

# Newsletter

FIRST QUARTER 2024



## LETTER FROM THE PRINCIPAL OFFICER

**The 2024 benefit year is underway and is likely to pose new opportunities and some probable challenges.**

From the Principal Officer's office, we wish all our members and their families a happy, healthy and exciting year.

The Board of Trustees, together with Scheme Management and the Scheme's actuaries, will soon be reviewing proposals for the annual contribution increases that take effect from 1 July 2024 and we will inform members of these as soon as they are finalised and approved by the Council for Medical Schemes.

Yours faithfully

**Fred Meier**  
Principal Officer  
Imperial and Motus Medical Aid

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# Update your personal information

**Imperial Motus Med 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 enhancing communication with you.

Please update your contact information, including your cell phone number and email address, by contacting the client service department on **0860 467 374**.

You can also change your contact details on the Scheme's website at [www.imperialmotusmed.co.za](http://www.imperialmotusmed.co.za) by logging in as a member on the member portal.



## New Imperial Motus Med annual general benefit!

**The Board of Trustees is happy to confirm that they were able to implement a new Annual General Benefit with effect from 1 January 2024 due to the sound financial position of the Scheme.**

This benefit is being introduced for the first time and is unique in the medical schemes industry. The benefit will bring welcome relief to the Scheme's members who are experiencing financial pressures in a very difficult economic environment and comes at a time when most medical schemes are announcing significant contribution increases whilst decreasing benefits.

The benefit limit amount will be determined by the Trustees annually and will be offered for as long as the financial position of the Scheme allows it.

### **The Annual General Benefit Limit will work as described below:**

- The new Annual General Benefit limit for **2024** is set at **R5 600** per member (family) per annum, which will be reviewed annually.
- Your normal benefit limits in your day-to-day, major medical and chronic medicine benefits will be utilised first and, if there are co-payments or short payments due on your claims, the Annual General Benefit limit will be utilised automatically for these co-payments or short payments.
- Once the General Benefit limit is depleted, you will be responsible for co-payments and short payments for the remainder of the year.
- This benefit does not accumulate from one year to the next. However, with effect from 1 January of every year the benefit amount will be reviewed and made available to the member (family) for the remainder of the year.
- Should you join Imperial Motus Med during the year, you will not be entitled to the full amount, but to any amount that is adjusted in proportion to the number of months remaining in the year, i.e. pro rata.

For any enquiries in this regard, contact the Scheme on the Medi Call Member Care Line on **0860 105 221** or the client service department on **0860 467 374**. Alternatively, visit the Scheme's website at [www.imperialmotusmed.co.za](http://www.imperialmotusmed.co.za).

**This Annual General Benefit Limit will only be offered for as long as the financial position of the Scheme allows it.**



# Imperial Motus Med dental benefits

**Imperial Motus Med provides five different day-to-day (out-of-hospital) dental benefit categories and three major medical (in-hospital) dental benefit categories, as set out below.**

It is important to discuss planned treatment with your dentist in advance in order to establish whether the treatment falls in a dental benefit category that requires pre-authorisation and to obtain pre-authorisation for the treatment. Email the dental quotation to [dentalauth@momentum.co.za](mailto:dentalauth@momentum.co.za) to **obtain pre-authorisation** or call **0860 467 374** for assistance.

## **DAY-TO-DAY (OUT-OF-HOSPITAL) DENTAL BENEFIT CATEGORIES**

1. Preventative dentistry
2. Basic dentistry
3. Specialised dentistry\*
4. Dental implants\*
5. Orthodontic treatment\*

\* Pre-authorisation required

For more details and limits applicable, visit [www.imperialmotusmed.co.za](http://www.imperialmotusmed.co.za) or call the client service department on **0860 467 374**.

## **MAJOR MEDICAL (IN-HOSPITAL) DENTAL BENEFIT CATEGORIES**

1. Dental alveolar surgery\*
2. Maxillofacial surgery\*
3. Orthodontic-related surgery\*



## **CMScript 1 of 2024: Iron deficiency anaemia as a PMB condition**

**The Council for Medical Schemes (CMS) seeks to provide clarity regarding the funding of Iron Deficiency Anaemia as a Prescribed Minimum Benefit (PMB) condition.**

The PMB Regulations specify that Iron Deficiency Anaemia is a PMB condition under Diagnosis and Treatment Pair (DTP) code 236K. DTP code 236K refers to Iron deficiency; vitamin and other nutritional deficiencies – life-threatening. Considering this DTP code descriptor, all forms of Iron Deficiency Anaemia (acute or chronic) are PMB conditions.

