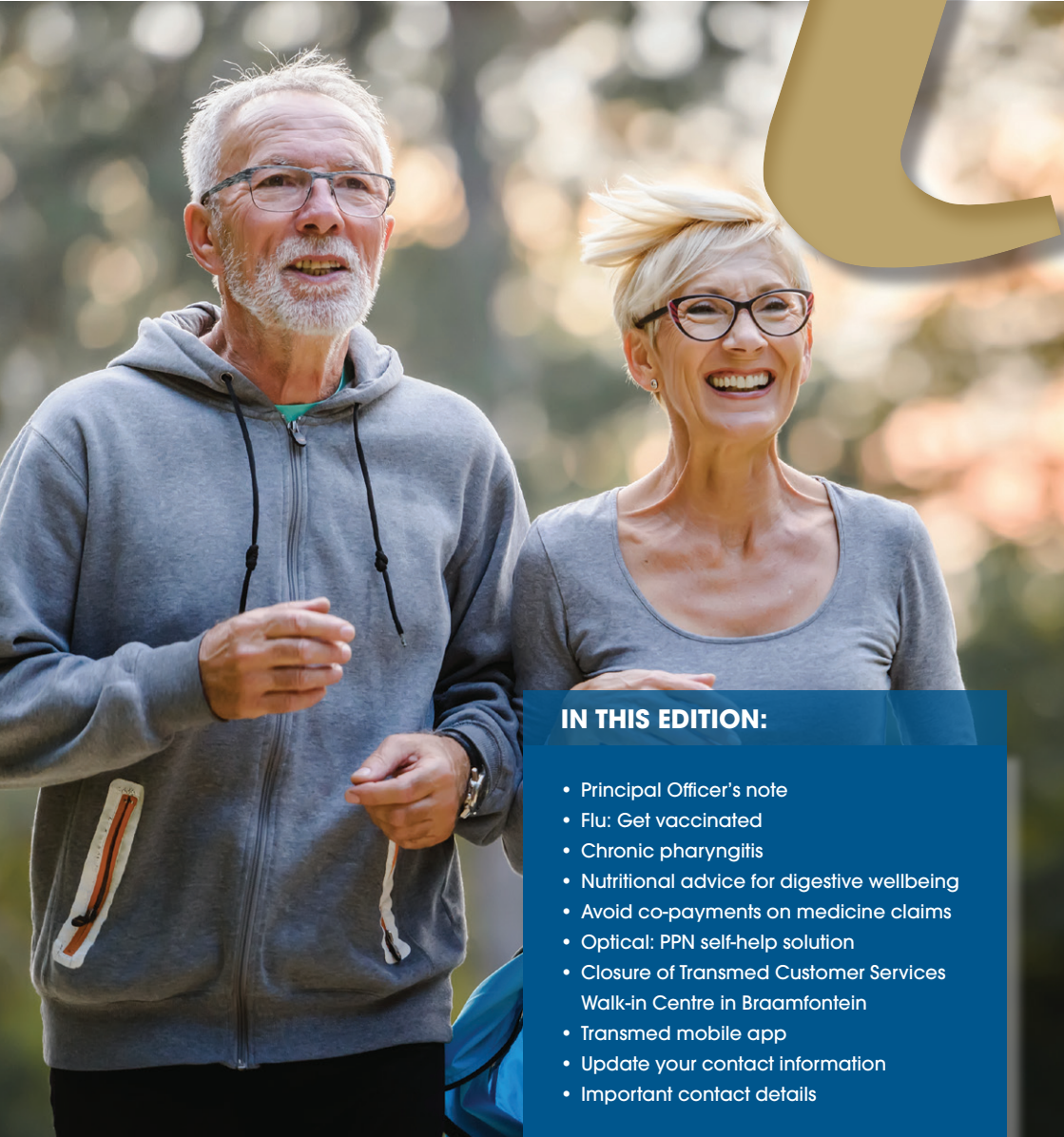




transmed
MEDICAL FUND

TransCare

SECOND EDITION OF 2025



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Principal Officer's note



Welcome to the second edition of **TransCare** for 2025.

We have pleasure in presenting the second edition of TransCare for 2025 and trust that the information in this issue is both informative and helpful.

