

NEWSLETTER

FOURTH QUARTER 2019

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LETTER FROM THE PRINCIPAL OFFICER

Scheme Management and the Board of Trustees have revisited the benefits with effect from 1 January 2020 and enclosed is a copy of the 2020 benefits brochure.

You will note that the brochure for 2020 is not as comprehensive as the member guide we normally provide. The reason for this is that the Scheme is in the process of changing its name to be more representative of both Imperial Logistics and Motus. The name change is planned to come into effect from 1 April 2020, after which you will receive a new member guide with the new name. Look out for more communication relating to the name change in the next few months.

We will all enter a well-earned holiday season soon and travel all over the country 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 card.

Travel with care. Our best wishes for good health accompany you and your family.

Yours faithfully

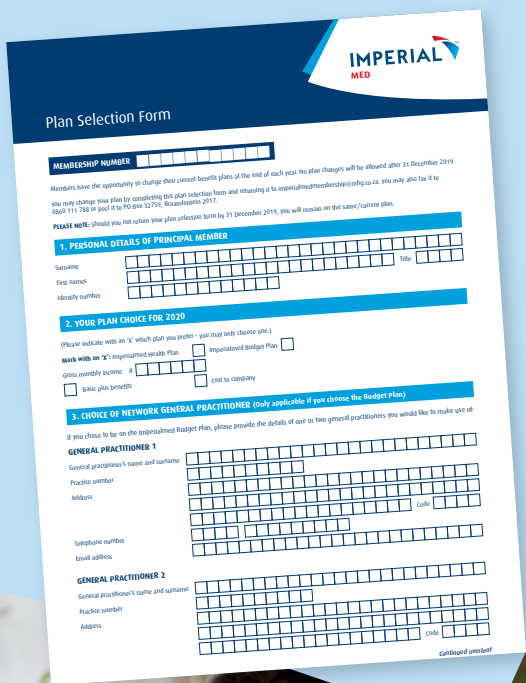
Johan van der Walt
Principal Officer
Imperial Group Medical Scheme

OPTION CHANGE FOR 2020

Imperialmed has two benefit plans, namely the Imperialmed Health Plan and the Imperialmed Budget Plan. Members have the option to change plans once a year with effect from 1 January.

Option forms should reach the Scheme by **31 December 2020**.

You may call the Call Centre on 0860 467 374 for the option change form or obtain it from www.imperialgroupmed.co.za – select 'Forms' from the membership menu item at the top of the home page.



The image shows a 'Plan Selection Form' from Imperialmed. It includes a membership number field, a section for personal details of the principal member (surname, first name, identity number), and a section for choosing a plan for 2020. The form also has a section for choosing a network general practitioner (G.P.) with fields for name, practice number, address, telephone number, and email address. There are two sections for G.P. details, labeled 'GENERAL PRACTITIONER 1' and 'GENERAL PRACTITIONER 2'. The form is titled 'Plan Selection Form' and has the Imperialmed logo at the top.



BENEFIT CHANGES FOR 2020

Scheme Management would like to confirm that some of the benefit limits will be increased on both the Imperialmed Health and Budget Plans with effect from 1 January 2020. The 2020 benefit changes summary is available on the Scheme's website – www.imperialgroupmed.co.za.

Here are some of the other changes for 2020

The following **preventative benefit** will be available from 1 January 2020 and will be funded from **major medical expenses (MME)**:

Colorectal cancer screening – faecal occult blood test only; one every year for beneficiaries aged 40 years and older; this can be seen in the preventative benefit section in your brochure.

Please note the following benefit change:

The repeat cycle for chronic medication prescriptions will be changed from **every 21 days to every 24 days** with effect from 1 January 2020.



Additional changes applicable to the Imperialmed Health Plan only

Wellness benefit: The State added an additional vaccine to the previously published list – a tetanus vaccine – which should be administered at ages 6 and 12.

This vaccine has been added to the list of vaccines covered by Imperialmed under its wellness benefits.



YOUR CONTRIBUTIONS

The enclosed benefits brochure does not include information on your contributions. The Scheme's annual contribution increases come into effect on 1 July each year. The revised **contributions for 2020** will be communicated during **May 2020**.

