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LETTER FROM THE PRINCIPAL OFFICER

The 2021 benefit year is well underway and poses new challenges and opportunities. Covid-19 is still part of our daily lives and will be for some time to come. It is important for us to adapt and adhere to regulations, which is for the safety and wellbeing of all of us.

Imperial Motus Med will fund the vaccine against COVID-19 for its members and their dependants. However, there is still uncertainty about the roll-out and availability of appropriate vaccines in South Africa. We will keep you informed and updated on any developments in this regard.

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 2021 and will inform members of these as soon as they are finalised and approved by the Council for Medical Schemes.

Yours faithfully
Johan van der Walt
Principal Officer
Imperial Motus Med



Update your
personal
information



Imperial Motus Med is continuously striving to communicate quickly and effectively with its members. Technological advances, such as SMS and email communication methods, can assist the Scheme in improving communication to you.

Please update your contact information, including your cell phone number and email address, by contacting the **Client Service Department** on **0860 467 374**. You can also change your contact details on the Scheme's website at www.imperialmotusmed.co.za or on the Imperial Motus Med **mobile app**.

Imperial Motus Med's mobile app!

The Imperial Motus Med mobile app was launched in November 2018.

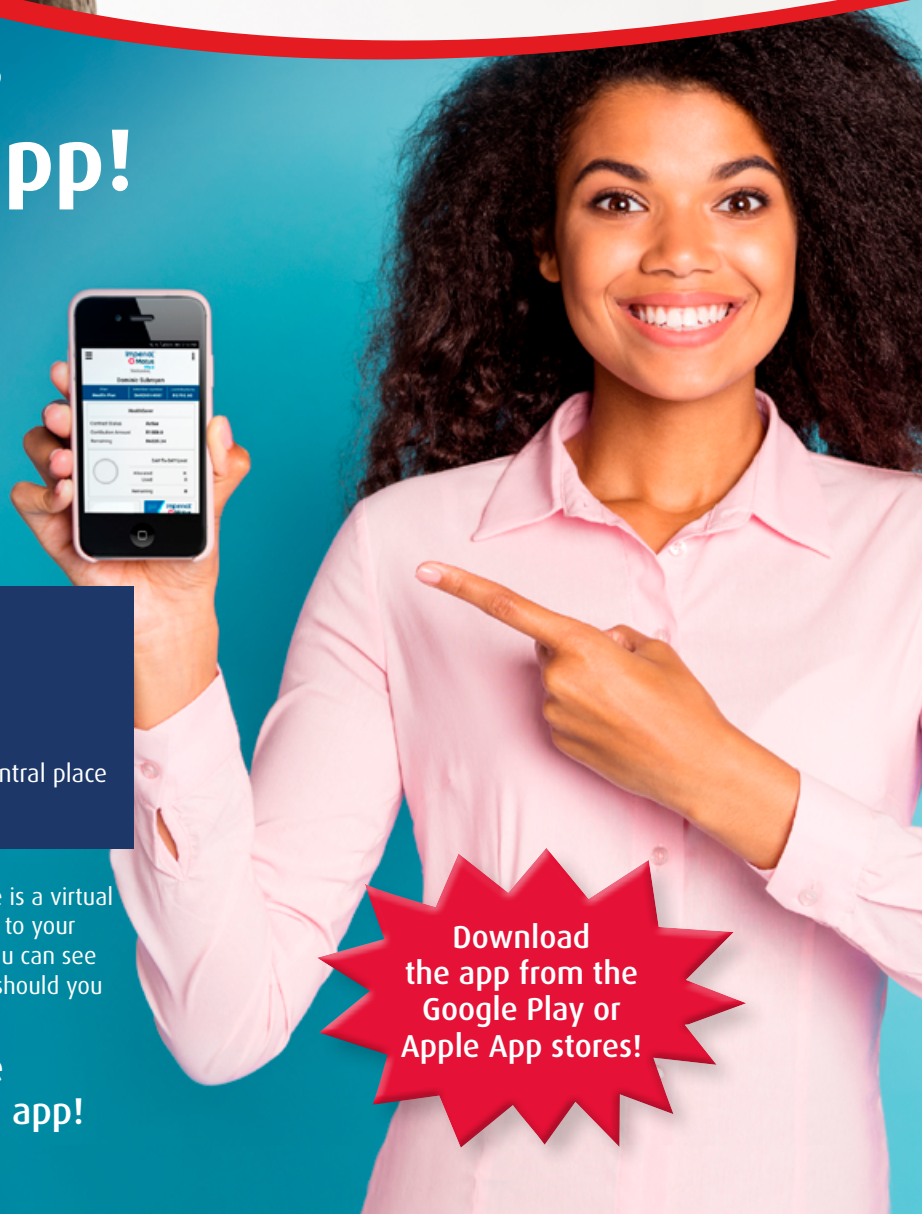
The app is **user-friendly and extremely informative**, giving you full access to your medical scheme information, anywhere, anytime. Stay on top of your medical scheme matters with your **Imperial Motus Med app**.

