

Newsletter

THIRD QUARTER 2021

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LETTER FROM THE PRINCIPAL OFFICER

I trust that you and your family experienced good health in the first half of 2021.

As the facts and situation surrounding COVID-19 continue to evolve, the members of Imperial Motus Med can rest assured of the Scheme's ongoing commitment to providing access to quality healthcare and comprehensive benefits. COVID-19 is a global and national crisis and, as South Africans, we all need to continue working together to control this pandemic.

The Scheme has aligned its benefits to ensure access for our members to COVID-19 treatment and vaccinations.

Scientific information that emerges globally indicates that the vaccination of populations appears to be the most effective way to control this disease. Therefore, the Trustees and the Scheme would like to encourage members and their dependants to go for their vaccines as soon as they are eligible to be vaccinated.

Stay safe by taking some simple precautions, such as maintaining physical distancing, wearing a mask, keeping rooms well-ventilated, avoiding crowds, washing your hands and coughing into a bent elbow or tissue.

Yours faithfully
Johan van der Walt
Principal Officer
Imperial Motus Med

Imperial Motus Med mental health benefits – part of PMBs

The Council for Medical Schemes defined a list of prescribed minimum benefits (PMBs) that all medical schemes need to cover to ensure members have access to certain basic healthcare services.

This includes medical, life-threatening emergencies, 270 medical conditions called diagnostic treatment pairs (DTPs) and a list of 26 conditions, called the chronic disease list (CDL), for which schemes need to cover treatment, such as related service provider consultations and chronic medication.

While the 26 chronic disease list conditions include two mental health conditions – bipolar mood disorder and schizophrenia – Imperial Motus Med also covers chronic medication for other non-chronic disease list mental health conditions, such as depression, eating disorders and obsessive-compulsive disorder (OCD).

IMPORTANT:
Should you need more information or assistance in this regard, contact the Scheme on 0860 467 374.

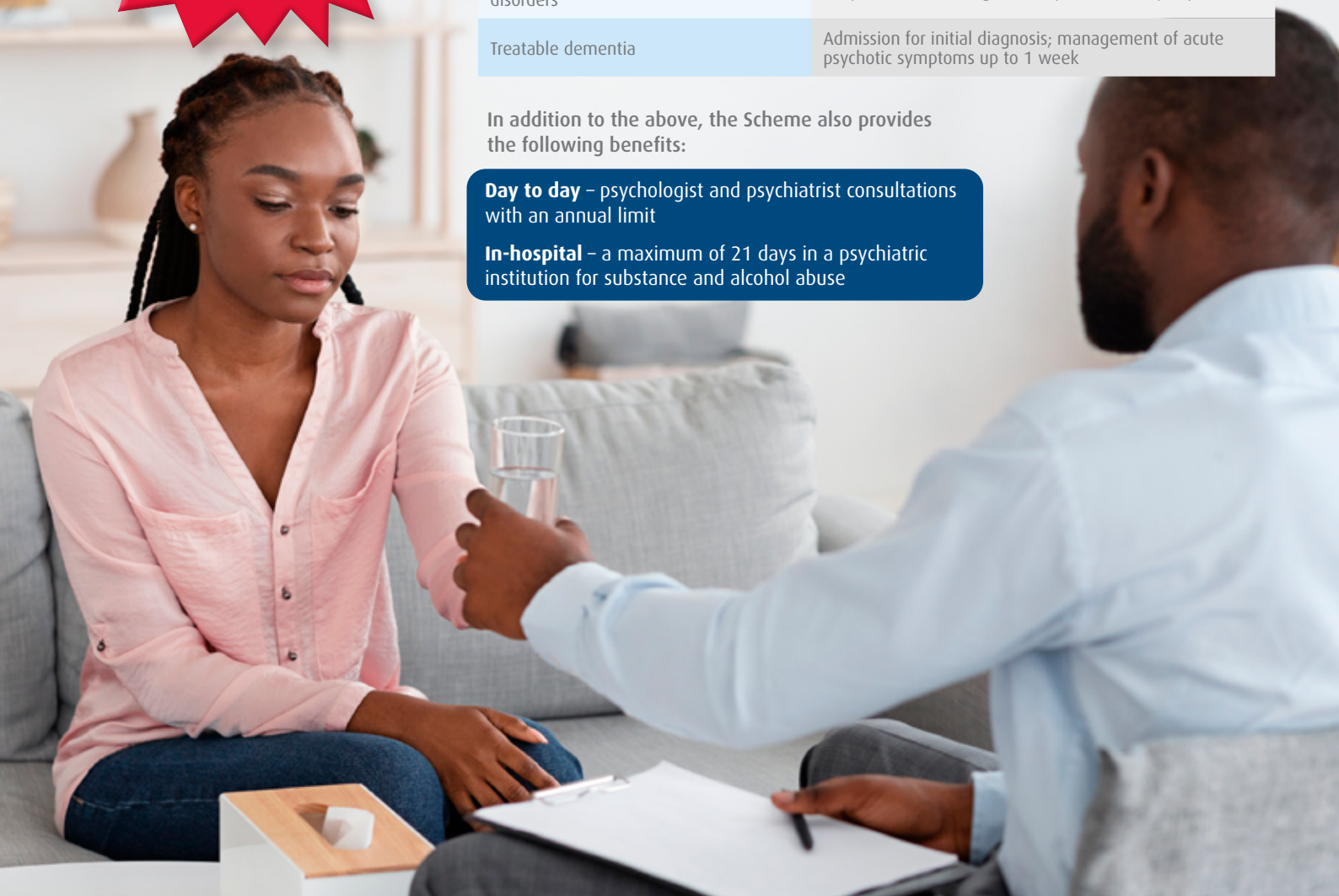
The table below lists the mental health diagnostic treatment pairs that are paid as PMBs:

