

Newsletter

THIRD QUARTER 2020



Read more about the following in this issue:

[Update your personal information: **Important**](#)

[Register on the Imperial Motus Med website](#)

[Coronavirus: How to wash your mask](#)

[Claims payment dates](#)

[Important contact details](#)



LETTER FROM THE PRINCIPAL OFFICER

As was previously communicated, the Scheme's Trustees, together with its actuaries, revised the contribution rates on both the Imperial Motus Med Health and Budget Plans for implementation on 1 July 2020, pending approval by the Council for Medical Schemes (CMS).

Due to the Covid-19 pandemic, the Board of Trustees reviewed the implementation date of the contribution increases to provide some relief to employers and members by postponing the contribution increase for Imperial Motus Med to 1 January 2021 and not to implement the increases on 1 July 2020.

The Scheme has received approval from CMS to postpone the contribution increase to 1 January 2021 and revised proposals will be developed and submitted to CMS during September 2020. The Scheme will inform members of the outcome of these revised proposals in due course.

Yours faithfully
Johan van der Walt

Principal Officer
Imperial Motus Med



Important



Update your personal information

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

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 at www.imperialmotusmed.co.za.

Register on the Imperial Motus Med website

If you would like to access your personal medical scheme information at www.imperialmotusmed.co.za, kindly note that you will need to register a username and password if you have not done so already. It is quick and easy.

Follow these steps:

- Go to www.imperialmotusmed.co.za.
- Click on 'Sign In' and select 'Member'.
- Click on 'Register'.
 - ▶ Insert your identity number.
 - ▶ Insert your email address or cell phone number and click on 'Next'.
(Please use the email address or cell phone number that we have on record for you. We will also email a validation notification to this email address. If your contact information has changed, please contact the Client Service Department on 0860 467 374.)
- You will be required to provide the one-time password (OTP) validation notification that will be sent to you.
- Once this step is completed, you will be routed to the registration form page.
- Thereafter you will be routed to the sign-in page, where you must insert your username and your new password.

If you are already registered on the Imperial Motus Med website:

- Go to www.imperialmotusmed.co.za.
- Click on 'Sign In'.
- Select 'Member'.
- Insert your username and password and click on 'Sign In'.

Now you can review all your medical scheme details, which include, among others, your claims statements, contribution rates, correspondence and personal details (which you can now update yourself).



HAPPY BROWSING! ➔

CORONAVIRUS: How to wash your mask correctly

Since covering our faces in public areas has become mandatory, most of us have gathered quite a collection of face masks.

Besides being exposed to all kinds of nasties that can potentially make you ill, your skin can also be affected by dirty masks. Not only do rubbing and irritation cause us to be more prone to breakouts and skin conditions, but a damp, dirty mask can harbour bacteria that can cause breakouts called folliculitis, which is when bacteria or yeast infects our hair follicles, leading to painful, inflamed pimples on the skin.

And if you wear makeup, moisturiser or sunscreen, these products can also rub off on the fabric and encourage bacteria to grow.

But how exactly do we ensure that our masks remain germ-free? Here are some simple guidelines:

1 Wash as soon as possible after every use

Whether you have a separate mask for receiving deliveries and one for when you go out, you should wash them after every use. The moist air you exhale dampens the fabric, which creates the perfect breeding ground for bacteria.

2 Check the type of mask before washing it in a normal laundry cycle

Any face covering made of a fabric like cotton can be washed in hot water along with your regular laundry. If your mask has a filter, remove it before washing. Remember that disposable surgical masks cannot be reused and shouldn't be washed. Discard them after a single use.

3 Dry them with more heat

Tumble dry masks on a high heat setting or hang them out in the sun to dry. The ultraviolet rays from the sun can kill more than 99% of the germs on the surface of the fabric, especially if the masks are hung out in the middle of the day for at least an hour – which will also save electricity.

4 Use an antibacterial detergent, if possible

Look out for a detergent containing disinfectants or bleach to ensure that you kill as many germs on the fabric as possible. You can also wash your masks in a light bleach solution when washing them by hand.

5 Swap fragranced detergent for a gentle, unscented detergent

Heavily fragranced laundry detergent may cause sensitive skin, contact dermatitis or any number of other unpleasant skin conditions. If this is the case, always hand wash your masks separately, using a mild, fragrance-free detergent.

6 Keep their shape

Previous research has shown that cone-shaped masks with multiple layers that fit properly over the nose offer even more protection against droplet flow. Ultimately, it's important to maintain the shape of the mask, especially after many washes. Place them in separate mesh washbags (normally used for bras). This will also help protect the delicate stitching and ear loops or straps from damage and prevent them from tangling with other garments.

Inspect your masks after every wash and replace them as soon as they become damaged.

7 Store your masks correctly

Store your masks in a dry, clean cupboard or drawer when you are not using them – preferably away from other items of clothing.



Claims payment 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.

Imperial Motus Med claims payment dates for the remainder of 2020

Month	Day	Day	Day
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 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: 011 509 3158

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 AUTHORIZATION

Tel: 0860 467 374
Email: dentalauth@momentum.co.za

IMPERIAL MOTUS MED POSTAL ADDRESS

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Braamfontein
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