POLMED®

OUR INVESTMENT OUR HEALTH OUR FUTURE

2023

BENEFITS & CONTRIBUTION GUIDE


POLICE
ZS-HNZ
A-Z

CONTENTS

PRINCIPAL OFFICER'S FOREWORD

Having successfully navigated through COVID-19, 2022 has proven to be a fruitful year for POLMED. In the year to date we have achieved a solvency ratio of 64%, which is higher than the previous reporting period.

This ratio translates to a scheme that is in good standing and sustainable. In addition, we recorded a 91.19% Combined Claims ratio. One of the Scheme's goals is reducing the claims ratio to below 85%.

Ms Neo Khauoe
Principal Officer

On the 14th of July, we held a successful, world-class AGM in KZN which was well attended, and we would like to thank our members who were able to attend and participate. Preparations for the 2023 AGM are already underway and members will be notified early next year regarding the logistics and the voting process.

Early in 2022, we witnessed KZN being hit by devastating floods which left some members adversely affected, with loss of life and property. POLMED immediately reached out to various donors nationwide for assistance. We are proud to say that POLMED was able to provide relief to 100 members and we wish to extend our gratitude to everyone who assisted with the relief drive.

In 2022, we introduced the weight loss and smoking cessation programmes; these innovative programmes were designed to empower and equip members to live healthier lives. We have seen a slight uptake and urge members in need of these programmes to sign up and join. Grab this opportunity to get healthier.

POLMED has always been committed to valuing the voice of our members, therefore we are excited to announce that we have kicked off our member survey. This survey allows members to express their thoughts and suggestions to management, and the outcomes will be used as part of different strategies and initiatives. If you are contacted, take the time to complete the survey.

Lastly, a warm and hearty welcome to the 10 000 new recruits across the country. We are excited about welcoming you to the Scheme and joining you on your health journey.

Take this time to reflect on the year that has passed – we look forward to 2023 as a scheme and growing from strength to strength!

Ms Neo Khauoe
Principal Officer

CONTACT DETAILS AND REGIONAL OFFICES

TEL: 0860 765 633 or 0860 POLMED
WHATSAPP: +27 60 070 2547

FAX: 0860 104 114
FAX: 0861 888 110 (Membership-related correspondence)
FAX: 011 758 7660 (New claims)

ROODEPOORT WALK-IN BRANCH
Shop 21 and 22, Flora Centre (Entrance 2), Cnr Ontdekkers and Conrad Roads
Florida North, Roodepoort

POSTAL ADDRESS FOR CLAIMS, MEMBERSHIP AND CONTRIBUTIONS
POLMED, Private Bag X16, Arcadia, 0007

EMAIL ADDRESS FOR SUBMITTING ENQUIRIES
polmed@medscheme.co.za

REGIONAL WALK-IN BRANCHES
Refer to the map

POLMED FRAUD HOTLINE
TEL: 0800 112 811
EMAIL: fraud@medscheme.co.za

POLMED WEBSITE
www.polmed.co.za

POLMED CHAT
Via mobile device: Download the free app via http://bit.ly/1YHAtwu or from various app stores

Via POLMED website: Login to the Member Zone via your computer and click on the POLMED Chat widget/icon

LEPHALALE
Shop 6, Bosveld Boulevard Park, Cnr Joe Slovo and Chris Hani Streets, Onverwacht, Lephalale

ROODEPOORT
Shop 21 and 22, Flora Centre (Entrance 2), Cnr Ontdekkers and Conrad Road, Florida North, Roodepoort

RUSTENBURG
Shop 23, Lifestyle Square, Beyers Naude Drive, Rustenburg

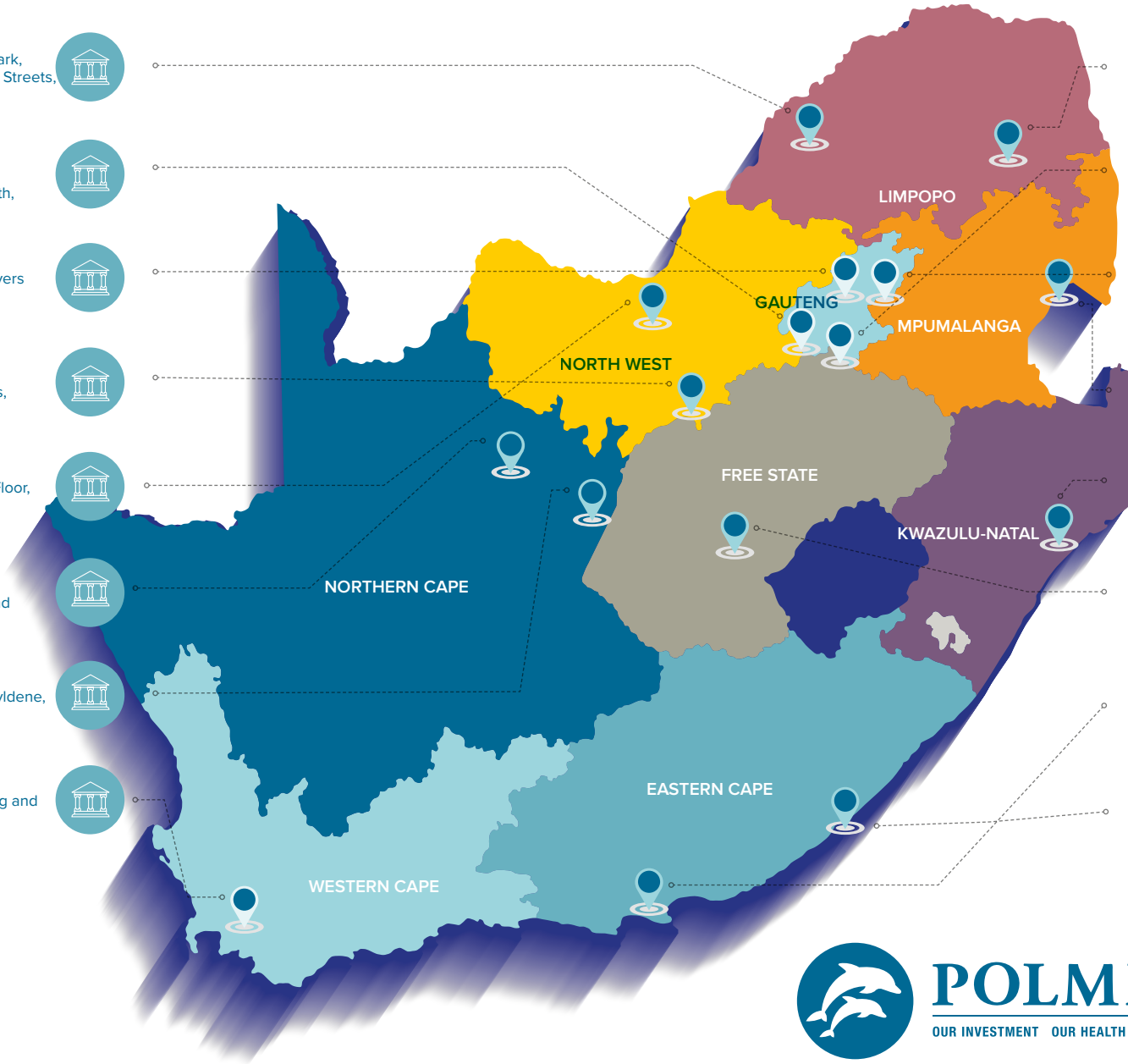
KLERKSDORP
Medicover Building, Shop 11, 22 Knowles Street, Witkoppies, Klerksdorp

MAHIKENG
Mega City, Shop 118, Ground Floor, East Gallery, Mahikeng

KATHU
Shop 18D Kameeldoring Plein Building, Cnr Frikkie Meyer and Rooisand Road

KIMBERLEY
Shop 76, North Cape Mall, Royldene, Kimberley

CAPE TOWN
Shop 6, 9 Longstreet, Cnr Long and Waterkant Street, Cape Town



POLOKWANE
Checkers Centre, Shop 2, Ground Floor, Cnr Hans van Rensburg and Grobler Streets, Polokwane

VEREENIGING
27 Grey Avenue, Vereeniging

PRETORIA
Nedbank Plaza, Shop 17, Ground Floor, 361 Steve Biko Street, Arcadia, Pretoria

NELSPRUIT
Shop 11, City Centre Mall, Cnr Andrews Street and Madiba Drive, Nelspruit

DURBAN
Ground Floor, 102 Stephen Dlamini Road, Musgrave, Durban

BLOEMFONTEIN
Medical Suites 4 and 5, Middestad Medical Suites, First Floor, Middestad Centre, Cnr Charles and West Burger Streets, Bloemfontein

PORT ELIZABETH
Block 6, Greenacres Office Park, 2nd Avenue, Newton Park, Port Elizabeth

EAST LONDON
Unit 5, 8 Balfour Rd, Vincent East London

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ADDITIONAL SERVICE POINTS

NOTE: Please refer to the notices at police stations or South African Police Service (SAPS) buildings for dates and times that assistance is offered at these additional service points.

Any new offices/service points will be communicated.

AREA	ADDRESS
Durban Central	SAPS – Durban Central, 255 Stalwart Simelane Street, Marine Parade, Durban
King William's Town	SAPS – King William's Town, Buffalo Road, Zwelitsha
Mthatha	SAPS – Mthatha, R61 Sutherland Street, Mthatha
Pietermaritzburg	SAPS – Alexandra Road, 101 Alexandra Road, Scottsville, Pietermaritzburg
Potchefstroom	SAPS – Potchefstroom, 25 OR Tambo Street, Potchefstroom
Pretoria	Wachthuis, 231 Pretorius Street, Pretoria
Ulundi	SAPS – Ulundi, Unit A, Ingulube Street, Ulundi
Winelands (Paarl East)	SAPS – Paarl East, Cnr Meacker and Van der Stel Street, Paarl East

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MANAGED HEALTHCARE CONTACT DETAILS

POSTAL ADDRESS
POLMED, Private Bag X16, Arcadia, 0007

CHRONIC MEDICINE MANAGEMENT PROGRAMME
TEL: 0860 765 633 (members) or 0860 104 111 (providers)
FAX: 0860 000 320
EMAIL: polmedcmm@medscheme.co.za

DISEASE RISK MANAGEMENT (DRM) PROGRAMMES
TEL: 0860 765 633

ADRM PROGRAMME
EMAIL: polmeddiseaseman@medscehem.co.za

PROLONGED CARE (HOME NURSING AND HOME OXYGEN)
EMAIL: polmedhbc@medscheme.co.za

CONSERVATIVE BACK AND NECK PROGRAMME
EMAIL: polmedcbnrp@medscheme.co.za

WEIGHT MANAGEMENT PROGRAMME
EMAIL: polmedwmp@medscheme.co.za

MENTAL HEALTH PROGRAMME
EMAIL: polpsych@medscheme.co.za

MATERNITY PROGRAMME
Email: polmedmaternity@medscheme.co.za

HOSPITAL/MRI AND CT SCAN PRE-AUTHORISATION
TEL: 0860 765 633 (members) or 0860 104 111 (providers)
FAX: 0860 104 114
EMAIL: polmedauths@medscheme.co.za

ONCOLOGY MANAGEMENT PROGRAMME
TEL: 0860 765 633
FAX: 0860 000 340
EMAIL: polmedonco@medscheme.co.za

PRESCRIBED MINIMUM BENEFITS (PMBs)
TEL: 0860 765 633
EMAIL: polmedapmb@medscheme.co.za

SPECIALISED DENTISTRY
TEL: 0860 765 633
FAX: 0860 104 114
EMAIL: dental.polmeddental@medscheme.co.za

IN-HOSPITAL DENTAL PROCEDURES AND SEDATION PRE-AUTHORISATION
EMAIL: dental.polmeddental@medscheme.co.za (Will also be managed by Denis)

OUT-OF-HOSPITAL SPECIALISED DENTISTRY
EMAIL: dental.polmeddental@medscheme.co.za

HIV MANAGEMENT PROGRAMME
TEL: 0860 100 646
FAX: 0800 600 773
EMAIL: polmedhiv@medscheme.co.za
POSTAL ADDRESS: PO Box 38597, Pinelands, 7430

NETWORK SERVICE PROVIDERS

To bring our members excellent medical care and price certainty, POLMED will implement several Service Provider Networks in 2023. These Service Provider Networks can be viewed on **www.polmed.co.za**

PPN
The Optical Network Of Choice

PPN Call Centre 0861 103 529

EMERGENCY MEDICAL CARE
ER24
084 124

Hospital Network
General Practitioners Network
Specialist Network
Pharmacy Network
Renal Dialysis Network
Oncology Network
Midwife-led Care Network
Dental Network via DENIS
Audiology Network
Psycho-Social Network

For more information about any of the above POLMED Networks please contact the POLMED Call Centre on **0860 765 633.**

WHY POLMED?

POLMED is a closed medical scheme that is tailored specifically for the South African Police Service (SAPS) and their dependants. This gives POLMED vital understanding and insights into your specific needs, and the ability to offer you a medical scheme that gives you what you need, when you need it.