MENTAL HEALTH PMB CONDITIONS	
PMB DIAGNOSTIC TREATMENT PAIRS	PMB COVER
Abuse of or dependence on psychoactive substances, including alcohol	Hospital-based management up to 3 weeks per year
Acute delusional mood, anxiety, personality and perception disorder and organic mental disorders caused by drugs	Hospital-based management up to 3 days
Acute stress disorder accompanied by recent significant trauma, including physical or sexual abuse	Hospital admission for psychotherapy/counselling up to 3 days or up to 12 outpatient psychotherapy/counselling contacts
Alcohol withdrawal delirium; alcohol intoxication delirium	Hospital-based management up to 3 days leading to rehabilitation
Anorexia nervosa and bulimia nervosa	Hospital-based management up to 3 weeks per year or a minimum of 15 outpatient contacts per year
Attempted suicide, irrespective of cause	Hospital-based management up to 3 days or up to 6 outpatient contacts
Brief reactive psychosis	Hospital-based management up to 3 weeks per year
Delirium: Amphetamines, cocaine or other psychoactive substances	Hospital-based management up to 3 days
Major affective disorders, including unipolar and bipolar depression	Hospital-based management up to 3 weeks per year, including inpatient electroconvulsive therapy and inpatient psychotherapy, or out-patient psychotherapy up to 15 contacts
Schizophrenic and paranoid delusional disorders	Hospital-based management up to 3 weeks per year
Treatable dementia	Admission for initial diagnosis; management of acute psychotic symptoms up to 1 week

In addition to the above, the Scheme also provides the following benefits:

Day to day – psychologist and psychiatrist consultations with an annual limit

In-hospital – a maximum of 21 days in a psychiatric institution for substance and alcohol abuse



Member satisfaction survey feedback

The Scheme and the Board of Trustees embarked on a member satisfaction survey earlier in the year in March to test members' perceptions of the value offered by Imperial Motus Med and to identify areas for improvement.

The Scheme had an excellent response and 35% of members completed the survey. We wish to thank those members who participated in the survey and would like to encourage all members to participate in future surveys.

Members overwhelmingly perceived the Scheme in a positive light with 74% of participating members indicating that they would recommend Imperial Motus Med to eligible members and 80% confirming that they were happy with the claims statements they receive.

