

Newsletter

FOURTH QUARTER 2022

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LETTER FROM THE PRINCIPAL OFFICER

Scheme Management and the Board of Trustees reviewed the Scheme's benefits in September 2022 and submitted benefit amendments and annual benefit limit increases to the Council for Medical Schemes for registration with effect from 1 January 2023. Enclosed herewith is your copy of the 2023 member guide that contains the benefits available from 1 January 2023.

Please spend some time to study the benefits of your Scheme to ensure that you understand the benefits and rules of the Scheme, of which a summary is in your member guide.

We are entering a well-earned holiday season and some of you will be travelling 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 membership card.

Travel with care and our best wishes for good health accompanies you and your family over the festive season and into the new year.

Yours faithfully
Johan van der Walt
Principal Officer
Imperial and Motus Medical Aid



2023

Benefit changes for 2023

Scheme Management herewith confirms that most of the benefit limits will be increased by an inflationary increase of 6.5% and some will be increased with more than inflation on both the Imperial Motus Med Health and Budget Plans with effect from **1 January 2023**.

The full 2023 benefit summary can be found on the Scheme's website at www.imperialmotusmed.co.za.



Option change for 2023

Imperial Motus Med has two benefit plans, i.e. the Imperial Motus Med Health Plan, which has existed from the inception of the Scheme in July 1995, and the Imperial Motus Med Budget Plan, which was implemented on 1 July 2013.

Members have the option to change plans **once a year** with effect from **1 January** of a year. Included with this newsletter is a plan selection form, which should be completed and delivered to the Scheme by **no later than 15 December 2022** if you wish to change your benefit plan.

Your contributions

Your member guide does not include information on your contributions, because the Scheme's contribution changes are normally effective from 1 July each year. The revised contributions for 2023 will be communicated during May/June 2023.



Imperial Motus Med website and mobile app

Changes to the Imperial Motus Med website member zone

The Administrator of the Scheme, Momentum Health Solutions, is upgrading its client interface to be more relevant and user-friendly. This includes the website they host on the Scheme's behalf and, more specifically, the member zone you enter once you have logged in as a member. More detail on this will be communicated to you soon.

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 mobile app. It is quick and easy to register.

Follow these steps

- Go to 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.
- 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!



HOLIDAY RECIPE

Smoked salmon and pickled salad

INGREDIENTS

Pickle:

- 6 radishes, sliced thinly
- 1 tsp (5 ml) yellow mustard seeds
- 1 English cucumber
- 1 tsp (5 ml) pink peppercorns
- Salt and milled pepper
- 1 cup (250 ml) apple cider vinegar
- 1 cup (250 ml) water
- ½ cup (125 ml) sugar

Salmon:

- 1 whole (1 kg to 1.2 kg) oak-smoked salmon fillet
- 2 packets (30 g each) watercress
- 1 packet (4 s) spring onions, sliced
- ½ bulb fennel, sliced
- 2 bulbs beetroot, sliced
- Olive oil, for serving
- Lemon wedges, for serving

DIRECTIONS

Combine pickle ingredients and infuse for about 30 minutes. Drain well and set aside.

Place salmon on a platter.

Toss watercress, spring onions, fennel and beetroot together.

Top fish with watercress salad and pickles.

Serve drizzled with olive oil, with lemon wedges on the side.

Upholding healthy eating habits are critical to our well-being!

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 AUTHORIZATION

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

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 is a list of service providers you can contact in an emergency:

0861 RESCUE (0861 737 283) 

24-HOUR MEDICAL EMERGENCY SERVICES:
Europ Assistance emergency services

24-HOUR PERSONAL HEALTH ADVISOR LINE:
A service offered by Europ Assistance