SCHEME OVERVIEW

POLMED is registered in terms of the Medical Schemes Act 131 of 1998 and POLMED rules and benefits are approved by the Council for Medical Schemes. We don't pursue profits or try to accumulate reserves at the expense of our members. We are managed by a Board of Trustees, which prioritises the interests of our members and the Scheme's sustainability.

Half of the Trustees are elected by members, whilst the other half are designated by the National Police Commissioner. Our unique approach to healthcare is underpinned by the ability to support SAPS with health solutions that have a measurable impact on the health of members and, by extension, the health of the organisation.

OUR VISION AND MISSION

VISION
"Healthy members for a safer South Africa."

MISSION
"To enable quality healthcare for SAPS members and their beneficiaries in a cost-effective manner."

YOUR GUARANTEE

As a member of POLMED, you have access to Prescribed Minimum Benefits (PMBs). PMBs are a set of defined benefits put in place to ensure that all beneficiaries have access to certain minimum healthcare services, regardless of the benefit option they have selected.

These 270 PMBs cover the most common conditions, ranging from fractured bones to various cancers, menopause management, cardiac treatment and medical emergencies. Some of them are life-threatening conditions for which cost-effective treatment would sustain and improve the member's quality of life. PMB diagnosis, treatment and care is not limited to hospitals. Treatment can be received wherever it is most appropriate – in a clinic, an outpatient setting or even at home. The access to diagnosis, medical or surgical management and treatment of these conditions is not limited and is paid according to specific protocols per condition.

If your doctor has diagnosed you with a chronic PMB condition, the doctor or the pharmacist needs to call us to verify if you meet the Scheme's clinical entry criteria. If you do, your chronic condition will be registered with the Scheme so that your medicine and disease management will be funded from the correct benefit category and not from your day-to-day benefits.

In addition to the 270 PMBs, you are also guaranteed treatment and medication for 26 chronic conditions. Members with these chronic conditions will need to visit their healthcare practitioner and may have to register the condition on a specialised chronic disease management programme. Some disease management programmes are obtained from a Network Service Provider. Once registered, members will be entitled to treatment, including medication according to treatment protocols and reference pricing.

POLMED WEBSITE

As this Benefit Guide is a summary of the registered Scheme Rules only, in some instances, we will refer you to the Scheme's website **www.polmed.co.za** for more information. The Scheme's website offers you a public and a member-only login area.

The public area contains:

- The full set of registered Scheme Rules;
- Information on how your Scheme works;
- Detailed information on our two plans;
- The Info Centre, containing an archive for newsletters, member communication, announcements, POLMED Rules, etc. and
- All contact details and more.

You can do the following in the member login area once registered:

- View all past interactions with the Scheme;
- Check your chronic benefits;
- See your hospital authorisations and events;
- Update your personal details (including your banking details);
- Change your communication preferences;
- Check your available benefits;
- Search for network providers and accredited network facilities; and
- Access the library including all forms and information about procedures and medical scheme topics, and more.

We encourage you to register on the Scheme's website and to make use of these administrative benefits.

CHOOSE THE RIGHT PLAN FOR YOU AND YOUR FAMILY

Choosing the medical aid plan that fits your needs can be tricky. Make things simpler by following these steps.

1. ANALYSE YOUR FAMILY'S HEALTH NEEDS

Completing a quick personal healthcare needs analysis will help you determine what level of cover you need. If you're going to have dependants on your plan, you will need to check that their needs are covered too. Consider how much you and your dependants have spent on medical expenses over the past year to help guide you.

Ask yourself:

- How often do you and your dependants visit the doctor?
- Do you and/or your dependants require medicine often?
- Do you and/or your dependants need to visit a specialist?
- Do you and/or your dependants need extra cover for cancer, renal dialysis, HIV, or any other condition?

2. ESTABLISH HOW MUCH COVER YOU MAY REQUIRE

If you find that you hardly claim or have had a few medical expenses, then you may need a lower level of cover. If, however, you have had a large number of medical expenses, then you will require a higher level of cover.

3. ESTABLISH WHAT YOU ARE ABLE TO PAY TOWARDS CONTRIBUTIONS

Affordability assessment is important to ensure that you are able to continue paying your contribution without interruption.

OVERVIEW OF PLANS

BENEFITS	MARINE	AQUARIUM	CO-PAYMENTS AND COMMENTS
IN-HOSPITAL BENEFITS			
PMB hospital cover	Unlimited	Unlimited	• Subject to POLMED network on the Aquarium option • **R15 000** co-payment for admission in a non-network hospital on the Aquarium option • Negotiated network tariff • Subject to pre-authorisation • Subject to **R5 000** penalty where pre-authorisation was not obtained • Subject to managed care protocols and guidelines
Non-PMB hospital cover	Unlimited	R200 000	• **R15 000** co-payment for admission in a non-network hospital on the Aquarium option • Negotiated network tariff • Subject to pre-authorisation • Subject to **R5 000** penalty where pre-authorisation was not obtained • Subject to managed care protocols and guidelines
Allied health services and alternative healthcare providers: Biokineticists Chiropractors Chiropodists Dieticians Homeopaths Naturopaths Orthoptists Osteopaths Podiatrists Reflexologists Therapeutic massage therapists	 Yes Yes	 Yes Yes	• Referral required for services rendered by all allied and auxilliary service providers in-hospital • A referral by the treating healthcare professional is required for services rendered. Number of consultations limited to 4 sessions in a benefit cycle
Anaesthetist's rate	150%	150%	
Caesarean sections	Yes	Yes	• Subject to PMB • Subject to pre-authorisations • Considered in line with managed care and funding protocols • A co-payment of **R10 000** will apply for voluntary Caesarean sections
Chronic renal dialysis	Yes	Yes	• 100% agreed tariff • Subject to pre-authorisation • Subject to network • Subject to 30% co-payment when using a non-network provider

BENEFITS	MARINE	AQUARIUM	CO-PAYMENTS AND COMMENTS
Dentistry (conservative and restorative)	Yes	Yes	• 100% POLMED rate • Subject to out-of-hospital (OOH) • Subject to dentistry sublimit • Hospital and anaesthetist costs will be reimbursed from in-hospital benefits
Emergency medical services	Yes	Yes	• Subject to authorisation within 72 hours following the incident or next day post-emergency • Authorisation required for inter-hospital transfers before the event • Subject to 40% co-payment when using a non-network provider
General practitioners	Yes	Yes	• 100% of agreed tariff at network provider • 100% of POLMED rate at non-network provider
Medication (specialised drug limit) e.g. biologicals	Yes	Yes	• 100% of POLMED rate • Subject to pre-authorisation • Subject to listed sublimit
IN-HOSPITAL BENEFITS			
Mental health	Yes	Yes	• 100% of POLMED rate • Annual limit of 21 days in-hospital or 15 out-of-hospital sessions per beneficiary • Limited to a maximum of three day's hospitalisation if admitted by a GP or a specialist physician • Additional hospitalisation subject to motivation by the medical practitioner
Oncology (chemotherapy and radiotherapy)	Yes	Yes	• 100% if agreed tariff at network provider • Subject to set limit and includes MRI/CT or PET scans • Subject to oncology formulary • Subject to medicines from the preferred provider network
Organ and tissue transplants	Yes	Yes	• 100% of agreed tariff at network provider • Subject to clinical guidelines
Pathology	Yes	Yes	Service linked to hospital pre-authorisation
Prosthesis (internal and external)	Yes	Yes	• 100% POLMED rate • Subject to pre-authorisation • Subject to approved product list • Subject to overall prosthesis benefit limit • Subject to specific prosthesis sublimit

BENEFITS	MARINE	AQUARIUM	CO-PAYMENTS AND COMMENTS
Radiographers	Yes	Yes	• Referral by the treating healthcare professional is required for services rendered
Refractive surgery	Yes	No benefit	• 100% POLMED rate • Subject to pre-authorisation • Procedure performed out-of-hospital and in day clinics
Specialists	Yes	Yes	• 100% agreed tariff at network provider • 100% POLMED rate at non-network provider
OVERALL OUT-OF-HOSPITAL (OOH) BENEFITS			
Annual OOH benefits	Yes	Yes	• Subject to OOH limit, protocols and guidelines
Audiology	Yes	Yes	• Subject to OOH limit and referral • Audiology network must be used
Conservative and restorative dentistry	Yes	Yes	• Subject to OOH limit and includes dentist costs for in-hospital, non-PMB procedures • Routine consultation, scaling and polishing limited to two annual check-ups per beneficiary • Oral hygiene instructions are limited to once in 12 months per beneficiary • Dental network applies to Aquarium option – 30% co-payment for use of a non-network provider
General practitioners	Yes	Yes	• 100% agreed tariff at Network • Subject to OOH limit • Subject to listed number of consultations per family per annum • Subject to network and/or nominated general practitioner (GP)
Medication (acute)	Yes	Yes	• 100% POLMED rate at Network • Subject to the OOH limit • Subject to POLMED Formulary reference price • Subject to 20% co-payment for non-network utilisation
Medication (over-the-counter (OTC))	Yes	Yes	• 100% of POLMED rate at Network • Subject to annual sublimit • Subject to OOH limit • Subject to POLMED Formulary • Subject to 20% co-payment for non-network utilisation
Occupational and speech therapy	Yes	PMB only	• 100% POLMED rate • Subject to OOH limit • Subject to annual sublimit

BENEFITS	MARINE	AQUARIUM	CO-PAYMENTS AND COMMENTS
Pathology	Yes	Yes	• Subject to OOH • Subject to annual pathology sublimit
Physiotherapy	Yes	Yes	• 100% of POLMED rate • Subject to OOH limit • Subject to annual physiotherapy sublimit
Psychology plus social worker	Yes	Yes	• 100% of POLMED rate • Subject to OOH limit • Subject to psychology plus social worker sublimit
Specialists	Yes	Yes	• 100% of POLMED rate at network provider • Subject to OOH limit • Subject to maximum listed number of visits/consultations per beneficiary and per family per annum • Subject to GP referral to network listed specialists • Subject to R1 000 co-payment on Marine plan if no referral is obtained
STAND-ALONE BENEFITS			
Allied health services and alternative healthcare providers: Biokinetics, chiropractors, chiropodists, dieticians, homeopath, naturopaths, orthoptists, osteopaths, podiatrists, reflexologists and therapeutic massage therapists	Yes	No benefit	• 100% POLMED rate • Subject to annual limit • Subject to clinical appropriateness
Appliances (medical and surgical)	Yes	Yes	• 100% POLMED rate • Subject to listed limit • Subject to referral • Subject to pre-authorisation • Subject to applicable clinical protocols and guidelines • Subject to quotations
Chronic medications	Yes	PMB only	• 100% of POLMED rate at network provider • 20% co-payment at non-network provider • Subject to formulary reference price • Subject to prior application and registration of chronic condition • PMB-CDL conditions are not subjected to limit • Extended list of chronic conditions (non-PMB) subject to listed chronic medications limit

BENEFITS	MARINE	AQUARIUM	CO-PAYMENTS AND COMMENTS
Maternity benefits (including home birth)	Yes	Yes	• Subject to pre-authorisation • Subject to treatment and clinical protocols and guidelines
Ultrasound scans	Yes	Yes	• Subject to listed limit • Pre-authorisation applies for extra ultrasound after 32 weeks of pregnancy
Maxillofacial	Yes	No benefit	• Subject to pre-authorisations • Shared limit with specialised dentistry
Optical	Yes	Yes	• Subject to listed limit • Each beneficiary is entitled to either spectacles or contact lenses • Subject to 24-month benefit cycle • No prorating, benefits will be calculated from benefit service date
Basic radiology	Yes	Yes	• 100% of agreed tariff • Subject to basic radiology family limit • Includes basic radiology in- and out-of-hospital • Claims for PMB first accrue towards the limit
Specialised dentistry	Yes	PMB only	• 100% POLMED rate • Subject to pre-authorisation • Subject to annual family limit • Subject to dental protocols • Subject to 5-year cycle for crown and bridges • Includes specialised dental procedures done in- and out-of-hospital • Includes metal-based dentures subject to a 5-year cycle • Aquarium plan only PMB benefits
Specialised radiology	Yes	Yes	• 100% of agreed tariff • Subject to pre-authorisation • Includes specialised radiology in- and out-of-hospital • Claims for PMB first accrue towards the limit • PMB rules apply

GENERAL GUIDELINES

How to call an ambulance

Contact **ER24** on **084 124** and the emergency consultant will assist and arrange an ambulance for the patient and provide you with the authorisation. For all accredited emergency service providers, members are required to obtain pre-authorisation for emergency medical services from the appointed service provider within 72 hours of the incident. A 40% co-payment shall apply for unauthorised EMS services. The service provider will be required to provide the hospital casualty and/or admission sticker, together with the patient report, when submitting an invoice to POLMED.

