

NEWSLETTER

FIRST QUARTER 2019

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LETTER FROM THE PRINCIPAL OFFICER

The 2019 benefit year is well underway and poses new challenges and opportunities. From the Principal Officer's office we wish all our members and their families a healthy and exciting year.

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 2019 and will inform members of these as soon as they are finalised.

Yours faithfully

Johan van der Walt
Principal Officer
Imperial Group Medical Scheme

UPDATE YOUR PERSONAL INFORMATION

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 improving communication to you.

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 on the Scheme's website at **www.imperialgroupmed.co.za** or on the newly-launched Imperialmed mobile app.



IMPERIALMED'S mobile app!

The Imperialmed mobile app was launched in November 2018.

The app is **user-friendly and extremely informative**, giving you full access to your medical scheme information, anywhere, anytime. Stay on top of your medical scheme matters with our **game-changing Imperialmed app**.

How do I benefit from the app?

- *Full access to your medical scheme information*
- *Seamless user experience*
- *Easy to use*
- *Ability to manage your Scheme information in a central place*
- *Individual access for your dependants.*

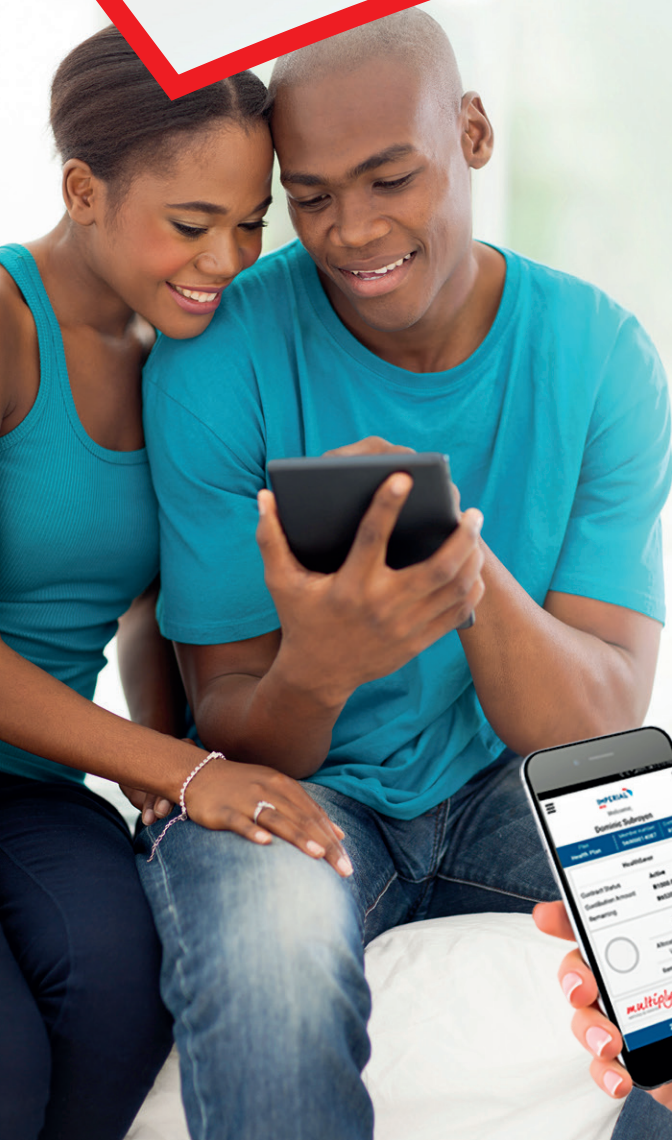
IN ADDITION:

Have your membership details with you
You'll have a virtual membership card, so don't worry when you've forgotten your card at home.

Look at your account details
Access your claims history and benefit usage and limits.

Access your medicine history
See which medicines have been prescribed to you in the past should you visit a new doctor.

We can't wait to see you enjoy the benefits of your Imperialmed app!



CMScript 6 of 2018 – Acute Lymphoblastic Leukaemia

Leukaemia refers to cancers of the blood cells. The type of blood cell that becomes cancerous, and the rate at which it grows, determines the type of leukaemia.