As warmer days are changing into colder days and the winter chill starts to bite, flu infections are increasing. We wish to encourage you to have yourself and your family vaccinated against the flu bug.

In this edition we focus on chronic pharyngitis, which is a sore throat that doesn't go away or goes away but comes back often. We've also included nutritional advice for digestive wellbeing.

I hope you enjoy the newsletter.

We welcome any suggestions that you may have on articles or member benefits you would like to see published in future newsletters. Please send your suggestions to suggestions@transmed.co.za.

Happy reading.

Yours in good health

Petrus Wassermann
Principal Officer



Flu: Get vaccinated

As we head towards winter, it is important to be prepared for the influenza (flu) season. The most common symptoms of flu are:

- sudden start of fever
- muscle pains and body aches
- dry cough
- sore throat
- loss of appetite
- runny nose
- headaches
- feeling tired or unwell.

It's easy to catch the flu. When a nearby sick person sneezes or coughs, they send out a spray of virus-laden droplets straight to your open mouth or nose. You can also pick it up from touching surfaces such as tables, counters, desks or doorknobs.

Below are a few useful tips to protect yourself and others:

- Wash your hands with warm water and soap every time you shake hands or touch a surface that might be covered with germs.
- Carry an alcohol-based hand sanitiser with you for when you can't get to a basin to wash your hands with soap and water.

- Bring along disinfectant wipes to clean any surfaces you're about to touch.
- Take extra care not to touch your mouth, eyes or nose without washing your hands first.
- Cover your coughs and sneezes. Cough or sneeze into a tissue or your elbow.

If you want your immune system to be in good enough shape to fight off the flu and other germs, you need to stay healthy:

- Eat a balanced diet.
- If possible, exercise.
- Get at least seven to nine hours of sleep a night.
- Manage your stress levels.
- Stay hydrated.

Getting the flu vaccine lowers your risk of becoming seriously ill with flu and limits the spread of infection to others. The Fund covers one flu vaccine per beneficiary per year from insured benefits and will pay for the cost of the vaccine at the Transmed rate, subject to the vaccine formulary (list of approved vaccinations).

Where charged, the consultation fee will be covered from your day-to-day benefits. The Transmed pharmacy network is the designated service provider for flu vaccines.

Visit www.transmed.co.za to find a network pharmacy.



Chronic pharyngitis

Chronic pharyngitis is a sore throat that lasts longer than 10 days or keeps coming back. Infections, allergies and toxins in your environment can cause it.

Treatment includes medication and home remedies. You should tell your healthcare provider if you have a persistent sore throat. It could point to another condition that needs treatment.

What is chronic pharyngitis?

Chronic pharyngitis is a sore throat that doesn't go away or goes away but comes back often. It can happen when your throat becomes red and swollen (inflamed). Your healthcare provider may also call this persistent sore throat.

You know that feeling – that scratchy, raw sensation that gets worse when you swallow. Most of the time, a sore throat or pharyngitis goes away within 10 days. But chronic pharyngitis lasts longer – sometimes for several weeks.

There are many reasons why your sore throat hangs on for so long. It can be from things in your environment, like smoke or harsh chemicals. Or it might be a symptom of another, more serious health condition. Be sure to tell a healthcare provider if you have a sore throat that won't go away.

Symptoms and causes

Chronic pharyngitis symptoms include:

- difficulty swallowing
- feeling like something's stuck in your throat
- hoarseness

Source:

<https://my.clevelandclinic.org/health/diseases/22280-chronic-pharyngitis>

- pain or scratchiness in your throat
- swollen lymph nodes in your neck
- tickling in your throat
- weak or tired voice.

What causes chronic pharyngitis?

Causes of a persistent sore throat include:

- hay fever or allergies to things like pollen, mould and pet dander
- chronic tonsillitis, which is a condition in which your tonsils are infected and swollen
- exposure to toxins like smoke and chemicals
- gastroesophageal reflux disease (GERD) or chronic acid reflux, when acid from your stomach goes into your food pipe and causes irritation
- laryngopharyngeal reflux (LPR), when acid from your stomach goes into your throat and causes irritation.