Hospital pre-authorisation

Authorisation is required for procedures, treatment, and hospitalisation before the event, as indicated in the benefit table, to ensure that benefits are available and correctly paid. Authorisation must be obtained by the member or dependant by calling **0860 765 633** or by your admitting doctor by calling **0860 104 111.** In case of emergency, the member, dependant or hospital should contact POLMED within 24 hours of the event or on the next business day following the event. If you do not obtain authorisation you will be liable for a co-payment of **R5 000** as stated in the benefit table.

*Information required when calling for authorisation:

- Membership number
- Date of admission or procedure
- Name of patient
- Name of hospital
- Type of procedure or operation, diagnosis with CPT code and the ICD-10 code (obtainable from the doctor)
- Name of the admitting doctor or service provider and the practice number

***PLEASE NOTE:**
It's important to use a hospital network or obtain a quote prior to the operation.

Registration on Disease Management Programmes

POLMED has the following disease management programmes for which members and/or dependants are required to register in order to receive enhanced benefits:

- Disease Risk Management Programme for the following conditions:
  - Respiratory: Asthma and Chronic Obstructive Pulmonary Disease (COPD)
  - Cardiac: Hyperlipidaemia, High Blood Pressure, Heart Failure, Coronary Artery Disease and Dysrhythmia
  - Metabolic: Diabetes
  - Spinal: Cervical and Lumbar Spinal Conditions
  - Mental Health: Depression, Bipolar Mood Disorder, Post Traumatic Stress Disorder (PTSD) and Substance Abuse
- Maternity Programme
- Oncology Management Programme
- HIV Management Programme
- Specialised Dentistry
- Weight Management Programme
- Conservative Back and Neck Rehabilitation Programme

Chronic medicine

Chronic medicines are subject to a pharmacy network and a co-payment of 20% of costs applies for using a non-network provider.

Chronic medication benefits are subject to registration on the Chronic Medicine Management Programme. If you are diagnosed with a chronic condition (PMB or non-PMB), ask your doctor or pharmacist to register the chronic condition by calling **0860 104 111.**

Chronic medicines are subject to the POLMED Formulary and generic reference pricing, and products outside the formulary may attract a 20% co-payment. POLMED will then pay for your medicine from the relevant chronic medicine benefit and not from your acute benefits. Payment will be restricted to one month's supply.

Chronic medicine advanced supply

For an advanced supply of chronic medicine, please submit:

- A copy of your ticket and/or itinerary
- A prescription covering the period

The Scheme will only approve advanced supplies within the current benefit year. Call 0860 104 111 for further assistance.

Acute medicines

Acute medicines are subject to a pharmacy network and a co-payment of 20% of costs applies for using a non-network service provider. Acute medicines are subject to the POLMED Formulary and generic reference pricing, and products outside the formulary may attract a 20% co-payment. Payment will be restricted to one month's supply.

POLMED NETWORK SERVICE PROVIDERS

CATEGORY	NETWORK SERVICE PROVIDER	REMARKS
General practitioners (GP)	GP network	Over 3 901 GPs are on the GP network
Hospital	**Acute and mental health hospital network applicable to the Aquarium option:** • All Life Healthcare Hospitals • All Netcare Hospitals In areas where these hospitals are not well distributed, selected hospitals from other hospital groups are included. See right.	• Selected Clinix Hospitals • Selected JMH Hospitals • Selected Lenmed Hospitals • Selected Mediclinic Hospitals • Selected NHN Hospitals
Pharmacies	Pharmacy network	Over 2 443 pharmacies on the network, which is made up of community pharmacies, retail pharmacies and courier pharmacies
Renal network	Renal Dialysis Network	Open network with a national footprint
Oncology	POLMED Oncology Network	All accredited network oncology centres
Specialist network	All speciality disciplines	Over 3 500 specialists are on our specialist network
Optical network	Preferred Provider Negotiators (PPN)	All PPN accredited optometrists
Emergency medical services	ER24 Call Centre	An accredited emergency service provider will be sent to attend to your medical emergency
Midwife-led Care Network (midwife network)	Midwife-led Care Network	• 30% co-payment for using a non-network provider • Exception rules will apply

PREVENTATIVE HEALTHCARE BENEFITS

This benefit allows for risk assessment tests to ensure the early detection of conditions that may be completely cured or successfully managed if treated early.
All services as per specified benefit will be covered from the in-hospital benefits and will not deplete your out-of-hospital benefits.

MEASURE AND ICD-10 CODES	CARE, SCREENING, TEST
FULL MEDICAL EXAMINATION	
One wellness measure per year (tariff code 55500) inclusive of: - Blood pressure test - Body mass index (BMI) test - Cholesterol screening (Z13.8) - Consultation - Glucose screening (Z13.1) - Healthy diet counselling (Z71.3)	Annually 100% of POLMED rate or agreed tariff where applicable Early detection screening limited to periods specified Possible indication of peptic ulcers: Members over the age of 50 years Funded from the risk pool; the benefit shall not accrue to the overall out-of-hospital limit
• Occult blood test (screening for peptic ulcer disease) • Risk assessment tests • Baby immunisations (as per the DOH guidelines) • Bone densitometry scan for members 65 years and older (once per lifetime) • Circumcision • Contraceptives (as per the DOH guidelines) • Dental screening (codes 8101, 8151 and 8102) • Flu vaccine • Glaucoma screening • HIV tests • HPV screening once every five years for females aged 21 years and older • HPV vaccine for girls aged 10-17 years • Mammogram • Pap smear • Pneumococcal vaccine • Prostate screening • Psycho-social services • Waist-to-hip ratio measurement • Clinical information to be submitted to managed healthcare	

CHILDREN'S HEALTH	
• All children's immunisations provided by the Department of Health (DOH) for children twelve (12) years and younger	As per DOH age schedule as per the Road to Health chart
Infant hearing screening for infants up to 6 weeks of age As per guidelines of the Health Professions Council of South Africa which recommend that initial hearing screening should take place before one month of age and by no later than six weeks of age	Limited to one test in- or out-of-hospital for all infant beneficiaries
FEMALE HEALTH (women and adolescent girls)	
Cervical cancer screening ICD: Z12.4 For all women aged 21-64 years old, except for women who have had a complete hysterectomy without a residual cervix Human papilloma virus (HPV) vaccination for girls aged 10-17 years HPV screening	PAP smear test once every third year Total of two HPV vaccinations are funded Once every five years for women aged 21 years and older
Breast cancer screening ICD: Z12.3 and ICD: Z01.6 Mammogram: all women aged 40-69 years old	Once every two years, unless motivated
Contraceptives ICD: Z30	As recommended by NDOH
DENTAL HEALTH	
Consultation and topical fluoride application for children aged 0-6 years	Annually
Topical fluoride application for children aged 7-16 years	Annually
Caries risk assessment for children aged 0-14 years Clinical information to be submitted to managed care	Once every second year
Periodontal disease and caries risk assessment for adults 19 years of age and older Clinical information to be submitted to managed care	Once every second year
Fissure sealants Fissure sealants for 5- to 25-year-olds	Maximum of four per annum
HIV COUNSELLING AND TESTING	
HIV counselling and pre-counselling	Annually
HCT consultation, rapid testing and post counselling	Annually
HIV testing Elisa: 3932 Confirmation test: Western Blot (payable after HCT or ELISA tests)	Annually

OTHER	
Flu vaccine	Annually
Hib Titer for 60 years and older (Serology: IgM: specific antibody Titer)	Annually
Prostate cancer screening For all males aged between 50 and 75 years	Annually
Glaucoma screening	Once every third year, unless motivated
Circumcision	Subject to clinical protocols
Post-trauma debriefing session Only for active principal members of SAPS, utilising the Psycho-Social Network	Four individual sessions or four group debriefing sessions per year
Weight Management Programme: 12-week exercise programme provided by BASA (Biokineticist Association of South Africa) It includes an HRA (health risk assessment), group or individual exercise sessions, and dietician and psychologist consultations	100% of the negotiated fee, or, in the absence of such fee, 100% of the lower of the cost or Scheme Tariff One enrolment per beneficiary per annum subject to clinical protocols A separate basket to be funded from Risk
GoSmoke Free Programme is delivered by a trained nurse through HealthCraft accredited pharmacies The approach includes motivational behavioural change, clinical measures (carbon monoxide readings), follow-ups to manage relapse rates, etc.	100% of the negotiated fee or in the absence of such fee, 100% of the lower of the cost or Scheme Tariff One enrolment per beneficiary per annum Funded from Risk as part of the preventative healthcare benefit Nicotine Replacement Therapy to be funded from acute benefit for members enrolled on the programme
Pertussis Booster Vaccine	Pertussis booster vaccine available to beneficiaries older than 7 years old
COVID-19 Vaccine	COVID-19 vaccine in line with NDOH protocol

Disclaimer: POLMED has outlined the services that are covered under the 'preventative care benefit'. Best clinical practice dictates that the doctor should follow the best clinical management as per guidelines even when they are not specified under this benefit.

POLMED PLAN
MARINE SCHEDULE

SCHEDULE OF BENEFITS

WITH EFFECT FROM **1 JANUARY 2023**

Subject to the provisions contained in these rules, including all Annexures, members making monthly contributions at the rates specified in Annexure A3 shall be entitled to the benefits as set out below, with due regard to the provisions in the Act and Regulations in respect of Prescribed Minimum Benefits (PMBs).

Reference in this Annexure and the following annexures to the term:
POLMED rate shall mean: 2006 National Health Reference Price List (NHRPL) adjusted on an annual basis with the Consumer Price Index (CPI).

Agreed tariff shall mean: The rate negotiated by and on behalf of the Scheme with one or more providers/groups.

BENEFITS FOR THE SERVICES OUTSIDE THE REPUBLIC OF SOUTH AFRICA (RSA)

The Scheme does not cover benefits for services rendered outside the borders of the Republic of South Africa with the exception of the existing POLMED members who are residing in Nambia and POLMED rate shall apply. However it remains the responsibility of the member to acquire insurance cover when travelling outside the borders of the Republic of South Africa.

GENERAL RULES

APPLICATION OF CLINICAL PROTOCOLS AND FUNDING GUIDELINES

POLMED applies clinical protocols, including “best practice guidelines” as well as evidence-based medicine principles in its funding decisions.

DENTAL PROCEDURES

All dental procedures performed in-hospital require pre-authorisation. The dentist’s costs for procedures that are normally done in a doctor’s rooms, when performed in-hospital, shall be reimbursed from the out-of-hospital (OOH) benefit, or specialised dentistry, subject to the availability of funds. The hospital and anaesthetist’s costs, if the procedure is pre-authorised, will be reimbursed from the in-hospital benefit.

NETWORK SERVICE PROVIDER: OUT-OF-NETWORK RULE

POLMED has appointed healthcare providers (or a group of providers) as network service providers for diagnosis, treatment and care in respect of one or more PMB conditions. Where the Scheme has appointed a network service provider and the member voluntarily chooses to use an out-of-network provider, a co-payment of R1 000 may be applied, subject to the PMBs.

Co-payments will not be applied in the following scenarios:

- In a medical emergency where the patient does not have a choice to choose the doctor or network facility.
- When the required service cannot be provided by a network doctor or facility.
- When a network provider is not available within a 50km radius from the member’s residence.

Members can access the list of providers at **www.polmed.co.za,** on their cell phones via the mobile site, via POLMED Chat or request it via the Client Service Call Centre.

Examples of network service providers (where applicable) are:

- Cancer (oncology) network
- General practitioner (GP) network
- Optometrist (visual) network
- Psycho-social network
- Renal (kidney) network
- Specialist network
- Pharmacy network
- Dental network
- Audiology network

POLMED GP NETWORK (NETWORK GP PROVIDER)

Members and beneficiaries are required to nominate a primary network GP. Principal members are required to nominate a secondary network GP as well. Members are allowed three (3) visits to a GP who is not nominated per annum for emergency or out-of-town situations.

POLMED rates for network GP provider visits are available on its website and can be accessed at **www.polmed.co.za.** These rates are reviewed annually.

PMB rules apply for qualifying emergency consultations.

POLMED HOSPITAL NETWORK

The POLMED hospital network includes hospitals with a national footprint. Members can access the list of hospitals in the network at **www.polmed.co.za,** on their cell phones via the mobile site, via POLMED Chat or request it via the Client Service Call Centre. All admissions (hospitals and day clinics) must be pre-authorised.

A penalty of R5 000 may be imposed if no pre-authorisation is obtained. In case of an emergency, the Scheme must be notified within 48 hours or on the first working day after admission. Pre-authorisation will be managed under the auspices of managed healthcare. The appropriate facility must be used to perform a procedure, based on the clinical requirements, as well as the expertise of the doctor doing the procedure.

Benefits for private or semi-private rooms are excluded unless they are motivated and approved prior to admission upon the basis of clinical need. Medicine prescribed during hospitalisation forms part of the hospital benefits.

Medicine prescribed during hospitalisation to take out (TTO) will be paid to a maximum of seven days' supply or a rand value equivalent to it per beneficiary per admission, except for anticoagulants post-surgery and oncology medication, which will be subject to the relevant managed healthcare programme.

