

# NEWSLETTER

FIRST QUARTER 2020

## *In this issue*

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*Imperialmed's name change  
effective 1 April 2020*

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*Fraud awareness*

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*Claims payment run dates*

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*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**

## 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: imperialmedenquiries@mhg.co.za

### MANAGED CARE SERVICES – HOSPITAL PRE-CERTIFICATION AND ONCOLOGY BENEFIT MANAGEMENT PROGRAMME

#### HOSPITAL PRE-CERTIFICATION

Tel: 0860 467 374 Fax: 0861 888 113  
 Email: hrnimperialmed@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

### CONTRIBUTIONS

Contact your company's payroll/human resources department

### THE ADMINISTRATOR'S WEBSITE

www.mhg.co.za

### THE SCHEME'S WEBSITE

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

### IMPERIALMED POSTAL ADDRESS

PO Box 32759, Braamfontein 2017

## FRAUD AWARENESS



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

The Scheme has been made aware of possible incorrect claiming by healthcare providers, where incorrect membership numbers or incorrect dependant codes were indicated on claims.

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 your dependants.

**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	
May	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	