Leukaemia occurs mostly in adults over the age of 55 years; however, it is also the most common type of cancer in children younger than 15 years.

What is Acute lymphoblastic leukaemia?

Acute lymphoblastic leukaemia (ALL) cancer affects the blood and bone marrow. The main effect of ALL is the overproduction of immature white blood cells, called lymphoblast or leukaemic blasts, which results in a high number of abnormal white blood cells in your blood circulation.

It can spread to the lymph nodes, spleen, liver, central nervous system (CNS), and other organs. The uncontrolled production of the white cells can be a result of a cancerous mutation (a change in the cell DNA) of a myelogenous (cells present in bone marrow) or lymphogenous cell (cells present in lymph tissue and fluid).

What are the signs and symptoms of ALL?

The main symptoms of ALL are caused by a lack of normal circulating blood cells. ALL develops quickly, so people are usually only unwell for a short period of time (it could be days, or weeks) before they are diagnosed. Below is a list of common ALL symptoms:

- Anaemia due to a lack of red cells
- General weakness
- Feeling tired (fatigue)
- High temperature (fever)
- Frequent infections
- Bruising or bleeding easily
- Weight loss
- Swollen lymph nodes
- Pain in bones or joints
- Pale skin

Effects of leukaemia on the Body

Leukemic cells from the bone marrow may reproduce so greatly that they invade the surrounding bone, causing pain and, eventually, a tendency for bones to fracture easily.

Almost all leukaemias eventually spread to the spleen, lymph nodes, liver, and other vascular regions, regardless of whether the origin of the leukaemia is in the bone marrow or the lymph nodes.

To read more, please visit the source:
Source: <http://www.medicalschemes.com/files/CMScript/CMScript%206-2018.pdf>



CLAIMS PROCESS AND PAYMENT RUN DATES



Please note that claims payments to providers and members are made twice a month. These claims payments normally take place every second and fourth weekend of the month, depending on the number of weeks in the particular month.

The claims payment dates for 2019 are:

Month	Day	Day	Day
March	1 March 2019	15 March 2019	29 March 2019
April		18 April 2019	
May	3 May 2019	17 May 2019	31 May 2019
June		14 June 2019	28 June 2019
July		19 July 2019	26 July 2019
August		16 August 2019	30 August 2019
September		13 September 2019	27 September 2019
October		18 October 2019	
November	1 November 2019	15 November 2019	29 November 2019
December		13 December 2019	27 December 2019

INCREASING WEALTH BY HEALTHY CHOICES – **ARTICLE 13** – *Your immune system*

12 foods that will help you survive cold and flu season

Here are the best foods for a cold or flu that you should put in your shopping cart as soon as possible.

‘Since a cold and the flu are both caused by viruses, foods with antiviral properties may speed up recovery or fight off those viruses in the first place,’ says Monica Auslander Moreno, nutrition consultant for RSP Nutrition.

Here are the best foods for a cold or flu that you should put in your shopping cart:

- chicken soup
- citrus fruit
- garlic, onions and leeks
- ginger
- honey
- kefir
- selenium-rich foods, such as fish and nuts
- red wine
- mushrooms
- carbohydrates, such as dairy and starchy vegetables
- fatty fish
- zinc-rich foods, such as meat, eggs and grains.

To read more, please visit the source:
Source: <https://www.health24.com/Diet-and-nutrition/The-immune-system/12-foods-that-will-help-you-survive-cold-and-flu-season-20180827>



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. Alternatively, send us a letter or email or visit our website. In an emergency, call Europ Assistance at any time of the day, seven days a week.

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

DENTAL AUTHORISATION

Tel: 0860 467 374
Email: imperialmedenquiries@mhg.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 8600

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: hiv@momentum.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

FRAUD HOTLINE

Tel: 0800 000 436

IMPERIALMED POSTAL ADDRESS

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CONTRIBUTION ENQUIRIES

Contact your company's Payroll/HR Department.

THE COUNCIL FOR MEDICAL SCHEMES

Complaints Department
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Email: complaints@medicalschemes.com