Maternity: The costs incurred in respect of a newborn baby shall be regarded as part of the mother's cost for the first 90 days after birth. If the child is registered on the Scheme within 90 days from birth, Scheme rule 7.1.2 shall apply. Benefits shall also be granted if the child is stillborn.

POLMED PHARMACY NETWORK

POLMED has established an open pharmacy network for the provision of acute, chronic and over-the-counter (OTC) medication. Medicines included in POLMED's Formulary will be funded in full, subject to the availability of funds. Members who voluntarily opt to use non-formulary products, will be liable for a 20% co-payment. POLMED has agreed dispensing fees with the network pharmacies. A 20% co-payment will be levied in the event of voluntary utilisation of an out-of-network pharmacy.

Members can access the list of providers at **www.polmed.co.za,** on their cell phones via the mobile site, via POLMED Chat or request it via the Client Service Call Centre.

EMERGENCY MEDICAL SERVICES (EMS): ER24

72-Hour Post-Authorisation Rule: Subject to authorisation within 72 hours of the event, all service providers will need to get a notification number from POLMED's network service provider ER24. **Co-payment of 40% of the claim shall apply** where a member voluntarily uses an unauthorised service provider. Service providers will be required to provide the hospital admission/casualty sticker together with patient report forms when submitting a claim to POLMED's EMS Network Service Provider to validate transportation to a hospital.

DENTAL NETWORK

POLMED makes use of a preferred dental network for its Aquarium plan members. By making use of the network, POLMED members will not have any out-of-pocket payments on approved conservative dental treatment up to available limits. Members can access the list of providers at **www.polmed.co.za**, on their cell phones via the mobile site, via POLMED Chat or request it via the Client Services Call Centre. No dental network co-payments are applicable to Marine plan.

AUDIOLOGY NETWORK

POLMED makes use of an audiology network for its members. By making use of the network, POLMED members will not have any out-of-pocket payments on approved audiology services up to available limits. Members can access the list of providers at **www.polmed.co.za,** on their cell phones via the mobile site, via POLMED Chat or request it via the Client Services Call Centre. Members who voluntarily opt to use a non-network provider, will be liable for a 30% co-payment (PMBs apply).

EX GRATIA BENEFIT

The Scheme may, at the discretion of the Board of Trustees, grant an Ex Gratia payment upon written application from members as per the rules of the Scheme.

MEDICATION: ACUTE, OVER-THE-COUNTER (OTC) AND CHRONIC

The chronic medication benefit shall be subject to registration on the Chronic Medicine Management Programme for those conditions which are managed, and chronic medication rules will apply. Payment will be restricted to one month's supply in all cases for acute and chronic medication, except where the member submits proof that more than one month's supply is necessary, e.g. due to travel arrangements to foreign countries. (Travel documents must be submitted as proof).

Pre-authorisation is required for items funded from the chronic medication benefit. Pre-authorisation is based on evidence-based medication (EBM) principles and the funding guidelines of the Scheme. Once predefined criteria are met, an authorisation will be granted for the diagnosed conditions.

Beneficiaries will have access to a group (formulary) of medication appropriate to the management of their conditions or diseases for which they are registered. There is no need for a beneficiary to apply for a new authorisation if the treatment prescribed by the doctor changes and the medication is included in the condition-specific medication formulary. Updates to the authorisation will be required for newly diagnosed conditions for the beneficiary.

The member needs to reapply for an authorisation at least one month prior to the expiry of an existing chronic medication authorisation, failing which any claims received will not be paid from the chronic medication benefit, but from the acute medication benefit, if benefits exist. This only applies to authorisations that are not ongoing and have an expiry date.

Payment in respect of over-the-counter (OTC), acute and chronic medication, will be subject to the medication included in the POLMED Formulary. Medication is included in the POLMED Formulary based on its proven clinical efficacy, as well as its cost-effectiveness. Generic reference pricing is applicable where generic equivalent medication is available. The products that are not included in the POLMED Formulary will attract a 20% co-payment.

The 20% co-payment for medication prescribed that is not included in the POLMED Formulary can be waived via an exception management process. This process requires a motivation from the treating service provider and will be reviewed based on the exceptional needs and clinical merits of each individual case.

The Scheme shall only consider claims for medication prescribed by a person legally entitled to prescribe medication and which is dispensed by such a person or a registered pharmacist.

Flu vaccines, COVID-19 vaccines, and vaccines for children under six years of age are obtainable without prescription and paid from the preventive care benefits.

PRO RATA BENEFITS

The maximum annual benefits referred to in this schedule shall be calculated from 1 January to 31 December each year, based on the services rendered during that year and shall be subject to pro rata apportionment calculated from the member's date of admission to the Scheme to the end of that budget year.

SPECIALISED RADIOLOGY (MRI AND CT SCANS)

Pre-authorisation is required for all scans, failing which the Scheme may impose a co-payment of up to R1 000 per procedure. If these scans are not clinically indicated, the entire claim can be rejected. In the case of an emergency, the Scheme must be notified within 48 hours or on the first working day of the treatment of the patient.

SPECIALIST REFERRAL

All POLMED beneficiaries need to be referred to specialists by a general practitioner (GP). The Scheme will impose a co-payment of up to R1 000 if the member consults a specialist without being referred. The co-payment will be payable by the member to the specialist and is not refundable by the Scheme.

This co-payment is not applicable to the following specialities or disciplines: Gynaecologists, psychiatrists, oncologists, ophthalmologists, nephrologists [chronic dialysis], dental specialists, pathology, radiology and supplementary or allied health services.

The Scheme will allow two specialist visits per beneficiary per year without the requirement of a GP referral to cater for those who clinically require annual and/or bi-annual specialist visits.

However, the Scheme will not cover the cost of hearing aids if there is no referral from one of the following providers: GP, ear, nose and throat (ENT) specialist, paediatrician, physician, neurosurgeon or neurologist. The specialist must submit the referring GP's practice number in the claim.

CONSERVATIVE BACK AND NECK REHABILITATION PROGRAMME

Services associated with POLMED's Conservative Back and Neck Rehabilitation Programme will be funded from Hospital risk. Pre-authorisation is required to access the benefits. Spinal surgery will not be covered unless there is evidence that the patient has received conservative therapy prior to requesting surgery (PMBs apply).

LOYALTY PROGRAMME (QUARTER 2, 2023)

POLMED has introduced a wide-ranging wellness, preventative care and managed care programme which has been specifically shaped to motivate healthy living and/or behaviour change to improve member lifestyle. The gamified program uses strategic nudges to encourage members to improve their personal health score while enjoying innovative loyalty solutions. For more information, you can visit **www.polmed.co.za**

DEFINITION OF TERMS

BASIC DENTISTRY

Basic dentistry refers to procedures that are used mainly for the detection, prevention and treatment of oral diseases of the teeth and gums. These include the alleviation of pain and sepsis, the repair of tooth structures by direct restorations or fillings and the replacement of missing teeth by plastic dentures.

Other procedures that fall under this category are:

- Consultations
- Fluoride treatment
- Non-surgical removal of teeth
- Cleaning of teeth, including non-surgical management of gum disease
- Root canal treatment

CO-PAYMENT

A co-payment is an amount payable by the member to the service provider at the point of service. This includes all the costs more than those agreed upon with the service provider or more than what would be paid according to approved treatments. A co-payment would not be applicable in the event of a life-threatening injury or an emergency.

ENROLMENT ON THE DISEASE RISK MANAGEMENT PROGRAMME

Members will be identified and contacted to enrol on the Disease Risk Management Programme. The Disease Risk Management Programme aims to ensure that members receive health information, guidance and management of their conditions, at the same time improving compliance to treatment prescribed by the medical practitioner. Members who are registered on the programme receive a treatment plan (Care Plan), which lists authorised medical services, such as consultations, blood tests and radiological tests related to the management of their conditions. The claims data for chronic medication, consultations and hospital admissions is used to identify the members who are eligible for enrolment on the programme. It's important that service providers use the correct ICD 10 (diagnosis) and tariff code as stipulated on the care plan to ensure payment from the correct benefit.

FORMULARY

A formulary is a list of cost-effective, evidence-based medication for the treatment of acute and chronic conditions.

MEDICINE GENERIC REFERENCE PRICE

This is the reference pricing system applied by the Scheme based on generic reference pricing or the inclusion of a product in the medication formulary. This pricing system refers to the maximum price that POLMED will pay for a generic medication. Should a reference price be set for a generic medication, patients are entitled to make use of any generically equivalent medication within this pricing limit but will be required to make a co-payment on medication priced above the generic reference pricing limit.

The fundamental principle of any reference pricing system is that it does not restrict a member's choice of medication, but instead limits the amount that will be paid for it.

REGISTRATION FOR CHRONIC MEDICATION

POLMED provides for a specific list of chronic conditions that are funded from the chronic medication benefit (i.e. through a benefit that is separate from the acute medication benefit). POLMED requires members to apply for authorisation via the Chronic Medicine Management Programme to access this chronic medication benefit. Members will receive a letter by email or post indicating whether their application was successful or not. If successful, the beneficiary will be issued with a disease-specific authorisation, which will allow them access to medication included in the POLMED Formulary.

POLMED will reimburse medication intended for an approved chronic condition for up to four months from the Acute benefits. Members will be required to register such medication as chronic during the four-month period.

SPECIALISED DENTISTRY

Specialised dentistry refers to services that are not defined as basic dentistry. These include periodontal surgery, crowns and bridges, inlays, indirect veneers, orthodontic treatment and maxillofacial surgery.

All specialised dentistry services and procedures must be pre-authorised, failing which the Scheme will impose a co-payment of R500. Only maxillofacial surgery and specific periodontal surgical procedures will be considered for in-hospital treatment. Authorisation is subject to clinical criteria.

GENERAL BENEFIT RULES

Benefit design	This option provides for unlimited hospitalisation paid at the prescribed tariff as well as for out-of-hospital (day-to-day) benefits This option is intended to provide for the needs of families who have significant healthcare needs
Pre-authorisation, referrals, protocols and management by programmes	Where the benefit is subject to pre-authorisation, referral by a network service provider or nominated network general practitioner (GP), adherence to established protocols or enrolment upon a managed care programme, members must note that there may be no benefit at all, or a much-reduced benefit if the pre-authorisation, referral by a network service provider or nominated network GP, adherence to established protocols or enrolment upon a managed care programme is not complied with (a co-payment may be applied) The pre-authorisation, referral by a network service provider or nominated network GP, adherence to established protocols or enrolment upon a managed care programme is stipulated to best care for the member and his/her family and to protect the funds of the Scheme
Limits are per annum	Unless there is a specific indication to the contrary, all benefit amounts and limits are annual
Statutory Prescribed Minimum Benefits (PMBs)	There is no overall annual limit for PMBs or life-threatening emergencies
Tariff	100% of POLMED rate or agreed tariff or at cost for involuntary access to PMBs

IN-HOSPITAL BENEFITS

Annual overall in-hospital limit **Specialist referral:** All POLMED beneficiaries need to be referred to the network specialists by a network General Practitioner (GP). The GP needs to obtain the referral authorisation via the Interactive Voice Response (IVR). The network GP should provide a member with a reference number and a referral letter to present to the network specialist. The Scheme will impose a co-payment of up to R1 000 if the member consults a specialist without being referred. The co-payment will be payable by the member to the specialist and is not refundable by the Scheme.	Unlimited at network service providers Subject to PMBs, i.e. no limit in case of life-threatening emergencies or for PMB conditions Subject to applicable tariff i.e. 100% of POLMED rate or Agreed tariff or At cost for involuntary access to PMBs
Anaesthetists	150% of POLMED rate

IN-HOSPITAL BENEFITS

Allied health services and alternative healthcare providers Chiropodists/Podiatrists Dieticians Physiotherapists Occupational therapist Social worker Counsellor/Psychologist Audiologist Speech therapist Biokineticist	Service will be linked to hospital pre-authorisation. A referral by the treating healthcare professional is required for services rendered by all allied and auxiliary service providers. This excludes care provided in the following facilities: • Rehabilitation • Sub-acute • Mental health • Step downs • Alcohol and rehabilitation Social workers and registered counsellors (Limited number of 4 consultations in a benefit cycle).
Chronic renal dialysis At preferred providers	100% of agreed tariff at network service provider POLMED has established a Preferred Provider Network for renal dialysis. Members who voluntarily opt to use a non-network provider, will be liable for a 30% co-payment (PMBs apply). Pre-authorisation is required for all dialysis services
Dentistry (conservative and restorative)	100% of POLMED rate Dentist's costs for basic dental procedures will be reimbursed from the out-of-hospital (OOH) benefit, subject to: M0 – R5 476 M1 – R6 297 M2 – R7 118 M3 – R7 939 M4+ – R8 761 The hospital and anaesthetist's costs will be reimbursed from the in-hospital benefit
Emergency medical services (ambulance services)	Subject to POLMED Scheme rules
General practitioners (GPs)	100% of agreed tariff at network service provider 100% of POLMED rate at non-network service provider or At cost for involuntary access to PMBs
Medication (non-PMB specialist drug limit, e.g. biologicals)	100% of POLMED rate Pre-authorisation required Specialised medication sub-limit of R194 273 per family

