

November 2022
Select 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

The individual benefit limits have been increased in line with anticipated tariff increases.

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

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 Select plan experienced higher-than-expected claims costs for the first few months of the year, which has put pressure on the overall financial performance of the plan. When deciding on contribution increases for 2023, the Fund therefore had to consider the sustainability of this plan, taking into account the abnormally higher claims costs.

The contribution rate increase required to cover a repeat of the high claims costs in 2023 was calculated as 14.6%. However, the Fund understands the tough economic environment at present and the further financial burden that will be placed on members if the Fund implements this contribution increase.

Therefore, the Fund has, after due consideration and taking into account the fact that all indications are that the claims costs over the last two months have now started to return to normal levels, decided to implement a 9.5% contribution increase. This is based on the current inflationary outlook and the view that the abnormally high claims costs will not necessarily be repeated.

However, members need to note that the Fund will monitor the performance of the Select plan closely and may need to consider a further contribution increase in 2023 should claims costs increase from the current levels.

Continued overleaf

The Fund can assure its members that it will make every effort to make such an increase, if not avoidable, at least as low as possible.

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

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