

November 2022
Prime plan

Dear Member

2023 BENEFITS FOR WORKING MEMBERS AND PENSIONERS

Transmed hereby presents the Fund's benefits for 2023. Accompanying this letter is your benefits guide, which will assist you in understanding how to best manage your medical benefits based on your chosen plan.

Changing your plan

Should your current benefit plan no longer meet your and your family's healthcare needs or budget, you may consider changing your plan. Members may change their benefit plan once a year with effect from 1 January. Please refer to the benefits guide for more details about the plan change process. A plan selection form has been enclosed for you to complete, should you wish to change your benefit plan for 2023.

The completed form must reach the Fund by no later than 31 December 2022.

Please read the information provided carefully before confirming your benefit plan for 2023.

Benefit changes 2023

All benefits will be retained on this plan for 2023.

Appliances and prostheses limits have been increased in line with the current cost of appliances and prostheses.

The Transmed general practitioner and specialist networks no longer apply. Healthcare providers of your own choice may be used and members are encouraged to confirm with these providers if they charge Fund rates in order to prevent co-payments.

Should you require assistance or clarity with any benefits, please call our customer service department on 0800 450 010 and speak to our customer service agents, who will gladly assist you.

Contribution increases 2023

The Prime plan consists of a very small group of members and continues to experience very high claims costs. This plan has a very high risk profile and the high use of benefits is not covered by the current contribution levels.

The Fund again considered closing this plan due to low membership and high risk, but realised that the members on the plan may have difficulty finding alternative cover to meet their healthcare requirements.

The Fund will therefore continue with the plan, but is required to implement a 15% contribution increase to support the current benefit use by members and maintain the same level of benefits currently provided on this plan.

The Fund can assure its members that it is making every effort to manage costs on this plan.

Please refer to the contribution tables in the enclosed benefits guide.

Continued overleaf

Child dependant contributions for students

Members are reminded that child dependants who are 21 to 24 years of age, are studying at an accredited learning institution and still dependent on the principal member, qualify for child dependant contribution rates.

Please note that these benefit and contribution changes are still subject to approval by the Council for Medical Schemes.

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 after hours, weekends and public holidays in case of emergencies.

Ambulance service

In case of a medical emergency when an ambulance is required, please contact Europ Assistance on 0800 115 750. This service is available 24 hours a day, seven days a week.

Hello Doctor

Hello Doctor is a mobile-based service that provides you with direct access to qualified doctors for health advice and information on your phone, tablet or computer.

If you need medical advice, request a call or chat by logging in via our app or website. Alternatively, dial *120*1019# and follow the prompts. For technical support, send a WhatsApp to +27 73 778 4632.

In closing

On behalf of the Board of Trustees, I would like to wish you and your family a healthy and prosperous 2023.

Yours faithfully



PETRUS WASSERMANN
PRINCIPAL OFFICER