

# Newsletter

FIRST QUARTER 2023

## In this issue:

[Meet your new Principal Officer](#)

[Imperial Motus Med – Upgraded website!](#)

[Your dental benefits](#)

[CMScript 1 of 2023 – diabetes mellitus type 2](#)

[2023 claims payment run dates](#)

[Important contact numbers](#)



## LETTER FROM THE PRINCIPAL OFFICER

## Meet your new Principal Officer

Fred Meier, the Scheme's new Principal Officer, worked in the Imperial Logistics Division before retiring in 2020. He has been a Trustee of this Scheme for many years and, due to his background, has in-depth knowledge of the Scheme.



The 2023 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.

It is with great sadness that the Scheme has to inform our members of the resignation of Johan van der Walt – the Scheme's Principal Officer since the inception of the Scheme 28 years ago. Johan started the Scheme in 1995 and, together with Scheme Management and the Scheme's actuaries and administrators, developed it over the years into one of the best restricted medical schemes in the industry. The Scheme and the Board of Trustees would like to thank Mr Van der Walt for his tenure and contribution to the Scheme.

As the incoming Principal Officer with effect from 8 February 2023, I would like to assure the Board of Trustees, Scheme Management and the members of the Scheme that I will give my utmost to ensure the continued success of the Scheme.

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 2023 and will inform members of these as soon as they are finalised.

Yours faithfully  
*Fred Meier*

Principal Officer  
Imperial Motus Med

# Imperial Motus Med – Upgraded website!

**Important:**  
From 1 January 2023, all  
users must re-register as  
members on the upgraded  
website and on the  
mobile app.

In the fourth quarter newsletter of 2022, which was distributed on 29 November 2022, we mentioned changes to the Imperial Motus Med website and, more specifically, to web functionality to improve your user experience once signed in as a member.

A completely redesigned member website (sign-in page) has been available to all members from 1 January 2023. You now have access to new, improved functionality, responsive features for your digital devices, more enhanced geo-mapping technology to locate your medical practitioners and so much more. Furthermore, members will be able to log their concerns and enquiries with the client service department online through the 'Log a Query' feature.

Happy  
browsing!

Visit [www.imperialmotusmed.co.za](http://www.imperialmotusmed.co.za) and click on 'Sign-in' to re-register and begin your new journey. Should you wish to use your existing username and password to register, you are welcome to do so, but you will still need to re-register with these credentials.



## Your dental benefits

Imperial Motus Med provides five day-to-day (out-of-hospital) and three major medical (in-hospital) dental benefit categories, as set out below:

### DENTAL BENEFIT CATEGORIES

#### DAY-TO-DAY (OUT OF HOSPITAL)

- » Preventative dentistry
- » Basic dentistry
- » Specialised dentistry – **pre-authorization required**
- » Dental implants – **pre-authorization required**
- » Orthodontic treatment – **pre-authorization required**

#### MAJOR MEDICAL EXPENSES (MME) (IN HOSPITAL)

- » Dental alveolar surgery – **pre-authorization required**
- » Maxillofacial surgery – **pre-authorization required**
- » Orthodontic-related surgery – **pre-authorization required**

It is important to discuss treatment with your dentist in advance to establish whether the treatment that is needed or planned falls in a category that requires **pre-authorization**. Email your dental quotation to [dentalauth@momentum.co.za](mailto:dentalauth@momentum.co.za) to obtain pre-authorization or call **0860 467 374** for assistance.

For more detail and limits applicable, visit [www.imperialmotusmed.co.za](http://www.imperialmotusmed.co.za) or contact the call centre on **0860 467 374**.





# CMScript 1 of 2023

## Diabetes mellitus type 2

### What is Diabetes Mellitus Type 2

Type 2 Diabetes mellitus is a group of illnesses that result in too much glucose (sugar that comes from the foods we eat) circulating in the blood and causing damage to blood vessels, nerves, and organs. The International Diabetes Federation estimates that there are over 4.2 million adults aged between 20 and 79 years in South Africa with diabetes; this number is expected to go up to over 7,4 million by the year 2045. It is further estimated that there are over 1.9 million people in South Africa between 20 years and 79 years of age with undiagnosed diabetes

### Causes

Diabetes Mellitus Type 2 (T2DM) is caused by the body not having enough insulin or being resistant to insulin. When the body is resistant to insulin the cells in the body do not respond normally to insulin. Insulin is a hormone produced in the pancreas (organ in the body) to control the blood glucose and is the key that your body uses to let the glucose go from the blood into the cells where it is used for energy. When the cells cannot respond normally to insulin, the glucose stays in your blood and cannot enter the cells.

### What are the signs and symptoms?

The signs and symptoms for Type 2 Diabetes Mellitus are excessive thirst, blurring of vision, weight-loss, feeling tired all the time, numbness or tingling in your hands and feet, having sores that take a long time to heal.

Because T2DM usually occurs gradually and can take many years to develop, most people do not notice their symptoms, or think they are caused by other conditions. If you have any risk factors for diabetes, it is important to discuss screening with your doctor or health care provider.

### Diagnosis

T2DM can be diagnosed in people with or without symptoms of diabetes by measuring the amount of glucose in the blood.

### What is covered under prescribed minimum benefits (PMBs)?

T2DM is one of the conditions included in the Chronic Disease List (CDL) of the Prescribed Minimum Benefit (PMB) regulations. This means that medical schemes must fund the diagnosis, treatment, and care costs of T2DM.

Source: [www.medicalschemes.com](http://www.medicalschemes.com)



# 2023 Claims

## Payment dates

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 2023 are:

Month	First payment date	Second payment date
March	9 March 2023	23 March 2023
April	13 April 2023	26 April 2023
May	11 May 2023	25 May 2023
June	15 June 2023	29 June 2023
July	13 July 2023	27 July 2023
August	10 August 2023	24 August 2023
September	14 September 2023	24 September 2023
October	12 October 2023	26 October 2023
November	9 November 2023	23 November 2023
December	14 December 2023	21 December 2023



## 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](mailto: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](mailto:hrm@imperialmotusmed.co.za)

### ONCOLOGY

Tel: 0860 467 374 Fax: 0861 222 552  
Email: [oncology@imperialmotusmed.co.za](mailto: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](mailto:chronic@imperialmotusmed.co.za)

### MEMBER CARE LINE – MEDI CALL

Tel: 0860 105 221  
Email: [imperialmotusmed@medicall.co.za](mailto:imperialmotusmed@medicall.co.za)  
Website: [www.medicall.co.za](http://www.medicall.co.za)

### CEDAR HEALTHCARE

Tel: 0860 105 221  
Email: [cedar@medicall.co.za](mailto:cedar@medicall.co.za)  
Website: [www.cedarhc.co.za](http://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](mailto:hiv@momentum.co.za)

### THE ADMINISTRATOR'S WEBSITE

[www.momentum.co.za](http://www.momentum.co.za)

### MEMBER SUGGESTION EMAIL BOX

[suggestions@imperialmotusmed.co.za](mailto:suggestions@imperialmotusmed.co.za)

### THE SCHEME'S WEBSITE

[www.imperialmotusmed.co.za](http://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](mailto:complaints@medicalschemes.com)

### DENTAL AUTHORIZATION

Tel: 0860 467 374  
Email: [dentalauth@momentum.co.za](mailto:dentalauth@momentum.co.za)