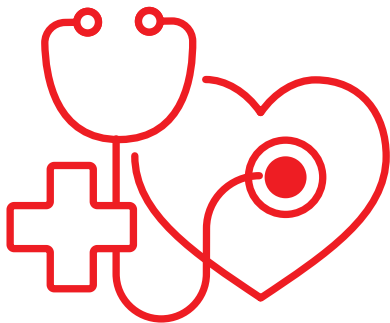


# Newsletter

THIRD QUARTER 2023



## LETTER FROM THE PRINCIPAL OFFICER

Read more about the following in this issue:

---

[Imperial Motus Med waiting periods](#)

---

[What to do when diagnosed with a chronic condition](#)

---

[Imperial Motus Med website and mobile app: How to register](#)

---

[Claims payment dates for the remainder of 2023](#)

---

[Important contact details](#)

---

I trust that you and your family experienced good health in 2023 and look forward to the warmer weather ahead.

South African consumers are faced with increasing cost pressures over a wide range of services and therefore Imperial Motus Med continues to explore ways to ensure that it remains sustainable and offers good value for money.

The Board of Trustees, together with Scheme Management and the Actuaries of the Scheme, reviewed the benefits of Imperial Motus Med and will be submitting proposed changes for the 2024 benefit year to the Council for Medical Schemes soon.

We will communicate the benefit amendments and enhancements that will be effective from 1 January 2024 to you once we have received approval from the Council for Medical Schemes.

Yours faithfully

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



# Imperial Motus Med waiting periods

Imperial Motus Med allows new employees 90 days from their employment start date to join the Scheme with no underwriting (waiting periods and penalties) being applied.

Should you not join the Scheme within the 90-day period, the following waiting periods and late joiner penalties will be applied to your membership:

- If you have had a break in cover from your previous medical aid of **less than 90 days** and you had cover with your previous medical aid for **longer than 24 months**, the Scheme will only apply a **three-month general waiting period** and no condition-specific waiting period. However, diagnosed Prescribed Minimum Benefit (PMB) conditions and emergencies will be covered during the **three-month general waiting period**.
- If you have had a break in cover from your previous medical aid of **less than 90 days** and you had cover with your previous medical aid for **less than 24 months**, the Scheme will apply a condition-specific waiting period of 12 months to any existing conditions diagnosed in the 12 months prior to your application. However, diagnosed PMB conditions and emergencies will be covered during the 12-month condition-specific waiting period.
- If you have had a break in cover of **more than 90 days**, a three-month general waiting period and a condition-specific waiting period will be applied.



## What to do when diagnosed with a chronic condition

Should you or one of your dependants be diagnosed with a chronic condition, you or your treating doctor should contact Imperial Motus Med immediately on **0860 467 374**.

To ensure your chronic medication is paid from the chronic medication benefit, you need to apply for the registration of your chronic condition with the Scheme. The Scheme will cover a specific list of chronic conditions, which includes 26 chronic disease list (CDL) prescribed minimum benefit (PMB) conditions, that must by law be covered on all medical scheme benefit plans.

Your application for chronic medication benefits will be reviewed subject to the Scheme's chronic medication protocols and formularies (lists of preferred medication items). If approved, your CDL PMB medication will be paid from your available annual chronic medication benefit limit. Should your chronic medication benefit limit be depleted, the Scheme will continue to cover the 26 CDL PMB conditions as PMBs from the insured benefit.

If you do not register your CDL PMB chronic condition with the Scheme, your medication and treatment claims will be paid from your normal day-to-day benefit limits, which will leave you with fewer benefits for your day-to-day claims.

Below is a list of the 26 conditions the Scheme will cover on both the Imperial Motus Med **Health Plan** and the Imperial Motus Med **Budget Plan**.

## 26 CDL PMB conditions

If you are registered for one or more of the 26 CDL PMB conditions, Imperial Motus Med not only covers your medication for the condition, but also specific doctors' consultations and tests related to your condition. The Scheme may have specific protocols and medication formularies in place to manage these benefits, as per PMB legislation.

- Addison's disease
- Asthma
- Bipolar mood disorder
- Bronchiectasis
- Cardiac failure
- Cardiomyopathy
- Chronic obstructive pulmonary disease (COPD)
- Chronic renal disease
- Coronary artery disease (CAD)
- Crohn's disease
- Diabetes insipidus
- Diabetes mellitus types I and II
- Dysrhythmias
- Epilepsy
- Glaucoma
- Haemophilia
- HIV/AIDS
- Hyperlipidaemia
- Hypertension
- Hypothyroidism
- Multiple sclerosis (MS)
- Parkinson's disease
- Rheumatoid arthritis (RA)
- Schizophrenia
- Systemic lupus erythematosus (SLE)
- Ulcerative colitis



In addition to the above 26 CDL PMB chronic conditions, Imperial Motus Med also covers the additional 47 chronic conditions below on the Imperial Motus Med **Health Plan** from your chronic medication benefit limit.