Very rarely, a serious illness like throat cancer can cause symptoms similar to chronic pharyngitis. This type of cancer starts in your voice box or the back of your throat. It can also cause shortness of breath, lumps on your neck or make your nose or mouth bleed.

Can chronic pharyngitis be prevented?

You can't always prevent chronic pharyngitis, but there are steps you can take to reduce your risk:

- Avoid contact with people who are sick.
- Don't share food, beverages or eating utensils.
- Quit smoking.
- Wash your hands frequently.
- Use antibacterial hand sanitiser when soap and water aren't available.

Nutritional advice for digestive wellbeing

Intake of a variety of foods and nutrients affects many aspects of health in the body, including the digestive system.

Listed below are general dietary management tips to be incorporated on a daily basis to better support digestive wellbeing and promote regularity:

- When selecting starchy foods, opt for unrefined carbohydrate sources, which also offer a source of fibre. For example, choose a high-fibre breakfast cereal and brown or whole-grain bread over white, opt for whole-grain pasta and crackers and leave the skin on potatoes in potato dishes.

- In general, enjoy a varied diet that includes lean protein from both animal and plant sources, as well as plenty of fruits and vegetables. You should aim for at least five servings of fruit and vegetables per day.
- Increase fibre intake gradually, allowing the stomach enough time to adapt to the change in the fibre content of the diet. Severe increases in fibre intake over short periods of time can lead to bloating and discomfort. Start with small amounts of high-fibre food and increase intake slowly, while monitoring how your digestion responds.
- Follow a diet that is generally low in fat. Fatty foods tend to delay digestion. Furthermore, fatty fried food can irritate the stomach and may result in discomfort if consumed in excess.
- Avoid over-consumption of stimulants, such as alcohol, caffeine and tobacco, which also tend to irritate the gastrointestinal tract and may cause digestive disturbances. Over-consumption of carbonated beverages and frequent gum-chewing has also been associated with bloating and discomfort.
- Take time to relax. Sit down and enjoy meals slowly, as opposed to guzzling food down quickly while standing or walking. It is also important to ensure that food is chewed properly.
- Be aware of appropriate serving sizes for different food and avoid overeating.
- Ensure that you drink plenty of water, together with your increased fibre intake. As a general guideline, adult men need about 13 cups of fluid from drinking water and beverages per day and women need about nine cups.

Source:

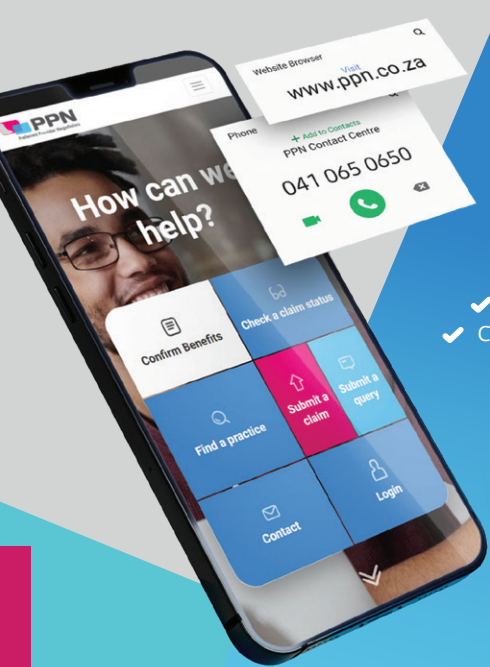
<http://www.picknpay.co.za/article-detail/nutrition-advice-for-digestive-wellbeing>



Avoid co-payments on medicine claims

Ensure you get cost-effective medicine to avoid co-payments on your medicine claims. Follow these simple guidelines:

- **Use medicine that is on the Fund's formulary (list of approved medicines):** A formulary is a list of cost-effective medicines that Transmed pays for in full according to the Fund's rules. If your doctor or pharmacist prescribes medicine that is not on the formulary, you will have to pay the difference between the cost of the other medicine and the cost of the formulary medicine.
- **Use a designated service provider (DSP):** Use the Transmed pharmacy network for chronic medicine. If you receive chronic medicine from any other pharmacy, you may have to make a co-payment, even if the medicine you are claiming for is on the formulary.
- **Use generic medicine:** Please ask your doctor or pharmacist for generic medicine, where possible. Generic medicine contains the same active ingredients as brand-name medicine and achieves the same therapeutic results at a cost-effective price.