New Complimentary Product – doctor

Hello Doctor lets you talk to a doctor on your phone, anytime, anywhere. Just request a call or send your question via text. You will receive a call back within the hour.

BENEFITS TO YOU:

Save Time

You need to take a day off to see a doctor, while the actual time spent to see a doctor is sometimes much more than five minutes. With Hello Doctor, you can get instant advice over the phone.

No Admin

Hello Doctor will save you from having to deal with admin, clinical paperwork, queues and red tape.

Quality Advice

Fully qualified doctors are dedicated to providing you with the special attention, time and advice you need. You will be provided with the correct tools and resources you need to monitor and manage your health goals.



How to make use of this service



Download the Hello Doctor app via the Apple App or Google Play stores

OR



Log onto www.hellodcotor.co.za

OR



Dial *120*1019# from your phone and follow the prompts to request a call

HOLIDAY RECIPES – SIDE DISH AND DESSERT

Warm apple and pistachio spinach salad

INGREDIENTS

- 3 tablespoons of butter
- 2 cups of chopped, crisp, unpeeled apples (about 2 medium apples)
- 1 teaspoon of grated, fresh gingerroot
- 1 cup of shelled, roasted pistachios
- 2 teaspoons of Dijon mustard
- 1 package of fresh baby spinach
- 1 cup of whole-milk ricotta cheese
- 2 tablespoons of honey
- Coarsely ground pepper

DIRECTIONS

In a large skillet, melt butter over medium-high heat. Add apples and ginger, cook and stir for three to four minutes until the apples soften and begin to caramelize. Stir in the pistachios and Dijon mustard. Reduce heat and let simmer for five minutes, stirring occasionally.

Pour two-thirds of the apple mixture over the spinach. Add spoonfuls of ricotta cheese and top with the remaining apple mixture. Drizzle with honey. Add fresh pepper to taste.



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

Phone: 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
Phone: 0860 467 374 Fax: 0861 888 113
Email: hrmimperialmed@metropolitanhrm.co.za

ONCOLOGY
Phone: 0860 467 374 Fax: 0861 222 552
Email: imperialmedoncology@metropolitanhrm.co.za

CHRONIC MEDICATION AND MEDICAL MANAGEMENT
Phone: 0860 467 374 Fax: 0860 111 788
Email: imperialmedmedicine@metropolitanhrm.co.za

EUROP ASSISTANCE EMERGENCY SERVICES
Phone: 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
Phone: 011 509 3158

HIV YOURLIFE PROGRAMME
Phone: 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
Phone: 0800 000 436

COUNCIL FOR MEDICAL SCHEMES – COMPLAINTS
Phone: 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

Old-fashioned apple pie

INGREDIENTS

- 2 tablespoons all-purpose flour, plus more for dusting
- Pie dough**
- 12 Granny Smith apples, peeled, cored and sliced
- 3/4 cup of sugar, plus additional for pie top
- Zest and juice of 1 lemon**
- 1 1/2 teaspoons of cinnamon
- 1/2 teaspoon of nutmeg
- Pinch of ground cloves**
- 2 tablespoons of unsalted butter

Source: goodhousekeeping.com/holidays/Christmas-ideas/g745/Christmas-desserts

DIRECTIONS

Heat oven to 190 degrees. On a lightly floured surface, roll out the pie dough into two circles slightly larger than that of a dinner plate. Press one pastry circle into the pie plate. Place the other circle on waxed paper and cover it with plastic wrap. Chill all the pastry until firm (about 30 minutes).

In a large bowl, combine apples, sugar, lemon zest and juice, spices and flour. Toss well. Spoon the apples into a pie pan. Dot with butter and cover it with the remaining pastry circle. Cut several steam vents across the top. Seal by crimping edges, as desired. Brush with beaten egg and sprinkle with additional sugar.

Bake for about one hour until the crust is brown and the juices are bubbling. Let it cool on a wire rack before serving.

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:**

24-HOUR MEDICAL EMERGENCY SERVICES:

Europ Assistance emergency services
0861 RESCUE (0861 737 283)

24-HOUR PERSONAL HEALTH ADVISOR LINE:

A service offered by Europ Assistance for 24-hour advice on medical concerns
0861 RESCUE (0861 737 283)