IN-HOSPITAL BENEFITS

Mental health	100% of POLMED rate or At cost for PMBs Annual limit of 21 days per beneficiary in-hospital or 15 out-of-hospital psychotherapy sessions threshold in line with PMB benefits. Outside of threshold subject to Managed Care protocols Limited to a maximum of three days' hospitalisation for beneficiaries admitted by a GP or a specialist physician Additional hospitalisation to be motivated by the medical practitioner
Oncology (chemotherapy and radiotherapy) Network service provider	100% of agreed tariff at network service provider Limited to R509 039 per beneficiary per annum; includes MRI/CT or PET scans related to oncology Limited to the overall oncology benefit per beneficiary Oncology specialised drugs (in and out-of-hospital) R252 000 Chemotherapy and radiation limited to Oncology benefits. Oncology specialised drugs subject to sublimit. Adherence to the Oncology Formulary and subject to medicines from the Preferred Provider Network
Organ and tissue transplants	100% of agreed tariff at network service provider or At cost for PMBs Subject to clinical guidelines used in State facilities Unlimited radiology and pathology for organ transplant and immunosuppressants
Pathology	Service will be linked to hospital pre-authorisation
Prosthesis (internal and external)	100% of POLMED rate or At cost for PMBs Subject to pre-authorisation and approved product list **Limited to the overall prosthesis benefit of R71 532 per beneficiary** Knee prosthesis – R59 793 Hip prosthesis – R59 793 Shoulder prosthesis – R71 291 Intraocular lens – R3 449 Aorta & peripheral arterial stent grafts – R51 743 Cardiac stents – R29 321 Cardiac pacemaker – R64 391 Spinal plates and screws – R71 532 Spinal implantable devices – R65 706 Unlisted items – R71 532

IN-HOSPITAL BENEFITS

Radiographers	A referral by the treating healthcare professional is required for services rendered
Refractive surgery	100% of POLMED rate Subject to pre-authorisation Procedure is performed out-of-hospital and in day clinics
Specialists	100% of agreed tariff at network service provider 100% of POLMED rate at non-network service provider or At cost for involuntary access to PMBs

OVERALL OUT-OF-HOSPITAL BENEFITS

Annual overall out-of-hospital (OOH) limit Benefits shall not exceed the amount set out in the table PMBs shall first accrue towards the total benefit, but are not subject to a limit In appropriate cases the limit for medical appliances shall not accrue towards this limit	**Out-of-hospital benefits are subject to:** • Protocols and clinical guidelines • PMBs • The applicable tariff i.e. 100% of POLMED rate or Agreed tariff or **At cost for involuntary access to PMBs** M0 – R21 573 M1 – R26 253 M2 – R31 634 M3 – R36 276 M4+ – R39 367

OVERALL OUT-OF-HOSPITAL BENEFITS

Audiology	100% of POLMED rate Subject to the OOH limit Managed care protocols and hearing aid formulary apply. The products that are not included in the POLMED Formulary will attract a 20% co-payment **Subject to referral by the following doctors/specialists:** • General practitioner (GP) • Ear, nose and throat (ENT) specialist • Paediatrician • Physician • Neurologist • Neurosurgeon
Dentistry (conservative and restorative)	100% of POLMED rate **Subject to the OOH limit and includes dentist's costs for in-hospital, non-PMB procedures** M0 – R5 476 M1 – R6 297 M2 – R7 118 M3 – R7 939 M4+ – R8 761 Routine consultation, scale and polish are limited to two annual check-ups per beneficiary Oral hygiene instructions are limited to once in 12 months per beneficiary Subject to the use of the dental network and audiology network

OVERALL OUT-OF-HOSPITAL BENEFITS

Dentistry (specialised) Surgical extractions of teeth requiring removal of bone or incision required to reduce fracture Surgical removal of impacted teeth requiring removal of inflammatory tissues surrounding partially erupted teeth Root planning treatment for periodontal disease Drainage of abscess and clearing infection caused by tooth decay Apicetomy removal of dead tissue caused by infection Children under the age of 7 years, physically or mentally disabled patients who require general anaesthesia for dental work to be conducted Cyst removal of non-vital pulp Dentectomy Under sedation with removal of all teeth in the mouth	In all cases pre-authorisation is required A co-payment of R500 will apply if no pre-authorisation is obtained Clinical protocols apply
Nominated Network General Practitioners (GPs) POLMED has a GP network	100% of agreed tariff at network service provider or At cost for involuntary PMB access The limit for consultations shall accrue towards the OOH limit Members are allowed 3/three visits to a GP who is not nominated per annum for emergency or out-of-town situations. Subject to maximum number of visits or consultations per family: M0 – 11 M1 – 16 M2 – 20 M3 – 24 M4+ – 29

OVERALL OUT-OF-HOSPITAL BENEFITS

Medication (acute)	100% of POLMED rate at network service provider M0 – R5 035 M – R8 560 M2 – R12 084 M3 – R15 609 M4+ – R19 158 Subject to the OOH limit Subject to POLMED Formulary
Medication (over-the-counter (OTC))	100% of POLMED rate at network service provider Annual limit of R1 325 per family Subject to the OOH limit Subject to POLMED Formulary
Occupational and speech therapy	100% of POLMED rate Annual limit of R3 061 per family Subject to OOH limit
Pathology	M0 – R3 681 M1 – R5 308 M2 – R6 347 M3 – R7 817 M4+ – R9 585 The defined limit per family will apply for any pathology service done out-of-hospital
Physiotherapy	100% of POLMED rate Annual limit of R5 307 per family Subject to the OOH limit
Psychology plus social worker	100% of POLMED rate Annual limit of R7 118 per family Subject to the OOH limit

OVERALL OUT-OF-HOSPITAL BENEFITS

Specialist referral: All POLMED beneficiaries need to be referred to the network specialists by a network General Practitioner (GP). The GP needs to obtain the referral authorisation via the IVR. The network GP should provide a member with a reference number and a referral letter to present to the network specialist. The Scheme will impose a co-payment of up to R1 000 if the member consults a specialist without being referred. The co-payment will be payable by the member to the specialist and is not refundable by the Scheme. **Referral is not necessary for the following specialists:** Gynaecologists Psychiatrists Oncologists Ophthalmologists Nephrologists (dialysis) Dental specialists Supplementary or allied health services	100% of agreed tariff at network service provider or At cost for involuntary access to PMBs The limit for consultations shall accrue towards the OOH limit Limited to 5 (five) visits per beneficiary or 11 (eleven) visits per family per annum Subject to referral by a GP (2 (two) specialist visits per beneficiary without GP referral allowed) R1 000 co-payment if no referral is obtained

STAND-ALONE BENEFITS

Allied health services and alternative healthcare providers Biokineticists, chiropractors, chiropodists, dieticians, homeopaths, naturopaths, orthoptists, osteopaths, podiatrists, reflexologists, therapeutic massage therapists Benefits will be paid for clinically appropriate services	100% of POLMED rate Annual limit of R2 994 per family

STAND-ALONE BENEFITS

Appliances (medical and surgical) Members must be referred for audiology services for hearing aids to be reimbursed Hearing aid formulary applies. The products that are not included in the POLMED formulary will attract a 20% co-payment Pre-authorisation is required for the listed medical appliances All costs for maintenance are a Scheme exclusion Funding will be based on applicable clinical and funding protocols Quotations will be required	100% of POLMED rate	
	Hearing aids	R15 489 per hearing aid OR R30 786 per beneficiary per set Once every 3/three years A 30% co-payment will apply if Audiology network provider isn't used
	Nebuliser	R1 469 per family Once every 4/four years
	Glucometer	R1 469 per family Once every 4/four years
	CPAP machine	R10 340 per family Once every 4/four years
	Wheelchair (non-motorised) OR Wheelchair (motorised)	R17 206 per beneficiary Once every 3/three years R57 836 per beneficiary Every 3/three years
	Medical assistive devices	Annual limit of R7 500 per family includes medical devices in-/out-of-hospital
	Consumables associated with implanted devices: • Cardiac Resynchronisation Therapy Pacemaker battery replacement • Implantable Cardiac Defibrillator battery replacement	 Every 5/five years Every 5/five years
	Cochlear Implant • Cochlear implants – Unilateral subject to clinical and funding protocols • Cochlear implants – Bilateral subject to clinical and funding protocols • Cochlear implants – Maintenance or replacement of processors Subject to clinical and funding protocols	 R230 000 per beneficiary per lifetime R450 000 per beneficiary per lifetime R136 500 per beneficiary every 5 years
	Trans Aortic Valve Insertion	R290 201 per family per year
	Implantable Cardiac Defibrillators	R208 069 per family per year

STAND-ALONE BENEFITS

Appliances (medical and surgical)	**Insulin delivery devices** • Insulin pump device (limited to Type 1 diabetic members) • Insulin pump consumables • Continuous Glucose Monitoring (CGM) device • Continuous Glucose Monitoring (CGM) consumables	 R56 365 per beneficiary per year, One device every 5 (five) years R22 050 per beneficiary per year R29 470 per beneficiary per year, One device every 5(five) years R28 665 per beneficiary per year
	Urine catheters and consumables	Subject to three quotations and clinical protocols
	Blood transfusion	Unlimited
	Adult nappies	R1 087/month (2/two nappies per day) R1 633/month (3/three nappies per day)
Chronic medication refers to non-PMB conditions Subject to prior application and/or registration of the condition Approved PMB-CDL conditions are not subject to a limit The extended list of chronic conditions (non-PMBs) are subject to a limit	100% of medication formulary reference price **Subject to access at network service provider** M0 – R10 685 M1 – R12 807 M2 – R14 931 M3 – R17 054 M4+ – R19 177	
Dentistry (specialised) Pre-authorisation required	100% of POLMED rate or at cost for PMBs An annual limit of R15 557 per family Benefits shall not exceed the set-out limit Includes any specialised dental procedures done in-/out-of-hospital Includes metal-based dentures Excludes osseo integrated implants Subject to dental protocols (crowns and bridges 5-year cycle). Network provider must be used.	
Maternity benefits (including home birth) Pre-authorisation required Treatment protocols apply	The limit for consultations shall not accrue towards the OOH limit The benefit shall include three specialist consultations per beneficiary per pregnancy Home birth is limited to R19 349 per beneficiary per annum Annual limit of R5 230 for ultrasound scans per beneficiary; limited to 2/two 2D scans per pregnancy Benefits relating to more than 2/two antenatal ultrasound scans and amniocenteses after 32 weeks of pregnancy are subject to pre-authorisation Elective (voluntary) Caesarean sections will, subject to the PMBs, be considered in line with managed care and funding protocols. A co-payment of R10 000 will apply in all voluntary Caesarean sections (PMBs apply) except in cases where the cost of the voluntary Caesarean section falls below the applicable co-payment amount of R10 000 Pre-authorisation is required	

STAND-ALONE BENEFITS

Maxillofacial Pre-authorisation required	Shared limit with specialised dentistry Excludes osseo integrated implants
Optical Benefit cycle - In accordance with the below benefit sublimits, each beneficiary is entitled to either spectacles or contact lenses every 24 months from date of claiming Includes frames, lenses and eye examinations The eye examination is per beneficiary every two years (unless prior approval for clinical indication has been obtained) Benefits are not pro rated, but calculated from the benefit service date Each claim for lenses or frames must be submitted with the lens prescription Benefits shall not be granted for contact lenses if the beneficiary has already received a pair of spectacles in a two-year benefit cycle Contact lens re-examination can be claimed for in six-monthly intervals	**PROVIDER NETWORK** 100% of cost for a Composite consultation, inclusive of the refraction, a glaucoma screening and visual field screening and Authenticate IT. Composite consultation fee is R695 **WITH EITHER SPECTACLES** R1 390 towards a frame and/or lens enhancement **LENSES** Either one pair of clear single vision lenses limited to R215 per lens **or** One pair of clear flat top bifocal lenses limited to R460 per lens **or** One pair of clear base multifocal lenses limited to R810 (Additional Multifocal Designer Group 1 up to R50 per lens) **OR CONTACT LENSES** Contact lenses to the value of R1 710 per beneficiary per annum Contact lens re-examination to a maximum cost of R255 per consultation **NON-PROVIDER NETWORK** One consultation limited to a maximum cost of R374 **WITH EITHER SPECTACLES** R1 043 towards a frame and/or lens enhancement Either one pair of clear single vision lenses limited to R215 per lens **or** One pair of clear flat top bifocal lenses limited to R460 per lens **or** One pair of clear base multifocal lenses limited to R810 (Additional Multifocal Designer Group 1 up to R38 per lens) **OR CONTACT LENSES** Contact lenses to the value of R1 178 per beneficiary per year Contact lens re-examination to a maximum cost of R255 per consultation

STAND-ALONE BENEFITS

Radiology (basic) i.e. black and white X-rays and soft tissue ultrasounds	100% of agreed tariff or at cost for PMBs Limited to R6 996 per family Includes any basic radiology done in- or out-of-hospital Claims for PMBs first accrue towards the limit
Radiology (specialised) Pre-authorisation required One (1) MRI scan Two (2) CT scans	100% of agreed tariff or at cost for PMBs Includes any specialised radiology service done in-/out-of-hospital Claims for PMBs first accrue towards the limit Subject to a limit of 1/one scan per family per annum, except for PMBs Subject to a limit of 2/two scans per family per annum, except for PMBs