Should you have any of these chronic conditions, you need to register them with the Scheme for your medication to be paid from the correct benefit limit. Should your annual chronic medication benefit limit be depleted, your medication for any of the above 26 CDL PMB chronic conditions will continue to be covered. However, for the 47 additional chronic conditions below, your chronic medication will only be paid up to the chronic medication benefit limit.

## 47 additional chronic conditions covered on the Health Plan

- Acne (severe)
- Allergic rhinitis
- Alzheimer's disease
- Ankylosing spondylitis
- Aplastic anaemia
- Attention deficit hyperactivity disorder (ADHD)
- Benign prostatic hyperplasia
- Cardiac arrhythmia
- Cushing's disease
- Cystic fibrosis
- Depression
- Dermatomyositis
- Eating disorders
- Eczema (severe)
- Embolism and thrombosis
- Endometriosis
- Glomerular disease
- Hyperthyroidism
- Hypoparathyroidism
- Menopause (hormone replacement therapy [HRT])
- Motor neuron disease
- Myasthenia gravis
- Narcolepsy
- Obsessive compulsive disorder
- Osteoporosis
- Paget's disease
- Pancarditis
- Paraplegia
- Pemphigus
- Pituitary adenoma
- Polycystic ovarian syndrome
- Psoriasis
- Pulmonary hypertension
- Pulmonary interstitial fibrosis
- Quadraplegia
- Reflux disease
- Sarcoidosis
- Scleroderma
- Sjögren's syndrome
- Stomatherapy appliances
- Stroke (cerebrovascular accident)
- Systemic sclerosis
- Thromboangiitis obliterans (TAO)
- Thrombocytopenic purpura (ITP)
- Tuberculosis (TB)
- Valvular heart disease
- Venous thromboembolism

On the Imperial Motus Med **Budget Plan**, medication for the above 47 additional chronic conditions will only be paid by the Scheme if treatment for your chronic condition is covered under PMBs. This means that if you receive treatment for a chronic condition that has not been registered as a CDL PMB condition with the Scheme, the Scheme will not cover your medication for this condition. You need to register your additional chronic condition with the Scheme if your diagnosis is a PMB to ensure your medication is paid from the chronic medication benefit.

**For more information, call us on 0860 467 374.**

# Imperial Motus Med website and mobile app:

## How to register

### How to register

If you would like to access your medical scheme information on the Scheme's website, you need to register on the website first, after which you can register on the app. **It is quick and easy to register.**

### Follow these steps

- Go to [www.imperialmotusmed.co.za](http://www.imperialmotusmed.co.za).
- Click on 'Sign in' and select 'Member'.
- Click on 'Register' and insert the following before clicking on 'Next':
  - your identity number
  - your email address or cell phone number.*(Please use the email address or cell phone number the Scheme has on record for you. We will email a validation notification to this email address. If your contact information has changed, please contact the client service department.)*
- You will be required to provide the *one-time PIN (OTP) verification number* that will be sent to you.
- You will be routed to the registration form and, once completed, to the sign in page, where you must insert your username and your new password.

### If you are already registered on the Imperial Motus Med website:

- Go to [www.imperialmotusmed.co.za](http://www.imperialmotusmed.co.za).
- Click on 'Login'.
- Select 'Member'.
- Insert your username and password and click on 'Sign in'.

Now you can view all your medical scheme details, which include, among others, your claims, contributions, correspondence and personal details (which you can now update yourself).

Once registered on the website, you can also register on the Imperial Motus Med mobile app, which is available to download from the iStore (Apple) and Play Store (Android).

**You will use the same username and password for this app as for the Imperial Motus Med website.**



## Happy browsing!



## Claims payment dates for the remainder of 2023

Please note that claims payments to service providers and members are made twice in a month. These claims payments normally take place every second and fourth weekend of the month, depending on the number of weeks in a particular month. The claims payment dates for the remainder of 2023 are:

Month	First payment date	Second payment date
October	12 October 2023	26 October 2023
November	9 November 2023	23 November 2023
December	14 December 2023	21 December 2023

## 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)

**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

**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](mailto:hiv@momentum.co.za)

**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)

**THE SCHEME'S WEBSITE**  
[www.imperialmotusmed.co.za](http://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](mailto:complaints@medicalschemes.com)

**DENTAL AUTHORIZATION**  
Tel: 0860 467 374  
Email: [dentalauth@momentum.co.za](mailto:dentalauth@momentum.co.za)