The most prevalent negative criticism of the Scheme is the level of co-payments members are liable for. After the survey results were shared with the Board of Trustees, the Board requested Scheme Management to analyse the results and to develop proposals to address this matter.

It is important to note that the current benefit and contribution design is aligned with the philosophy of the Scheme, which is to provide a competitive and affordable benefit and contribution structure that is based on providing **comprehensive cover for major medical events**, such as hospitalisation, cancer treatment and chronic medicine, while adequate cover is provided for **more frequent and less expensive day-to-day events**.

In developing alternative proposals addressing the level of co-payments on the Scheme, careful consideration will be given to the philosophy of the Scheme and possible longer-term harmful effects on the Scheme.



Fraud awareness – article 5

Fraud alert! Please check your claims statements

Fraud affects all members of a medical scheme. When a service provider submits a claim for services that were not rendered and that claim is paid by the Scheme, all members are funding that payment.

In a recent case we investigated, a member checked her claims statement and noted that a general practitioner had submitted an account for nebulisation in the doctor's rooms when the service had not been rendered. Upon investigation, it was found that the general practitioner had submitted the claim for both a consultation and nebulisation to obtain a higher claims payment from the Scheme. Similar investigations have revealed cases where medical specialists have charged for emergency consultations, pathology tests or urine tests when these services had not been provided.

In the nebulisation case, due to the diligence of the member in checking her claims statement in detail, the general practitioner was investigated, and action was taken.

Imperial Motus Med members receive claims statements monthly. We urge you to check these statements to ensure that the services that were claimed for were provided to you or your dependants. Any suspicious claims must be reported.

**Say NO to fraud,
waste and abuse
and report it to the
anonymous fraud hotline
on 0800 000 436.**



Meet your Trustees

Scheme Management would like to introduce the Imperial Motus Med Trustees to the members of the Scheme. There have been some changes to the Board of Trustees in the last 18 months.

Board of Trustees

Ockert Janse van Rensburg (Chairperson)	Employer-appointed Trustee	Motus Holdings Limited
Carel de Klerk	Employer-appointed Trustee	Motus Holdings Limited
Steve Woodward	Employer-appointed Trustee	Imperial Limited
Jarrod Berman	Member-elected Trustee	Motus Holdings Limited
Arminda Sarria	Member-elected Trustee	Imperial Limited
Sarika Tewary-Ahmed	Member-elected Trustee	Imperial Limited
Johan van der Walt	Principal Officer	Independent

* View your Trustees on the Scheme's website at www.imperialmotusmed.co.za.



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 CONFIRMATIONS AND REGISTRATIONS
Tel: 0860 467 374 Fax: 0860 111 788
Email: enquiries@imperialmotusmed.co.za

MANAGED CARE SERVICES – HOSPITAL PRE-AUTHORISATION AND ONCOLOGY BENEFIT 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

CHRONIC MEDICATION AND MEDICAL MANAGEMENT
Tel: 0860 467 374 Fax: 0860 111 788
Email: chronic@imperialmotusmed.co.za

EUROP ASSISTANCE EMERGENCY SERVICES
Tel: 0861 RESCUE (0861 737 283)

MEMBER CARE LINE – MEDI CALL
Toll free: 0860 105 221 Fax: 0866 889 411
Email: imperialmotusmed@medicall.co.za
Website: www.medicall.co.za

CEDAR HEALTHCARE CONSULTANTS
Tel: 0860 105 221

HIV YOURLIFE PROGRAMME
TEL: 0860 109 793 FAX: 012 675 3848
Email: hiv@momentum.co.za

CONTRIBUTIONS
Contact your company's payroll/human resources department

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

MEMBER SUGGESTION EMAIL BOX
Email: suggestions@imperialmotusmed.co.za

FRAUD HOTLINE
TEL: 0800 000 436

COUNCIL FOR MEDICAL SCHEMES – COMPLAINTS
Tel: 0861 123 267 Fax: 012 431 0608
Email: complaints@medicalschemes.com

DENTAL AUTHORISATION
Tel: 0860 467 374
Email: dentalauth@momentum.co.za

IMPERIAL MOTUS MED POSTAL ADDRESS
PO Box 2287, Bellville 7535