CO-PAYMENTS

General practitioner (GP)	Allows for 3/three out-of-network consultations per beneficiary, any additional consultations are funded at non-network rate
Hospital	R15 000
Pharmacy	20% of costs for using a non-network service provider pharmacy 20% co-payment for voluntarily using a non-formulary product
Chronic renal dialysis	POLMED has established a network service provider for renal dialysis. Members who voluntarily opt to use a non-network provider, will be liable for a 30% co-payment (PMBs apply). Pre-authorisation is required for all dialysis services
Oncology network service providers	POLMED has established a network for cancer treatment (chemo and radiation therapy). Members who voluntarily opt to use a non-network provider, will be liable for a 30% co-payment (PMBs apply)

*ANNUAL MEMBER CONTRIBUTIONS

CONTRIBUTIONS FROM 1 APRIL 2022 UNTIL 31 MARCH 2023

Marine member portion – 1 April 2022 to 31 March 2023

INCOME BAND	PRINCIPAL MEMBER	ADULT DEPENDANT	CHILD DEPENDANT
R0 – R6 916	432	432	108
R6 917 – R9 500	597	597	201
R9 501 – R11 607	659	659	247
R11 608 – R13 576	778	778	311
R13 577 – R15 798	907	907	360
R15 799 – R19 000	1 039	1 039	424
R19 001 – R23 319	1 145	1 145	495
R23 320 – R26 827	1 243	1 243	544
R26 828 – R31 006	1 264	1 264	555
R31 007 – R33 393	1 288	1 288	565
R33 394 – R 41 914	1 300	1 300	570
R41 915 – R49 999	1 312	1 312	575
R50 000+	1 324	1 324	580

Marine full unsubsidised contributions – 1 April 2022 to 31 March 2023

INCOME BAND	PRINCIPAL MEMBER	ADULT DEPENDANT	CHILD DEPENDANT
R0 – R6 916	2 683	2 683	1 235
R6 917 – R9 500	2 849	2 849	1 325
R9 501 – R11 607	2 911	2 911	1 372
R11 608 – R13 576	3 031	3 031	1 436
R13 577 – R15 798	3 159	3 159	1 486
R15 799 – R19 000	3 290	3 290	1 550
R19 001 – R23 319	3 396	3 396	1 620
R23 320 – R26 827	3 495	3 495	1 671
R26 828 – R31 006	3 517	3 517	1 680
R31 007 – R33 393	3 541	3 541	1 690
R33 394 – R 41 914	3 552	3 552	1 695
R41 915 – R49 999	3 564	3 564	1 701
R50 000+	3 576	3 576	1 706

CONTRIBUTIONS FROM 1 APRIL 2023 UNTIL 31 MARCH 2024

Marine member portion – 1 April 2023 to 31 March 2024

INCOME BAND	PRINCIPAL MEMBER	ADULT DEPENDANT	CHILD DEPENDANT
R0 – R6 916	453	453	113
R6 917 – R9 500	627	627	211
R9 501 – R11 607	692	692	260
R11 608 – R13 576	817	817	326
R13 577 – R15 798	952	952	378
R15 799 – R19 000	1 091	1 091	445
R19 001 – R23 319	1 202	1 202	520
R23 320 – R26 827	1 305	1 305	571
R26 828 – R31 006	1 328	1 328	583
R31 007 – R33 393	1 353	1 353	593
R33 394 – R 41 914	1 378	1 378	604
R41 915 – R49 999	1 404	1 404	615
R50 000+	1 430	1 430	627

Marine full unsubsidised contributions – 1 April 2023 to 31 March 2024

INCOME BAND	PRINCIPAL MEMBER	ADULT DEPENDANT	CHILD DEPENDANT
R0 – R6 916	2 806	2 806	1 291
R6 917 – R9 500	2 980	2 980	1 386
R9 501 – R11 607	3 045	3 045	1 435
R11 608 – R13 576	3 171	3 171	1 502
R13 577 – R15 798	3 306	3 306	1 555
R15 799 – R19 000	3 443	3 443	1 621
R19 001 – R23 319	3 554	3 554	1 696
R23 320 – R26 827	3 658	3 658	1 748
R26 828 – R31 006	3 681	3 681	1 759
R31 007 – R33 393	3 706	3 706	1 769
R33 394 – R 41 914	3 732	3 732	1 780
R41 915 – R49 999	3 757	3 757	1 791
R50 000+	3 783	3 783	1 803

MARINE CHRONIC DISEASE LIST

PRESCRIBED MINIMUM BENEFITS (PMBs), INCLUDING CHRONIC DIAGNOSIS AND TREATMENT PAIRS (DTPs)

Chronic medication is payable from chronic medication benefits. Once the benefit limit has been reached, it will be funded from the unlimited PMB pool

Auto-immune disorder
Systemic lupus erythematosus (SLE)

Cardiovascular conditions
Cardiac dysrhythmias
Coronary artery disease
Cardiomyopathy
Heart failure
Hypertension
Peripheral arterial disease
Thrombo embolic disease
Valvular disease

Endocrine conditions
Addison's disease
Diabetes mellitus type I
Diabetes mellitus type II
Diabetes insipidus
Hypo- and hyper-thyroidism
Cushing's disease
Hyperprolactinaemia
Polycystic ovaries
Primary hypogonadism

Gastrointestinal conditions
Crohn's disease
Ulcerative colitis
Peptic ulcer disease (requires special motivation)

Gynaecological conditions
Endometriosis
Menopausal treatment

Haematological conditions
Haemophilia
Anaemia
Idiopathic thrombocytopenic purpura
Megaloblastic anaemia

Metabolic condition
Hyperlipidaemia

Musculoskeletal condition
Rheumatic arthritis

Neurological conditions
Epilepsy
Multiple sclerosis
Parkinson's disease
Cerebrovascular incident
Permanent spinal cord injuries

Ophthalmic condition
Glaucoma

Pulmonary diseases
Asthma
Chronic obstructive pulmonary disease (COPD)
Bronchiectasis
Cystic fibrosis

Psychiatric conditions
Affective disorders (depression and bipolar mood disorder)
Post-traumatic stress disorder (PTSD)
Schizophrenic disorders

Special category conditions
HIV/AIDS
Tuberculosis
Organ transplantation

Treatable cancers
As per PMB guidelines

Urological conditions
Chronic renal failure
Benign prostatic hypertrophy
Nephrotic syndrome and glomerulonephritis
Renal calculi

EXTENDED CHRONIC DISEASE LIST: NON-PMB

Chronic medication for the conditions listed below is payable from the chronic medication benefits.
Benefits are subject to the availability of funds

Dermatological conditions
Acne (clinical photos required)
Psoriasis
Eczema
Onychomycosis (mycology report required)

Ear, nose and throat condition
Allergic rhinitis

Gastrointestinal condition
Gastro-oesophageal reflux disease (GORD)
(special motivation required)

Metabolic condition
Gout prophylaxis

Musculoskeletal conditions
Ankylosing spondylitis
Osteoarthritis
Osteoporosis
Paget's disease
Psoriatic arthritis

Neurological conditions
Alzheimer's disease
Trigeminal neuralgia
Meniere's disease
Migraine prophylaxis
Narcolepsy
Tourette's syndrome

Ophthalmic conditions
Dry eye or keratoconjunctivitis sicca

Psychiatric conditions
Attention deficit hyperactivity disorder (ADHD)
Post-traumatic stress disorder (PTSD)

Urological condition
Overactive bladder syndrome

POLMED PLAN
AQUARIUM SCHEDULE

SCHEDULE OF BENEFITS

WITH EFFECT FROM **1 JANUARY 2023**

Subject to the provisions contained in these rules, including all Annexures, members making monthly contributions at the rates specified in Annexure B3 shall be entitled to the benefits as set out below, with due regard to the provisions in the Act and Regulations in respect of Prescribed Minimum Benefits (PMBs).

Reference in this Annexure and the following annexures to the term:
'POLMED rate' shall mean: 2006 National Health Reference Price List (NHRPL) adjusted on annual basis with Consumer Price Index (CPI).

'Agreed tariff' shall mean: The rate negotiated by and on behalf of the Scheme with one or more providers/groups.

BENEFITS FOR THE SERVICES OUTSIDE THE REPUBLIC OF SOUTH AFRICA (RSA)

The Scheme does not cover benefits for services rendered outside the borders of the Republic of South Africa with the exception of the existing POLMED members who are residing in Nambia and POLMED rate shall apply. However it remains the responsibility of the member to acquire insurance cover when travelling outside the borders of the Republic of South Africa.

GENERAL RULES

APPLICATION OF CLINICAL PROTOCOLS AND FUNDING GUIDELINES

POLMED applies clinical protocols, including 'best practice guidelines' as well as evidence-based medicine principles in its funding decisions.

DENTAL PROCEDURES

All dental procedures performed in-hospital require pre-authorisation. The dentist's costs for procedures that are normally done in a doctor's rooms, when performed in-hospital, shall be reimbursed from the out-of-hospital (OOH) benefit, subject to the availability of funds. The hospital and anaesthetist's costs, if the procedure is pre-authorised, will be reimbursed from the in-hospital benefit.

NETWORK SERVICE PROVIDER: OUT-OF-NETWORK RULE

POLMED has appointed healthcare providers (or a group of providers) as network service providers for diagnosis, treatment and care in respect of one or more PMB conditions. Where the Scheme has appointed a network service provider and the member voluntarily chooses to use a non-nominated or out-of-network provider, a co-payment of up to 30% may be applied, subject to the PMBs.

Co-payments will not be applied in the following scenarios:

- In a medical emergency where the patient does not have a choice to choose the doctor or network facility.
- When the required service cannot be provided by a network doctor or facility.
- When a network provider is not available within a 50km radius from the member's residence.

Members can access the list of providers at **www.polmed.co.za,** on their cell phones via the mobile site, via POLMED Chat or request it via the Client Service Call Centre.

Examples of network service providers (where applicable) are:

- Cancer (oncology) network
- General practitioner (GP) network
- Optometrist (visual) network
- Psycho-social network
- Renal (kidney) network
- Specialist network
- Pharmacy network
- Dental network
- Audiology network
- Hospital network

POLMED GP NETWORK (NETWORK GP PROVIDER)

Members and beneficiaries are required to nominate a primary network GP. Principal members are required to nominate a secondary network GP as well.

Members are allowed 3/three visits to a GP who is not nominated per annum for emergency or out-of-town situations. A 30% co-payment shall apply once the maximum out-of-non-nominated consultations are exceeded. POLMED rates for network GP provider visits are available on its website and can be accessed at **www.polmed.co.za.** These rates are reviewed annually. PMB rules apply for qualifying emergency consultations.

POLMED HOSPITAL NETWORK
The POLMED Hospital network includes hospitals with a national footprint. Members can access the list of hospitals in the network at **www.polmed.co.za**, on their cell phones via the mobile site, via POLMED Chat or request it via the Client Service Call Centre.

All admissions (hospitals and day clinics) must be pre-authorised. A penalty of R5 000 may be imposed if no pre-authorisation is obtained.

In case of an emergency, the Scheme must be notified within 48 hours or on the first working day after admission. Pre-authorisation will be managed under the auspices of managed healthcare. The appropriate facility must be used to perform a procedure, based on the clinical requirements, as well as the expertise of the doctor doing the procedure.

Benefits for private or semi-private rooms are excluded unless they are motivated and approved prior to admission upon the basis of clinical need. Medicine prescribed during hospitalisation forms part of the hospital benefits.

Medicine prescribed during hospitalisation to take out (TTO) will be paid to a maximum of seven days' supply or a rand value equivalent to it per beneficiary per admission, except for anticoagulants post-surgery and oncology medication, which will be subject to the relevant managed healthcare programme.

Maternity: The costs incurred in respect of a newborn baby shall be regarded as part of the mother's cost for the first 90 days after birth. If the child is registered on the Scheme within 90 days from birth, Scheme rule 7.1.2 shall apply. Benefits shall also be granted if the child is stillborn.

POLMED PHARMACY NETWORK
POLMED has established an open pharmacy network for the provision of acute, chronic and over-the-counter (OTC) medication. Medicines included in POLMED's Formulary will be funded in full, subject to the availability of funds. Members who voluntarily opt to use non-formulary products, will be liable for a 20% co-payment. POLMED has agreed dispensing fees with the network pharmacies. A 20% co-payment will be levied in the event of voluntary utilisation of an out-of-network pharmacy.

Members can access the list of providers at **www.polmed.co.za,** on their cell phones via the mobile site, via POLMED Chat or request it via the Client Service Call Centre.

