

Newsletter

FIRST QUARTER 2022

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LETTER FROM THE PRINCIPAL OFFICER

The Scheme and its members can look back at the past two years with gratitude for the manner in which the Scheme weathered the COVID-19 pandemic and was able to support its members and their dependants.

The COVID-19 pandemic appears to be entering a new phase across the world and it is anticipated that, going forward, countries will employ less restrictive tactics to fight the virus. This is made possible mainly due to speedy, effective and safe vaccines. The Scheme and Trustees would like to reassure members that the Scheme is well-positioned to continue to support members during the next phase of the pandemic. We are not yet at the end of the pandemic and there is still good reason for all beneficiaries to be vaccinated.

Management encourages all beneficiaries who are eligible to get vaccinated and to get their booster shots as soon as possible.

The Board of Trustees, together with Scheme Management and the Scheme's Actuaries, will review the annual contribution increases with effect from 1 July 2022 and will inform members of these as soon as they are finalised and approved by the Council for Medical Schemes.

Yours faithfully
Johan van der Walt
Principal Officer
Imperial Motus Med

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 improving communication to 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 by registering as a member at **www.imperialmotusmed.co.za** or on the **Imperial Motus Med mobile app**.



All your medical scheme information at your fingertips!

Forgot your membership card at home? Not yet received your membership card? No problem! You can access a virtual membership card on the Scheme's mobile app. In addition, you will be able to access your claim's history, benefit usage, annual benefit limits and, should you visit a new doctor, see which medicines have been prescribed to you in the past.

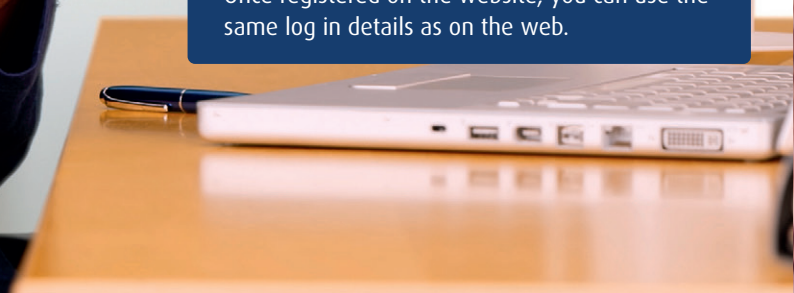
The app is **user-friendly and extremely informative**, giving you full access to your medical scheme information, anywhere, anytime. So, stay on top of your medical scheme matters with your **Imperial Motus Med mobile app**.

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

Download the app from the Google Play or Apple App stores!

You need to register on the Imperial Motus Med website at **www.imperialmotusmed.co.za** as a user before you can register on the mobile app. Once registered on the website, you can use the same log in details as on the web.



CMScript 1 of 2022: Ovarian cancer

Ovarian cancer is the seventh most common cancer in women and the eighteenth most common cancer worldwide. A quarter of a million women worldwide are diagnosed with this cancer. It has the lowest survival rate, with 140 000 women dying of the disease each year. It is most common in developed countries, where more than eight per hundred thousand women are diagnosed with the disease compared to those in Sub-Saharan African countries, with five per hundred thousand.

What is ovarian cancer?

Ovarian cancer is mainly in the menopausal stage and rarely affects women below 40 years of age. The ovaries are female reproductive organs located in the pelvis, and they produce eggs and the hormones oestrogen and progesterone. Certain cells in the ovary become abnormal and multiply uncontrollably to form a tumour.

Signs and symptoms of ovarian cancer

- **Pelvic and abdominal pain** – Women with early-stage ovarian cancer may experience pain, cramping, or pressure in the pelvic area, abdomen, or stomach. The pain is different from the normal menstrual discomfort.