Introducing the PPN Self-help Solution

- ✓ Available 24/7
- ✓ Automated Call Centre
- ✓ Accessible Online
- ✓ Confirm your Optical Benefit
- ✓ Check your Claim Status
- ✓ Find the Nearest Practice

What you will need

- Main Member ID Number
- Membership Number
- Email Address
- Cell Phone Number
- Dependant Date of Birth
- Date of Claim/Service

To speak to an agent when phoning in, select "Member" and then Option 3.

Know your Optical Benefit

Our optical benefits are designed to offer our members cost-effective, quality eye care.

Confirm with your optometrist if you want to remain within your optical benefits. Your benefit allows you to obtain spectacles within your optical benefit sub-limits without having to make a co-payment at a network provider.

- Your optical benefits are published in your benefits guide as registered with the Council for Medical Schemes.
- The frequency of claiming is defined as the benefit cycle per beneficiary in your benefits guide.
- Each beneficiary can either have spectacles or contact lenses, not both.

- Services not covered by the matrix should be paid directly to the practice.
- Understanding your benefit will help you to ask informative questions during dispensing of your materials.
- You can determine whether any co-payments may be payable using the Spectacle Cost Calculator. This tool calculates the benefits that will be covered by the Fund. You are able to access the Spectacle Cost Calculator by visiting https://ppn.co.za/self_service/#/pages/opticalbenefits/13 and selecting the applicable bookmark.

To find a PPN provider call **041 065 0650**,
visit www.ppn.co.za or
email info@ppn.co.za.

Closure of Transmed Customer Services Walk-in Centre in Braamfontein

The Transmed Customer Services Walk-in Centre in Braamfontein closed permanently on 15 May 2025.

While Transmed strives to provide its members with the best service, the low utilisation of the walk-in service in recent years has necessitated a review of the service, which led to a decision to close it permanently.

Members can be assured that they still have access to Transmed's Customer Service Department at any of the contact points below:

- Call us toll free: **0800 110 268**
- Send an email: **enquiries@transmed.co.za**
- Chat with an agent on WhatsApp: **0860 005 037**
- Chat to an agent on Webchat: Log in to your web profile at **www.transmed.co.za**
- Log in to the Transmed **mobile app**.



Transmed mobile app

This app provides you with access to your latest medical aid information 24 hours a day, seven days a week, 365 days a year. **If you have not yet downloaded the app, you can find it in the Apple App Store and at Google Play.**

Below are just a few app features:



- Access your electronic membership card. The electronic card on your phone will ensure that, as a Transmed member, you can gain access to your medical fund benefits at all times by sending the card to service providers or showing it to them on your phone.
- Access your membership transaction history, including contributions payment status, personal profile view, benefits and claims processed.
- Request important documentation, such as tax certificates, membership certificates and claims statements.

Update your contact information

If any of your contact information has changed, please remember to let the Fund know. This will allow us to continue to communicate important information to you.

As all communication from the Fund is sent for the most part either by email or SMS, it is especially important to let us know what your cell phone number and email address are or if these details have changed.

You can email these details, including your postal address and additional contact numbers, to **membership@transmed.co.za**.

Please remember to include your membership number on all correspondence to the Fund.



Important contact details



Who to call to get in touch with the Fund

Services	Contact numbers
Customer service department (general queries)	0800 110 268
Chronic medication application	0800 122 263
Hospital and major medical pre-authorisation	0800 225 151
Optical services (PPN)	0861 103 529
Dental services (DENIS)	0860 104 941
HIV/AIDS	0860 109 793
Ambulance authorisation	0800 115 750
Fraud hotline	0800 000 436
WhatsApp	0860 005 037

Important email addresses

Services	Email addresses
Enquiries	enquiries@transmed.co.za
Banking details and membership	membership@transmed.co.za
Compliments	compliments@transmed.co.za
Complaints	complaints@transmed.co.za
Appeals	appeals@transmed.co.za
Claims	claims@transmed.co.za
Ex gratia	exgratia@transmed.co.za
Suggestions	suggestions@transmed.co.za

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