EMERGENCY MEDICAL SERVICES (EMS): ER24

72-Hour Post-Authorisation Rule
Subject to authorisation within 72 hours of the event, all service providers will need to get a notification number from POLMED's Network Service Provider ER24. Co-payment of 40% of the claim shall apply where a member voluntarily uses an unauthorised service provider. Service providers will be required to provide the hospital admission/casualty sticker together with patient report forms when submitting a claim to POLMED's EMS network service provider to validate transportation to a hospital.

DENTAL NETWORK
POLMED makes use of a preferred dental network for its Aquarium plan members. By using the network, POLMED members will not have any out-of-pocket payments on approved conservative dental treatment up to available limits. Members can access the list of providers at **www.polmed.co.za,** on their cell phones via the mobile site, via POLMED Chat or request it via the Client Services Call Centre. Members who voluntarily opt to use a non-network provider, will be liable for a 30% co-payment (PMBs apply).

AUDIOLOGY NETWORK
POLMED makes use of an Audiology network for its members. By using the network, POLMED members will not have any out-of-pocket payments on approved audiology services up to available limits. Members can access the list of providers at **www.polmed.co.za,** on their cell phones via the mobile site, via POLMED Chat or request it via the Client Services Call Centre.

EX GRATIA BENEFIT
The Scheme may, at the discretion of the Board of Trustees, grant an Ex Gratia payment upon written application from members as per the rules of the Scheme.

MEDICATION: ACUTE, OVER-THE-COUNTER (OTC) AND CHRONIC
The chronic medication benefit shall be subject to registration on the Chronic Medicine Management Programme for those conditions which are managed, and chronic medication rules will apply.

Payment will be restricted to one month's supply in all cases for acute and chronic medication, except where the member submits proof that more than one month's supply is necessary, e.g. due to travel arrangements to foreign countries. (Travel documents must be submitted as proof).

Pre-authorisation is required for items funded from the chronic medication benefit. Pre-authorisation is based on evidence-based medication (EBM) principles and the funding guidelines of the Scheme. Once predefined criteria are met, an authorisation will be granted for the diagnosed conditions. Beneficiaries will have access to a group (formulary) of medication appropriate for the management of their conditions or diseases for which they are registered. There is no need for a beneficiary to apply for a new authorisation if the treatment prescribed by the doctor changes and the medication is included in the condition-specific medication formulary. Updates to the authorisation will be required for newly diagnosed conditions for the beneficiary.

The member needs to reapply for an authorisation at least one month prior to the expiry of an existing chronic medication authorisation, failing which any claims received will not be paid from the chronic medication benefit, but from the acute medication benefit, if benefits exist. This only applies to authorisations that are not ongoing and have an expiry date.

Payment in respect of over-the-counter (OTC), acute and chronic medication, will be subject to the medication included in the POLMED Formulary. Medication is included in the POLMED Formulary based on its proven clinical efficacy, as well as its cost-effectiveness. Generic reference pricing is applicable where generic equivalent medication is available. The products that are not included in the POLMED Formulary will attract a 20% co-payment.

The 20% co-payment for medication prescribed that is not included in the POLMED Formulary can be waived via an exception management process. This process requires a motivation from the treating service provider and will be reviewed based on the exceptional needs and clinical merits of each individual case.

The Scheme shall only consider claims for medication prescribed by a person legally entitled to prescribe medication and which is dispensed by such a person or a registered pharmacist. Flu vaccines, COVID-19 vaccines, and vaccines for children under six years of age are obtainable without prescription and paid from the Preventive Care benefits.

PRO RATA BENEFITS
The maximum annual benefits referred to in this schedule shall be calculated from 1 January to 31 December each year, based on the services rendered during that year and shall be subject to pro rata apportionment calculated from the member's date of admission to the Scheme to the end of that budget year.

SPECIALISED RADIOLOGY (MRI AND CT SCANS)
Pre-authorisation is required for all scans, failing which the Scheme may impose a co-payment up to R1 000 per procedure. In the case of an emergency, the Scheme must be notified within 48 hours or on the first working day of the treatment of the patient.

SPECIALIST REFERRAL
All POLMED beneficiaries need to be referred to the network specialists by a network General Practitioner (GP). The network GP should provide a member with a reference number and a referral letter to present to the network specialist.

The Scheme will impose a co-payment of 30% if the member consults a specialist without being referred. The co-payment will be payable by the member to the specialist and is not refundable by the Scheme. This co-payment is not applicable to the following specialities or disciplines: Gynaecologists, psychiatrists, oncologists, ophthalmologists, nephrologists [chronic dialysis], dental specialists, pathology, radiology and supplementary or allied health services.

The Scheme will allow two specialist visits per beneficiary per year without the requirement of a nominated network GP referral to cater for those who clinically require annual and/or bi-annual specialist visits. However, the Scheme will not cover the cost of hearing aids if there is no referral from one of the following providers: GP, ear, nose and throat (ENT) specialist, paediatrician, physician, neurosurgeon or neurologist. The specialist must submit the referring GP's practice number in the claim.

CONSERVATIVE BACK AND NECK REHABILITATION PROGRAMME
Services associated with POLMED's Conservative Back and Neck Rehabilitation Programme will be funded from Hospital risk. Pre-authorisation is required to access the benefits.

Spinal surgery will not be covered unless there is evidence that the patient has received conservative therapy prior to requesting surgery (PMBs apply).

LOYALTY PROGRAMME
POLMED has introduced a wide-ranging wellness, preventative care and managed care programme which has been specifically shaped to motivate healthy living and/or behaviour change to improve member lifestyle. The gamified programme uses strategic nudges to encourage members to improve their personal health score while enjoying innovative loyalty solutions. For more information, you can visit **www.polmed.co.za**

DEFINITION OF TERMS

BASIC DENTISTRY
Basic dentistry refers to procedures that are used mainly for the detection, prevention and treatment of oral diseases of the teeth and gums. These include the alleviation of pain and sepsis, the repair of tooth structures by direct restorations or fillings and the replacement of missing teeth by plastic dentures.

Other procedures that fall under this category are:
- Consultations
- Fluoride treatment
- Non-surgical removal of teeth
- Cleaning of teeth, including non-surgical management of gum disease
- Root canal treatment

CO-PAYMENT
A co-payment is an amount payable by the member to the service provider at the point of service. This includes all the costs more than those agreed upon with the service provider or more than what would be paid according to approved treatments. A co-payment would not be applicable in the event of a life-threatening injury or an emergency.

ENROLMENT ON THE DISEASE RISK MANAGEMENT PROGRAMME
Members will be identified and contacted to enrol on the Disease Risk Management Programme. The Disease Risk Management Programme aims to ensure that members receive health information, guidance and management of their conditions, at the same time improving compliance to treatment prescribed by the medical practitioner. Members who are registered on the programme receive a treatment plan (Care Plan), which lists authorised medical services, such as consultations, blood tests and radiological tests related to the management of their conditions. The claims data for chronic medication, consultations and hospital admissions is used to identify the members who are eligible for enrolment on the programme.

FORMULARY
A formulary is a list of cost-effective, evidence-based medication for the treatment of acute and chronic conditions.

MEDICINE GENERIC REFERENCE PRICE
This is the reference pricing system applied by the Scheme based on generic reference pricing or the inclusion of a product in the medication 'formulary'. This pricing system refers to the maximum price that POLMED will pay for a generic medication. Should a reference price be set for a generic medication, patients are entitled to make use of any generically equivalent medication within this pricing limit but will be required to make a co-payment on medication priced above the generic reference pricing limit. The fundamental principle of any reference pricing system is that it does not restrict a member's choice of medication, but instead limits the amount that will be paid for it.

REGISTRATION FOR CHRONIC MEDICATION
POLMED provides for a specific list of chronic conditions that are funded from the chronic medication benefit (i.e. through a benefit that is separate from the acute medication benefit). POLMED requires members to apply for authorisation via the Chronic Medicine Management Programme to access this chronic medication benefit. Members will receive a letter by email or post indicating whether their application was successful or not. If successful, the beneficiary will be issued with a disease-specific authorisation, which will allow them access to medication included in the POLMED Formulary. POLMED will reimburse medication intended for an approved chronic condition for up to four months from the Acute benefits. Members will be required to register such medication as chronic during the four-month period.

SPECIALISED DENTISTRY – ONLY PMB BENEFIT FOR AQUARIUM
Specialised dentistry refers to services that are not defined as basic dentistry. These include periodontal surgery, crowns and bridges, inlays, indirect veneers, and maxillofacial surgery. All specialised dentistry services and procedures must be pre-authorised, failing which the Scheme will impose a co-payment of R500. Only surgical impacted teeth and children under the age of 7 requiring general anaesthesia will be considered for in-hospital treatment. Authorisation subject to clinical criteria.

GENERAL BENEFIT RULES

Benefit design	This option allows for benefits to be provided only in appointed network service provider hospitals It also provides a reasonable level of out-of-hospital (day-to-day) care This option is intended to provide for the needs of families who have little healthcare needs or whose chronic conditions are under control This option is not intended for members who require medical assistance on a regular basis, or who are concerned about having extensive access to health benefits
Pre-authorisation, referrals, protocols and management by programmes	Where the benefit is subject to pre-authorisation, referral by a network service provider (DSP) or nominated network general practitioner (GP), adherence to established protocols or enrolment upon a managed care programme. Members must notice that there may be no benefit at all or a much-reduced benefit if the pre-authorisation, referral by a network service provider or nominated network GP, adherence to established protocols or enrolment upon a managed care programme is not complied with (a co-payment may be applied) The pre-authorisation, referral by a network service provider or nominated network GP, adherence to established protocols or enrolment upon a managed care programme is stipulated to best care for the member and his/her family and to protect the funds of the Scheme
Limits are per annum	Unless there is a specific indication to the contrary, all benefit amounts and limits are annual
Statutory Prescribed Minimum Benefits (PMBs)	There is no overall annual limit for PMBs or life-threatening emergencies
Tariff	100% of POLMED rate or agreed tariff or at cost for involuntary access to PMBs

IN-HOSPITAL BENEFITS

Annual overall in-hospital limit Subject to the Scheme's relevant managed healthcare programmes and includes the application of treatment protocols, case management and pre-authorisation R5 000 penalty may be imposed if no pre-authorisation is obtained R15 000 co-payment for admission in a non-network hospital No co-payment if the procedure is performed in a network hospital and/or a day clinic	Non-PMB admissions will be subject to an overall limit of R200 000 per family Subject to PMBs, i.e. no limit in case of life-threatening emergencies or for PMB conditions Subject to applicable tariff i.e. 100% of POLMED rate or Agreed tariff or At cost for involuntary access to PMBs
Anaesthetists	150% of POLMED rate

IN-HOSPITAL BENEFITS

Allied health services and alternative healthcare providers Chiropodists/Podiatrists Dieticians Physiotherapists Occupational therapist Social worker Counsellor/Psychologist Audiologist Speech therapist Biokineticist	Service will be linked to hospital pre-authorisation. A referral by the treating healthcare professional is required for services rendered by all allied and auxiliary service providers **This excludes care provided in the following facilities:** • Rehabilitation • Sub-acute • Mental health • Step downs • Alcohol and rehabilitation Social workers and registered counsellors. Limited number of 4 consultations in a benefit cycle
Chronic renal dialysis at preferred providers	100% of agreed tariff at network service provider POLMED has established a Preferred Provider Network for renal dialysis. Members who voluntarily opt to use a non-network provider, will be liable for a 30% co-payment (PMBs apply). Pre-authorisation is required for all dialysis services
Dentistry (conservative and restorative)	100% of POLMED rate Dentist's costs for all non-PMB procedures will be reimbursed from the out-of-hospital (OOH) benefit, subject to: M0 – R4 000 M1 – R4 500 M2 – R5 000 M3 – R5 500 M4+ – R6 000 The hospital and anaesthetist's costs will be reimbursed from the overall non-PMB limit
Emergency medical services (ambulance)	Subject to POLMED Scheme rules
General practitioners (GPs)	100% of agreed tariff at network service provider 100% of POLMED rate at non-network service provider or At cost for involuntary PMB access

IN-HOSPITAL BENEFITS

Medication (non-PMB specialist drug limit, e.g. biologicals)	100% of POLMED rate Pre-authorisation required Specialised medication sublimit of R144 139 per family
Mental health	100% of POLMED rate or At cost for PMBs Annual limit of 21 days per beneficiary in-hospital or 15-out-of-hospital psychotherapy sessions threshold in line with PMB benefits. Outside of threshold, subject to Managed Care protocols Limited to a maximum of three days' hospitalisation for beneficiaries admitted by a GP or a specialist physician Additional hospitalisation to be motivated by the medical practitioner
Oncology (chemotherapy and radiotherapy) Network service provider	100% of agreed tariff at network service provider Limited to R271 400 per beneficiary per annum; includes MRI/CT or PET scans related to oncology Chemotherapy and radiation limited to Oncology benefits. Oncology specialised drugs subject to PMB. Adherence to the Oncology Formulary and subject to medicines from the Preferred Provider Network
Organ and tissue transplants	100% of agreed tariff at network service provider or At cost for PMBs Subject to clinical guidelines used in State facilities Unlimited radiology and pathology for organ transplant and immunosuppressants
Pathology	Service will be linked to hospital pre-authorisation

