIALMED POSTAL ADDRESS

Imperialmed, PO Box 32759, Braamfontein, 2017

CONTRIBUTION ENQUIRIES

Contact your company's Payroll/HR Department.

THE COUNCIL FOR MEDICAL SCHEMES

Complaints Department
Tel: 0861 123 267 Fax: 012 431 0608
Email: complaints@medicalschemes.com

DENTAL AUTHORISATION

Tel: 0860 467 374
Email: dentalauth@mmiholdings.co.za

IMPERIALMED'S DENTAL BENEFITS – ARTICLE 9

Imperialmed provides five different day-to-day (out-of-hospital) dental benefit categories and three in-hospital dental benefit categories, as set out below.

It is important to discuss treatment with your dentist in advance in order to establish whether the treatment that is needed or planned falls in a category that requires pre-authorisation and to obtain pre-authorisation for the treatment. Email the dental quotation to dentalauth@mmiholdings.co.za to obtain pre-authorisation or call 0860 467 374 for assistance.

DAY TO DAY

- Preventative dentistry
- Basic dentistry
- Specialised dentistry – pre-authorisation required
- Dental implants – pre-authorisation required
- Orthodontic treatment – pre-authorisation required

MAJOR MEDICAL EXPENSES – IN HOSPITAL

- Dental alveolar surgery – pre-authorisation required
- Maxillofacial surgery – pre-authorisation required
- Orthodontic-related surgery – pre-authorisation required

For more detail and applicable limits, visit www.imperialgroupmed.co.za or call the call centre on 0860 467 374.