How do I benefit from the app?

- Full access to your medical scheme information
- Seamless user experience
- Easy to use
- Ability to manage your Scheme information in a central place
- Individual access for your dependants

Forgot your membership card at home? No problem! There is a virtual membership card on the mobile app. You also have access to your claims history and benefit usage and limits. In addition, you can see which medicines have been prescribed to you in the past should you visit a new doctor.

We cannot wait to see you enjoy the benefits of your Imperial Motus Med app!



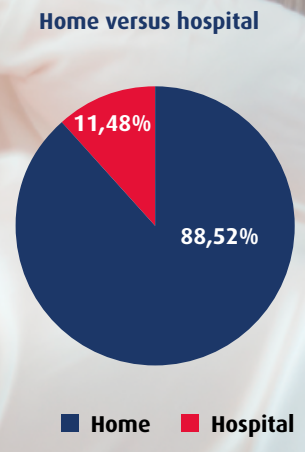
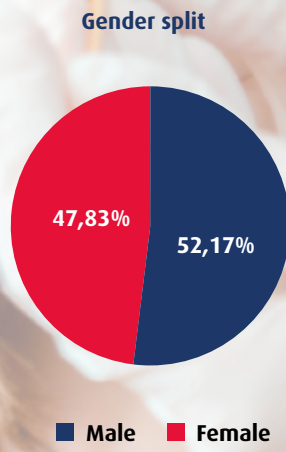
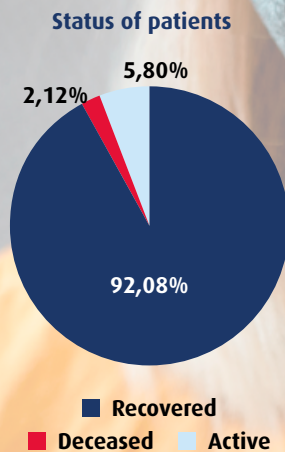
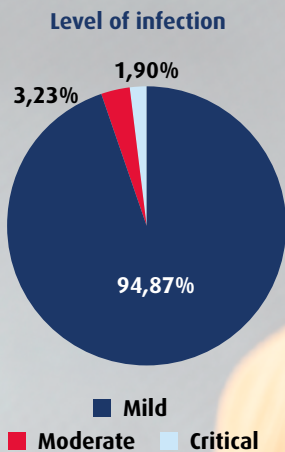
Download
the app from the
Google Play or
Apple App stores!

COVID-19 statistics for Imperial Motus Med

The Scheme monitors COVID-19 statistics on a weekly basis and would like to provide our members with information regarding the impact on Imperial Motus Med. Since the outbreak of COVID-19 and the national lockdown, up to 22 February 2021, a total of **6 926** beneficiaries have been tested for COVID-19 and a total of **898** beneficiaries have tested positive. A total of **103** beneficiaries were hospitalised for COVID-19 and **19** beneficiaries passed away as a result of COVID-19.

The graphs below show the severity of infection by comparing the percentage of patients who tested positive for the virus, the gender split among patients and the split between patients in home isolation and those who were admitted to hospital.

