

November 2020  
Select plan

Dear Member

## **2021 BENEFITS FOR WORKING MEMBERS AND PENSIONERS**

As we are approaching the end of a year where the COVID-19 pandemic has turned the world upside down, Transmed would like to present the benefits guide for 2021 to our valued members. This guide contains important information about the benefits and contributions of each of the benefit plans for 2021.

### **2021 contribution and benefit increases**

Despite the tough financial climate, the Fund managed to keep the contribution increase below 6%, while retaining the benefit structure and adjusting limits in line with anticipated inflationary increases.

*Please note that the benefit and contribution changes were submitted to the Council for Medical Schemes for approval prior to implementation.*

### **Changing your plan**

Members may change their benefit plan once a year at the start of the new benefit year. Should your current benefit plan no longer meet your and your family's healthcare needs, you may consider changing your plan.

A plan selection form has been enclosed should you wish to change your benefit plan for 2021. The completed form must reach the Fund by no later than 31 December 2020.

### **24-hour pre-authorisation service**

Transmed would like to remind you of the 24-hour pre-authorisation service (toll free on 0800 225 151) to direct you to appropriate treatment facilities during an emergency and when admission is required. This service is available every day for all admissions and also after hours, weekends and public holidays in case of emergencies. It supplements the 24-hour emergency line (toll free on 0800 115 750), where an ambulance can be requested in case of a medical emergency.

### **Doctor advice line**

*A doctor on call – anytime, anywhere and at no cost*

Hello Doctor is a mobile-based service that provides you with direct access to qualified doctors for health advice and information.

Please refer to the benefits guide for more details on how to use this service.

### **New customer services channels: Connect with us**

We are always looking at ways to improve our customer service and to make your experience more convenient.

*Continued overleaf*

You can now also contact Transmed via the following new channels:

- Webchat – Webchat allows you to communicate with a customer service consultant in real time by visiting the Transmed website at [www.transmed.co.za](http://www.transmed.co.za). Click on the 'chat' icon at the bottom of the web page, complete the required information and start chatting.
- WhatsApp – You can also chat to a customer service consultant in real time by sending a WhatsApp to 0860 005 037.

### **Transmed mobile app: On-the-go access to your personal information**

Have you downloaded the Transmed mobile app?

The app provides you with access to your medical aid information 24 hours a day on your mobile device while you're on the move. The app allows you to:

- access an electronic version of your membership card
- view your member information
- view your available benefits
- view your claims information and payments
- view hospital and chronic medication authorisations
- submit enquiries
- access documentation, such as membership and tax certificates and claims statements.

For ease of access you can download the Transmed mobile app by visiting the Apple App or Google Play stores. If you experience any problems when downloading the app, please call our customer service department on 0800 450 010 to speak to a customer service consultant, who will gladly assist you.

### **Do we have your latest contact details?**

Please ensure that we have your latest contact details on record, as we don't want you to miss out on anything!

You can update your contact details by contacting Transmed through one of the following channels:

- Customer service department: 0800 450 010
- Email: [membership@transmed.co.za](mailto:membership@transmed.co.za)
- Fax: 011 381 2041/42
- Post: Premium Management Department, PO Box 32931, Braamfontein 2017

Please also remember to inform the Fund of any changes to your banking details to ensure that any refunds due to you can be processed and paid without delay.

### **In closing**

On behalf of the Board of Trustees, I would like to take this opportunity to wish you and your loved ones a healthy and safe festive season.

Yours faithfully



**PETRUS WASSERMANN**  
PRINCIPAL OFFICER