

NEWSLETTER

FOURTH QUARTER 2017

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LETTER FROM THE PRINCIPAL OFFICER

Scheme Management and the Board of Trustees have revised the benefits with effect from 1 January 2018 and enclose your copy of the 2018 member guide, which includes the 2018 benefits.

Please spend some time to read the member guide to ensure that you understand the benefits offered by Imperialmed and the rules.

We will soon enter a well-earned holiday season and travel all over the country to various holiday destinations. We urge you to keep your membership card at hand for those unexpected emergencies and to ensure that your family members have access to your card.

Travel with care and our best wishes for good health accompanies you and your family.

Johan van der Walt
Principal Officer
Imperial Group Medical Scheme

Option change for 2018

Imperialmed has two benefit plans, i.e. the Imperialmed Health Plan, which has existed from the inception of the Scheme in July 1995, and the Imperialmed Budget Plan, which was implemented on 1 July 2013. Members have the option to change plans once a year with effect from 1 January.

Option forms should reach the Scheme by 31 December 2017.

You may call the Call Centre on **0860 467 374** for the option change form or obtain it from our website at www.imperialgroupmed.co.za under the 'Forms' menu item on the left.

Benefit changes for 2018

Scheme Management would like to confirm that some of the benefit limits that will be effective from 1 January 2018 have been increased by an average of 5.5% on both the Health and Budget Plans.

Kindly note that the summary of the limit changes and other changes has been placed on the Scheme's website at www.imperialgroupmed.co.za under 'Benefits' and are enclosed for ease of reference.

Imperialmed introduces designated service provider (DSP) specialists

All Imperialmed members would have received communication via email, SMS or post informing members of the implementation of the Imperialmed DSP specialists with effect from 1 January 2018.

It is important to ensure that you consult an Imperialmed DSP specialist in order to avoid co-payments.

DSP specialists have been identified for the treatment of prescribed minimum benefit (PMB) conditions. We urge you to consult these specialists. You will have a co-payment if you voluntarily make use of a non-DSP specialist for PMB treatment in or out of hospital.

To read more about Imperialmed's DSP specialists, go to www.imperialgroupmed.co.za or call us on **0860 467 374**.

Imperialmed introduces

preferred provider pharmacies

Imperialmed will implement preferred provider pharmacies for chronic medication from 1 January 2018. You would have received communication in this regard via email, SMS or post.

Imperialmed preferred provider pharmacies currently consist of 1 200 pharmacies. We recommend that you obtain your chronic medication from these pharmacies. You will have additional costs should you make use of a pharmacy that is not one of the preferred provider pharmacies.

To read more about Imperialmed's preferred provider pharmacies, visit www.imperialgroupmed.co.za or call us on 0860 467 374.

In order to manage your costs, it is important to ensure that you make use of a preferred provider pharmacy for your chronic medication.



Your contributions

Your member guide does not include information on your contributions because the annual contribution changes are effective from 1 July each year and not from the beginning of the year. The revised contributions for 2018 will be communicated during May/June 2018.

The following is important to note

Europe Assistance 'Please Call Me' service

What do I do in an emergency situation?

Europ Assistance offers a free, user-friendly call-back service for emergencies and personal health advice.



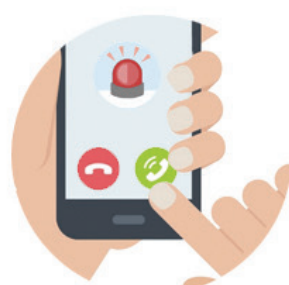
SAVE this number as a contact on your cell phone.

***130*3272*78#**

In an **EMERGENCY**, press the number

***130*3272*78#**

for assistance and select either 1 for an ambulance or 2 for personal health advice.



It should not take longer than 2 minutes for a **Europ Assistance** operator to call you back.

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

HOLIDAY RECIPE

Rosemary beef tenderloin or pork loin

Ingredients

2 tablespoons Dijon-style mustard
1 tablespoon extra-virgin olive oil
1 tablespoon snipped fresh rosemary
3 cloves garlic, minced
¾ teaspoon salt
¼ teaspoon ground black pepper
1.5 kg cut of beef tenderloin roast or boneless pork top loin roast
1 log garlic and herb goat's cheese, cut crosswise into eight slices
Snipped fresh rosemary
Garnishes (optional)

Directions

1. Preheat oven to 220 °C. In a small bowl, combine mustard, oil, one tablespoon rosemary, garlic, salt and pepper. Spread mixture over the beef tenderloin or pork loin. Place roast on a rack in a shallow roasting pan.

- Place roast in oven. For **medium-rare** meat, roast the beef, uncovered, for 35 to 40 minutes or until internal temperature registers 60 °C on an instant-read thermometer. Cover with foil and let it stand for 15 minutes before slicing. Meat temperature will rise about 10 °C when left standing. (For medium-cooked meat, roast, uncovered, for 45 to 50 minutes or until meat reaches 65/70 °C. Cover and let it stand as directed above.)
- Cut roast into eight slices about 2.5 cm to 3.5 cm apart, cutting towards, but not through, the bottom of the meat. Tuck a slice of **goat's cheese** into each cut or spoon one tablespoon **cream cheese** into each cut. Sprinkle with additional rosemary. To serve, slice through the meat between each cheese portion. Serve roast with figs, steamed beets and steamed baby artichokes. Makes eight servings.

EMERGENCY INFORMATION TO KEEP AT HAND DURING THE FESTIVE SEASON



In a medical emergency or when medical treatment is required, the first and most important thing to do is to stay calm and to contact the correct authorities to help you. Below are service providers you can contact in an emergency:

24-HOUR MEDICAL EMERGENCY SERVICES:

Europ Assistance emergency services
0861 RESCUE (0861 737 283)

24-HOUR PERSONAL HEALTH ADVISOR LINE:

A service offered by Europ Assistance for 24-hour advice on medical-related concerns
0861 RESCUE (0861 737 283)