COVID-19 statistics on 22 February 2021



CLAIMS PROCESS AND PAYMENT RUN DATES

Please note that claims payments to providers and members are made twice a month. These claims payments normally take place every second and fourth weekend of the month, depending on the number of weeks in the particular month.

Imperialmed's claims payment run dates for 2021 >>

Run date	Day	Day	Day
February	12 February 2021	26 February 2021	
March	12 March 2021	26 March 2021	
April	16 April 2021	30 April 2021	
May	14 May 2021	28 May 2021	
June	18 June 2021		
July	2 July 2021	16 July 2021	30 July 2021
August	13 August 2021	27 August 2021	
September	17 September 2021		
October	1 October 2021	15 October 2021	29 October 2021
November	12 November 2021	26 November 2021	
December	17 December 2021	31 December 2021	

Eligibility of child dependants

What are the conditions under which children can be registered as your dependants on the Scheme?

Child dependants include:

- your own children under the age of 21 who are financially dependent on the principal member and not employed or who earn an income of less than **R5 500 per month (child dependant contribution rates apply)**
- your own children who are between the ages of 21 and 25, who are studying full- or part-time and earn less than **R5 500 per month (child dependant contribution rates apply)**
- your own children over the age of 21 who are financially dependent on the principal member and not employed or who earn an income of less than **R5 500 per month (adult dependant contribution rates apply)**
- children of any age who are mentally or physically disabled (**child dependant contribution rates apply**)
- stepchildren or legally adopted children or children in the custody of the member (**the contribution rate depends on the age of the child**)
- children of the member's spouse/partner/fiancé or fiancée or common-law spouse, subject to the application of waiting periods (**the contribution rate depends on the age of the child**).

Any child dependant earning an income of R5 500 per month or more is not eligible to be a dependant.

Grandchildren may be registered as dependants in the following cases:

- if the parent of the grandchild is still dependant on the principal member and registered on the Scheme
- subject to approval by Scheme Management; if the parent of the grandchild is not registered on the Scheme as a dependant of the principal member, legal documentation, such as a court order or adoption documentation, is required.

Contribution rates for child dependants

- Children under the age of 21 (**child dependant contribution rates apply**)
- Children between 21 and 25 years of age who are studying; confirmation must be received before the new year and proof of registration is required by **no later than 31 March** of a year (**child dependant contribution rates apply**)
- Children over 21 years of age who are **not** studying, but financially dependent on the member and earn less than **R5 500 per month; proof** to be provided by **no later than 31 December** of a year (**adult dependant contribution rates apply**)
- Children over the age of 25 who are studying or financially dependent on the principal member and earn less than **R5 500 per month; if studying, proof** to be provided by **no later than 31 March** of a year; **if financially dependent, proof** to be provided **no later than 31 December** of a year (**adult dependant contribution rates apply**)

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: enquiries@imperialmotusmed.co.za

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

HOSPITAL PRE-AUTHORISATION
Tel: 0860 467 374 Fax: 0861 888 113
Email: hrm@imperialmotusmed.co.za

ONCOLOGY
Tel: 0860 467 374 Fax: 0861 222 552
Email: oncology@imperialmotusmed.co.za

CHRONIC MEDICATION AND MEDICAL MANAGEMENT
Tel: 0860 467 374 Fax: 0860 111 788
Email: chronic@imperialmotusmed.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: imperialmotusmed@medicall.co.za

CEDAR HEALTHCARE CONSULTANTS
Tel: 0860 105 221

HIV YOURLIFE PROGRAMME
TEL: 0860 109 793 FAX: 012 675 3848
Email: hiv@momentum.co.za

CONTRIBUTIONS
Contact your company's payroll/human resources department

THE SCHEME'S WEBSITE
www.imperialmotusmed.co.za

MEMBER SUGGESTION EMAIL BOX
Email: suggestions@imperialmotusmed.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

IMPERIAL MOTUS MED POSTAL ADDRESS
PO Box 2287, Bellville 7535