- **Urination frequency or urgency** – Women may feel the need to urinate more often, with or without success, or feel as if they always must go.
- **Lower back pain** – Back pain caused by ovarian cancer ranges from dull pain to pain similar to labour pain. This pain is most often due to tumour growth and the tumour compressing on other structures.
- **Fatigue** – A common symptom of many cancers and other diseases because the body is constantly fighting to destroy it.
- **Pain during sex** – An early warning symptom of ovarian cancer is pain during sex.
- **Constipation** – A growing ovarian tumour can cause constipation and/or diarrhoea by placing pressure on the bowels.
- **Vaginal bleeding** – Bleeding between periods and spotting or bleeding after sexual intercourse need medical attention to rule out ovarian cancer or other pelvic tumours.

Factors that increase the risk of ovarian cancer

- **Age** – Ovarian cancer develops mainly after menopause. Half of the women diagnosed with ovarian cancer are 63 years and older.
- **Obesity** – Women who are obese are at increased risk of developing ovarian cancer.

- **Family history** – Women with a mother, sister, grandmother or aunt who has had ovarian cancer have a higher risk of developing the disease.
- **Previous cancers** – Women diagnosed with breast, colorectal or endometrial cancer have a higher risk of developing ovarian cancer.
- **Reproductive history** – Women may have an increased risk of ovarian cancer if they:
 - » Started their menstrual periods much earlier than the average age of about 12
 - » Have never given birth to a child
 - » Have unexplained infertility (the medical inability to have a child)
 - » Have not taken birth control pills
 - » Have entered menopause much later than the average age of 51 years.
- **Hormone therapy after menopause** – Women using oestrogen alone or with progesterone after menopause have an increased risk of developing ovarian cancer than women who have never used hormones.
- **Endometriosis** – A disease where tissue inside the uterus grows outside the uterus and is often painful.

Source: www.medicalscemes.co.za/publications/#2009-3624-wpfd-2022-cmscript-current



ACCOMMODATING RETRENCHED EMPLOYEES 55 YEARS AND OLDER



The Board of Trustees has decided to allow employees who are 55 years and older who are being retrenched to continue their membership of Imperial Motus Med as continuation members.

CLAIMS PROCESS AND PAYMENT RUN DATES

Please note claim payments to providers and members are made twice per month. These claim 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 2022 are:

Run date	Date	Date	Date
March	11 March 2022		25 March 2022
April	14 April 2022		29 April 2022
May	13 May 2022		27 May 2022
June	17 June 2022		
July	1 July 2022	15 July 2022	29 July 2022
August	12 August 2022		26 August 2022
September	16 September 2022		30 September 2022
October	14 October 2022		28 October 2022
November	11 November 2022		25 November 2022
December	15 December 2022		30 December 2022

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

HOSPITAL PRE-AUTHORISATIONS AND ONCOLOGY MANAGEMENT PROGRAMME

HOSPITAL PRE-AUTHORISATION
Tel: 0860 467 374 Fax: 0861 888 113
Email: hrm@imperialmotusmed.co.za

ONCOLOGY
Tel: 0860 467 374 Fax: 0861 222 552
Email: 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

MEMBER CARE LINE – MEDI CALL
Tel: 0860 105 221
Email: imperialmotusmed@medicall.co.za
Website: www.medicall.co.za

CEDAR HEALTHCARE
Tel: 0860 105 221
Email: cedar@medicall.co.za
Website: www.cedarhc.co.za

EUROP ASSISTANCE 24-HOUR EMERGENCY Services and 24-hour Personal Health Adviser
Tel: 0861 RESCUE (0861 737 283)

HIV YOURLIFE PROGRAMME
Tel: 0860 109 793 Fax: 012 675 3848
Address: HIV YourLife Programme, Imperial Motus Med, PO Box 15468, Vlaeberg 8018
Email: hiv@momentum.co.za

THE ADMINISTRATOR'S WEBSITE
www.momentum.co.za

MEMBER SUGGESTION EMAIL BOX
suggestions@imperialmotusmed.co.za

THE SCHEME'S WEBSITE
www.imperialmotusmed.co.za

FRAUD HOTLINE
Tel: 0800 000 436

IMPERIAL MOTUS MED
Postal Address:
PO Box 2287, Bellville 7535

CONTRIBUTION ENQUIRIES
Contact your company's payroll/HR department

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@momentum.co.za