



NEWSLETTER

FIRST QUARTER 2025

LETTER FROM THE PRINCIPAL OFFICER

The 2025 benefit year is underway and poses new challenges and opportunities for us all. From the Principal Officer's office, we wish all our members and their families a healthy and exciting year ahead.

The Board of Trustees, together with Scheme Management and the Scheme's actuaries, will be reviewing proposals for the annual contribution increases with effect from 1 July 2025 and will inform members of these as soon as they are finalised.

Yours faithfully

Fred Meier
Principal Officer
Imperial and Motus Medical Aid

In this issue:



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- Imperial Motus Med – General Benefit Limit
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Meet Kobus Volschenk, your new Chairperson

Kobus was appointed as the Group Treasurer of Motus Holdings in 2021, after having been part of the Motus Group since 2016 and the Financial Director for Transport Holdings in 2015. Prior to 2015, Kobus served as Financial Director and Audit Partner for a few companies.

He is a dedicated professional with years of experience and a strong work ethic. He is also a family man. The Scheme welcomes him as part of the Imperial Motus Med Board of Trustees.

Imperial  Motus
Med

Imperial Motus Med – General Benefit Limit!

Most of our members would have experienced the positive effects of the General Benefit Limit that was introduced on 1 January 2024, with approximately 60% of our members benefiting from not having had to make a co-payment during 2024 due to the General Benefit Limit. The benefit is available again in 2025.

The General Benefit Limit works as follows:

- The limit for **2025** is set at **R5 600** per member (family) per annum, which will be reviewed annually.
- Your normal benefit limits in your day-to-day and chronic medicine benefits will be utilised first and, if there is a co-payment or short payment due on an account, the General Benefit Limit will be utilised automatically for these co-payments or short payments.
- Costs for any events related to in-hospital treatment will **not** automatically be paid from your general benefit limit; however, you could claim a refund from the Scheme if you had any co-payments or shortfalls and you still have sufficient funds available in your General Benefit Limit to cover the refund. This is to prevent any duplicate payments by you and the Scheme on hospital accounts.
- Once the General Benefit Limit is depleted, you will be responsible for co-payments and short payments for the remainder of the year.
- Should you join Imperial Motus Med during the year, this benefit will be adjusted in proportion to the number of months remaining in the year, i.e. pro rata.

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

For any enquiries in this regard, visit the Scheme's website at www.imperialmotusmed.co.za or contact the Scheme's Medi Call Member Care Line on **0860 105 221**. Alternatively, contact the Client Service Department of Momentum Health on **0860 467 374**.

Important information about your claims statement



• Additional information on your bi-weekly claims statement

The Scheme has implemented some enhancements to your claims statement and trust that these enhancements will be useful to you.

• New monthly claims statement

In addition to the claims statements you receive after the claims payment runs that occur twice a month (i.e. bi-weekly), you will in future also receive a **new** monthly claims statement that focusses on the utilisation of your General Benefit Limit and key 'per family' benefit limits.

The monthly claims statement will be sent to all active members regardless of claims activity or benefit status.

• Claims payment dates for 2025

Please note that claims payments to 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 2025 are:

Imperial Motus Med proposed claims payment run dates 2025		
Month	First payment run date	Second payment date
February	13 February	27 February
March	13 March	27 March
April	10 April	24 April
May	15 May	29 May
June	12 June	26 June
July	17 July	31 July
August	14 August	28 August
September	11 September	25 September
October	16 October	30 October
November	13 November	27 November
December	11 December	18 December

Important contact details

EMERGENCY INFORMATION TO KEEP AT HAND DURING THE HOLIDAY SEASON

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 an 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

Email: enquiries@imperialmotusmed.co.za

HOSPITAL PRE-AUTHORISATIONS AND ONCOLOGY MANAGEMENT PROGRAMME

HOSPITAL PRE-AUTHORISATION

Tel: 0860 467 374

Email: hrm@imperialmotusmed.co.za

ONCOLOGY

Tel: 0860 467 374

Email: oncology@imperialmotusmed.co.za

MEDICINE RISK MANAGEMENT PROGRAMME (chronic medication and medical management)

Tel: 0860 467 374

Email: chronic@imperialmotusmed.co.za

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

Tel: 0861 Rescue (0861 737 283)

MEDI CALL – MEMBER CARE LINE

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

HIV YOURLIFE PROGRAMME

Tel: 0860 109 793

Email: hiv@momentum.co.za

DENTAL AUTHORISATION

Tel: 0860 467 374

Email: dentalauths@imperialmotusmed.co.za

CONTRIBUTION ENQUIRIES

Contact your company's payroll/HR department

THE ADMINISTRATOR'S WEBSITE

www.momentum.co.za

MEMBER SUGGESTION EMAIL BOX

suggestions@imperialmotusmed.co.za

FRAUD HOTLINE

Tel: 0800 000 436

THE SCHEME'S WEBSITE

www.imperialmotusmed.co.za

THE COUNCIL FOR MEDICAL SCHEMES – COMPLAINTS DEPARTMENT

Tel: 0861 123 267

Fax: 012 431 0608

Email: complaints@medicalschemes.com

