



In this issue

Imperialmed's name change effective 1 April 2020

Fraud awareness

Claims payment run dates

Important contact details



LETTER FROM THE PRINCIPAL OFFICER

The 2020 benefit year is underway and from the Principal Officer's office we wish all our members and their families a healthy and prosperous year.

The Board of Trustees, together with Scheme Management and the Scheme's actuaries, will soon be reviewing proposals for the annual contribution increases with effect from 1 July 2020 and will inform members of these as soon as they are finalised.

Read more about Imperialmed's new name in this newsletter!

Yours faithfully

Johan van der Walt Principal Officer

IMPERIALMED'S NAME **CHANGE EFFECTIVE** 1 APRIL 2020

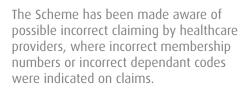
We are happy to announce that Imperialmed is changing its name with effect from 1 April 2020. You would have already received an SMS in this regard. Due to the separate listing of Imperial Limited and Motus Holdings Limited on the JSE, your Scheme is changing its name to better represent both participating entities. The new name has been registered with the Council for Medical Schemes and will be effective from 1 April 2020. Your membership number will remain the same.



From 1 April 2020 the new name will be: **Imperial and Motus Medical Aid** with the abbreviated name – Imperial Motus Med

FRAUD AWARENESS

Have you or any of your dependants visited a healthcare provider lately?



Members normally receive a claims processing notification for claims received by the Scheme, as well as a monthly statement once providers have been paid.

Please take the time to review your claims processing notification and claims statement carefully to ensure that the claim has been correctly allocated and that the services were for you or one of vour dependants.

ALFRT

If there is any suspicious activity on your claims statement, please contact the fraud hotline on 0800 000 436.

CLAIMS PAYMENT RUN DATES

Imperialmed's claims payment run dates for 2020

Run date	Day	Day	Day
February	14 February 2020	28 February 2020	
March	13 March 2020	27 March 2020	
April	13 April 2020	30 April 2020	
Мау	15 May 2020	29 May 2020	
June	12 June 2020	26 June 2020	
July	17 July 2020	31 July 2020	
August	14 August 2020	28 August 2020	
September	18 September 2020		
October	2 October 2020	16 October 2020	30 October 2020
November	13 November 2020	27 November 2020	
December	11 December 2020	31 December 2020	

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 REGISTRATION

Tel: 0860 467 374 Fax: 0860 111 788 Email: imperialmedenquiries@mhg.co.za

MANAGED CARE SERVICES – HOSPITAL PRE-CERTIFICATION AND ONCOLOGY BENEFIT

HOSPITAL PRE-CERTIFICATION Tel: 0860 467 374 Fax: 0861 888 113 Email: hrmimperialmed@metropolitanhrm.co.za ONCOLOGY Tel: 0860 467 374 Fax: 0861 222 552 Email: imperialmedoncology@metropolitanhrm.co.za

CHRONIC MEDICATION AND MEDICAL MANAGEMENT Tel: 0860 467 374 Fax: 0860 111 788

Email: imperialmedmedicine@metropolitanhrm.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: imperialmed@medicall.co.za

CEDAR HEALTHCARE CONSULTANTS Tel: 011 509 3158

HIV YOURLIFE PROGRAMME

Tel: 0860 109 793 Fax: 012 675 3848 Address: HIV YourLife Programme, Imperialmed, PO Box 2338, Durban 4000 Email: hiv@momentum.co.za

Contact your company's payroll/human resources department

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

www.imperialgroupmed.co.za

MEMBER SUGGESTION EMAIL BOX Email: imperialmedsuggestions@mhg.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

PO Box 32759, Braamfontein 2017