The treatment component specified for this DTP, according to the PMB Regulations, is medical management. Any member who has Iron Deficiency Anaemia must be provided with PMB funding for the diagnosis, treatment, and care costs of this condition in line with the PMB Regulations.

For more information, visit the source below:

<https://www.medicalschemes.co.za/publications/#2009-3731-wpfd-2024-circulars-current4>

**Imperial Motus Med makes use of clinical protocols and formularies to manage the level of care for this PMB benefit.**





# Increasing wealth through healthy choices: **Health benefits of taking iron supplements**

Iron is found naturally in many foods and is added to some fortified food products. White beans, lentils, spinach, kidney beans, peas as well as nuts and some dried fruits (e.g. raisins) are also good sources of iron.

The best dietary source of absorbable iron (known as heme) is lean red meat. Chicken, turkey and fish are also sources of iron, but they contain less iron than red meat.

Many people who eat a balanced and varied diet might get enough iron, yet others may need to take additional amounts to meet their needs.

To read more about the benefits of taking Iron Supplements, please visit the **source** below:

<https://www.ferrousforte.co.za/about-iron.html>

## Claims payment run dates in 2024

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 2024 are always on a Thursday, as per the schedule below:**

Imperial Motus Med proposed claims payment run dates 2024		
Month	Day	Day
January	11 January 2024	25 January 2024
February	15 February 2024	29 February 2024
March	14 March 2024	28 March 2024
April	11 April 2024	25 April 2024
May	16 May 2024	30 May 2024
June	13 June 2024	27 June 2024
July	11 July 2024	25 July 2024
August	15 August 2024	29 August 2024
September	12 September 2024	26 September 2024
October	17 October 2024	31 October 2024
November	14 November 2024	28 November 2024
December	12 December 2024	19 December 2024

## 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

Tel: 0860 467 374

Fax: 0860 111 788

Email: [enquiries@imperialmotusmed.co.za](mailto:enquiries@imperialmotusmed.co.za)

### HOSPITAL PRE-AUTHORISATIONS AND ONCOLOGY MANAGEMENT PROGRAMME

#### HOSPITAL PRE-AUTHORISATION

Tel: 0860 467 374

Fax: 0861 888 113

Email: [hrm@imperialmotusmed.co.za](mailto:hrm@imperialmotusmed.co.za)

#### ONCOLOGY

Tel: 0860 467 374

Fax: 0861 222 552

Email: [oncology@imperialmotusmed.co.za](mailto:oncology@imperialmotusmed.co.za)

### MEDICINE RISK MANAGEMENT PROGRAMME (chronic medication and medical management)

Tel: 0860 467 374

Fax: 0860 111 788

Email: [chronic@imperialmotusmed.co.za](mailto:chronic@imperialmotusmed.co.za)

### EUROP ASSISTANCE 24-HOUR EMERGENCY SERVICES AND 24-HOUR PERSONAL HEALTH ADVISER

Tel: 0861 Rescue (0861 737 283)

### MEMBER CARE LINE – MEDI CALL

Tel: 0860 105 221

Email: [imperialmotusmed@medicall.co.za](mailto:imperialmotusmed@medicall.co.za)

Website: [www.medicall.co.za](http://www.medicall.co.za)

### CEDAR HEALTHCARE

Tel: 0860 105 221

Email: [cedar@medicall.co.za](mailto:cedar@medicall.co.za)

Website: [www.cedarhc.co.za](http://www.cedarhc.co.za)

### HIV YOURLIFE PROGRAMME

Tel: 0860 109 793

Fax: 012 675 3848

Postal address: HIV YourLife Programme, Imperial Motus Med, PO Box 15468, Vlaeberg 8018

Email: [hiv@momentum.co.za](mailto:hiv@momentum.co.za)

### DENTAL AUTHORISATION

Tel: 0860 467 374

Email: [dentalauth@momentum.co.za](mailto:dentalauth@momentum.co.za)

### CONTRIBUTION ENQUIRIES

Contact your company's payroll/HR department

### THE ADMINISTRATOR'S WEBSITE

[www.momentum.co.za](http://www.momentum.co.za)

### MEMBER SUGGESTION EMAIL BOX

[suggestions@imperialmotusmed.co.za](mailto:suggestions@imperialmotusmed.co.za)

### FRAUD HOTLINE

Tel: 0800 000 436

### IMPERIAL MOTUS MED

Postal address: PO Box 2287, Bellville 7535

### THE SCHEME'S WEBSITE

[www.imperialmotusmed.co.za](http://www.imperialmotusmed.co.za)

### COUNCIL FOR MEDICAL SCHEMES – COMPLAINTS DEPARTMENT

Tel: 0861 123 267

Fax: 012 431 0608

Email: [complaints@medicalschemes.com](mailto:complaints@medicalschemes.com)