IN-HOSPITAL BENEFITS

Prosthesis (internal and external)	100% of POLMED rate or At cost for PMBs Subject to pre-authorisation and approved product list Limited to the overall prosthesis benefit of R64 132 per beneficiary Knee prosthesis – R54 600 Hip prosthesis – R54 600 Shoulder prosthesis – R64 132 Intraocular lens – R3 150 Aorta & peripheral arterial stent grafts – R47 250 Cardiac stents – R26 775 Cardiac pacemaker – R58 800 Spinal plates and screws – R64 132 Spinal implantable devices – R60 000 Unlisted items – R64 132
Radiographers	A referral by the treating healthcare professional is required for services rendered
Refractive surgery	No benefit
Specialists	100% of agreed tariff at network service provider 100% of POLMED rate for non-network service provider or At cost for involuntary PMB access

OVERALL OUT-OF-HOSPITAL BENEFITS

Annual overall out-of-hospital (OOH) limit Benefits shall not exceed the amount set out in the table PMBs shall first accrue towards the total benefit, but are not subject to limit In appropriate cases the limit for medical appliances shall not accrue towards this limit **Overall out-of-hospital benefits are subject to:** • Protocols and clinical guidelines • PMBs • The applicable tariff i.e. 100% of POLMED rate or agreed tariff or at cost for involuntary PMB access	M0 – R 8 812 M1 – R10 677 M2 – R12 969 M3 – R13 836 M4+ – R15 855
Audiology **Subject to referral by either of the following doctors/specialists:** Nominated network general practitioner (GP) Ear, nose and throat (ENT) specialist Paediatrician Physician Neurologist Neurosurgeon Providers on the Audiology network must be used	100% of POLMED rate Subject to the OOH limit Managed care protocols and hearing aid formulary apply. The products that are not included in the POLMED Formulary will attract a 20% co-payment
Dentistry (conservative and restorative)	100% of POLMED rate Subject to the OOH limit and includes dentist's costs for in-hospital, non-PMB procedures M0 – R4 000 M1 – R4 500 M2 – R5 000 M3 – R5 500 M4+ – R6 000 Routine consultation, scale and polish are limited to two annual check-ups per beneficiary Oral hygiene instructions are limited to once in 12 months per beneficiary Subject to the use of the dental network. Members who voluntarily opt to use a non-network provider, will be liable for a 30% co-payment (PMBs apply)

OVERALL OUT-OF-HOSPITAL BENEFITS

Dentistry (specialised) Surgical extractions of teeth requiring removal of bone or incision required to reduce fracture Surgical removal of impacted teeth requiring removal of inflammatory tissues surrounding partially erupted teeth Root planning treatment for periodontal disease Drainage of abscess and clearing infection caused by tooth decay Apicetomy removal of dead tissue caused by infection Children under the age of 7 years, physically or mentally disabled patients who require general anaesthesia for dental work to be conducted Cyst removal of non-vital pulp Dentectomy Under sedation with removal of all teeth in the mouth	In all cases pre-authorisation is required A co-payment of R500 will apply if no pre-authorisation is obtained Clinical protocols apply
Nominated network general practitioners (GPs) POLMED has a GP network	100% of agreed tariff at network service provider or At cost for involuntary PMB access The limit for consultations shall accrue towards the OOH limit Subject to the use of a nominated network GP otherwise a 30% co-payment will apply to all non-nominated GP visits. Members are allowed 3/three visits to a GP who is not nominated per annum for emergency or out-of-town situations. Subject to maximum number of visits **or** consultations per family: M0 – 8 M1 – 12 M2 – 15 M3 – 18 M4+ – 22
Medication (acute)	100% of POLMED rate at network service provider M0 – R2 325 M1 – R3 953 M2 – R5 581 M3 – R7 209 M4 – R8 836 Subject to the OOH limit Subject to POLMED Formulary

OVERALL OUT-OF-HOSPITAL BENEFITS

Medication (over-the-counter (OTC))	100% of POLMED rate at network service provider Annual limit of R1 000 per family **Subject to the OOH limit:** Shared limit with Acute medication Subject to POLMED Formulary
Occupational and speech therapy	PMBs only Benefit first accrues to the OOH limit
Pathology	M0 – R3 100 M1 – R4 585 M2 – R5 546 M3 – R6 865 M4+ – R8 504 The defined limit per family will apply for any pathology service done out-of-hospital
Physiotherapy	100% of POLMED rate Annual limit of R2 398 per family Subject to the OOH limit
Psychology plus social worker	100% of POLMED rate Annual limit of R5 000 per family Subject to the OOH limit
Specialist referral: All POLMED beneficiaries need to be referred to the network specialists by a network General Practitioner (GP). The GP needs to obtain the referral authorisation via the IVR. The network GP should provide a member with a reference number and a referral letter to present to the network specialist. The Scheme will impose a co-payment of 30% if the member consults a specialist without being referred. The co-payment will be payable by the member to the specialist and is not refundable by the Scheme. **Referral is not necessary for the following specialists:** • Gynaecologists • Psychiatrists • Oncologists • Ophthalmologists • Nephrologists (dialysis) • Dental specialists • Supplementary or allied health services	100% of agreed tariff at network service provider or At cost for involuntary access to PMBs The limit for consultations shall accrue towards the OOH limit Limited to 4/four visits per beneficiary and 8/eight visits per family per annum Subject to referral by a nominated network GP (2/two specialist visits per beneficiary without GP referral allowed) A 30% co-payment might be applied subject to the referral rules

STAND-ALONE BENEFITS

Allied health services and alternative healthcare providers Biokineticists, Chiropractors, Chiropodists, Dieticians, Homeopaths, Naturopaths, Orthoptists, Osteopaths, Podiatrists, Reflexologists, Therapeutic massage therapists Benefit is subject to clinically appropriate services	No benefit	
Appliances (medical and surgical) Members must be referred by an audiologist for hearing aids to be reimbursed Hearing aid formulary applies. The products that are not included in the POLMED Formulary will attract a 20% co-payment Pre-authorisation is required for the supply of oxygen All costs for maintenance are a Scheme exclusion Funding will be based on applicable clinical and funding protocols Quotations will be required	100% of POLMED rate	
	Blood transfusions	Unlimited
	Hearing aids	R11 318 per hearing aid or R22 494 per beneficiary per set Once every 3/three years Service providers on the Audiology network must be used
	Nebuliser	R1 283 per family Once every 4/four years
	Glucometer	R1 283 per family Once every 4/four years
	CPAP machine	R9 168 per family Once every 4/four years
	Wheelchair (non-motorised) OR Wheelchair (motorised)	R11 983 per beneficiary Once every 3/three years R34 370 per beneficiary Once every 3/three years
	Urine catheters and consumables	Subject to three quotations and clinical protocols
	Medical assistive devices	Annual limit of R5 500 per family Includes medical devices in-/out-of-hospital
	Adult nappies	R946/month (2/two nappies per day) R1 419/month (3/three nappies per day)
Chronic medication refers to non-PMB conditions Subject to prior application and/or registration of the condition Approved PMB CDL conditions are not subject to a limit	No benefit except for PMBs Subject to the medication reference price and POLMED Formulary	

STAND-ALONE BENEFITS

Maternity benefits (including home birth) Pre-authorisation required Treatment protocols apply	100% of agreed tariff at network service provider or 100% of POLMED rate at non-network service provider or At cost for involuntary PMB access The limit for consultations shall not accrue towards the OOH limit The benefit shall include 3/three specialist consultations per beneficiary per pregnancy Home birth is limited to R15 138 per beneficiary per annum Annual limit of R4 038 for ultrasound scans per beneficiary; limited to 2/two 2D scans per pregnancy Benefits relating to more than two antenatal ultrasound scans and amniocenteses after 32 weeks of pregnancy are subject to pre-authorisation Elective (voluntary) Caesarean sections will, subject to the PMBs, be considered in line with managed care and funding protocols. A co-payment of R10 000 will apply in all voluntary Caesarean sections (PMBs apply) except in cases where the costs of the voluntary Caesarean sections fall below the applicable co-payment amount of R10 000. Pre-authorisation is required.
Optical Benefit cycle – In accordance with the below benefit sublimits, each beneficiary is entitled to either spectacles or contact lenses every 24 months from date of claiming Includes frames, lenses and eye examinations The eye examination is per beneficiary every two years (unless prior approval for clinical indication has been obtained) Benefits are not pro-rated, but calculated from the benefit service date Each claim for lenses or frames must be submitted with the lens prescription	**PROVIDER NETWORK** 100% of cost for a Composite consultation, inclusive of the refraction, a glaucoma screening and visual field screening and Authenticate IT. Composite consultation fee is R695 **WITH EITHER SPECTACLES** R795 towards a frame and/or lens enhancement **LENSES** Either one pair of clear single vision lenses limited to R215 per lens or One pair of clear flat top bifocal lenses limited to R460 per lens or One pair of clear base multi-focal lenses limited to R460 **OR CONTACT LENSES** Contact lenses to the value of R613 per beneficiary per annum Contact lens re-examination to a maximum cost of R255 per consultation

Optical (continue) Benefits shall not be granted for contact lenses if the beneficiary has already received a pair of spectacles in a two-year benefit cycle Contact lens re-examination can be claimed for in six-monthly intervals	**NON-PROVIDER NETWORK** One consultation limited to a maximum cost of R374 **WITH EITHER SPECTACLES** R596 towards a frame and/or lens enhancement Either one pair of clear single vision lenses limited to R215 per lens or One pair of clear flat top bifocal lenses limited to R460 per lens or One pair of clear base multifocal lenses limited to R460 per lens **OR CONTACT LENSES** Contact lenses to the value of R400 per beneficiary per annum Contact lens re-examination to a maximum cost of R255 per consultation
Radiology (basic) i.e. black and white X-rays and soft tissue ultrasounds	100% of agreed tariff or at cost for PMBs Limited to R5 232 per family Includes any basic radiology done in- or out-of-hospital Claims for PMBs first accrue towards the limit
Radiology (specialised) Pre-authorisation required One (1) MRI scan Two (2) CT scans	100% of agreed tariff or At cost for PMBs Includes any specialised radiology service done in-/out-of-hospital Claims for PMBs first accrue towards the limit Subject to a limit of 1/one scan per family per annum, except for PMBs Subject to a limit of 2/two scans per family per annum, except for PMBs

CO-PAYMENTS

OUT OF NETWORK	CO-PAYMENT
Audiology network	30% co-payment applies if a non-network service provider is used
Chronic renal dialysis	POLMED has established a network service provider for renal dialysis. Members who voluntarily opt to use a non-network provider, will be liable for a 30% co-payment (PMBs apply). Pre-authorisation is required for all dialysis services
Dental network	30% co-payment applies if a non-network service provider is used
General practitioner (GP)	Allows for three non-nominated network GP consultations per beneficiary, any additional consultations are funded at non-network rate and a 30% co-payment is applicable.
Hospital	R15 000
Oncology network service providers	POLMED has established a network for cancer treatment (chemo and radiation therapy). Members who voluntarily opt to use a non-network provider, will be liable for a 30% co-payment (PMBs apply).
Pharmacy	20% of costs when using a non-network service provider pharmacy 20% co-payment when voluntarily using a non-formulary product

*ANNUAL MEMBER CONTRIBUTIONS

CONTRIBUTIONS FROM 1 APRIL 2022 UNTIL 31 MARCH 2023

Aquarium member portion – 1 April 2022 to 31 March 2023

INCOME BAND	PRINCIPAL MEMBER	ADULT DEPENDANT	CHILD DEPENDANT
R0 – R6 916	106	106	46
R6 917 – R9 500	115	115	46
R9 501 – R11 607	152	152	59
R11 608 – R13 576	189	189	69
R13 577 – R15 798	224	224	81
R15 799 – R19 000	258	258	92
R19 001 – R23 319	319	319	106
R23 320 – R26 827	374	374	141
R26 828 – R31 006	396	396	150
R31 007 – R33 393	413	413	157
R33 394 – R 41 914	417	417	158
R41 915 – R49 999	421	421	160
R50 000 +	424	424	161

Aquarium full unsubsidised contributions – 1 April 2022 to 31 March 2023

INCOME BAND	PRINCIPAL MEMBER	ADULT DEPENDANT	CHILD DEPENDANT
R0 – R6 916	1 247	1 247	616
R6 917 – R9 500	1 257	1 257	616
R9 501 – R11 607	1 294	1 294	630
R11 608 – R13 576	1 330	1 330	641
R13 577 – R15 798	1 365	1 365	651
R15 799 – R19 000	1 398	1 398	663
R19 001 – R23 319	1 461	1 461	676
R23 320 – R26 827	1 515	1 515	711
R26 828 – R31 006	1 539	1 539	720
R31 007 – R33 393	1 556	1 556	727
R33 394 – R 41 914	1 559	1 559	728
R41 915 – R49 999	1 563	1 563	730
R50 000 +	1 567	1 567	731

CONTRIBUTIONS FROM 1 APRIL 2023 UNTIL 31 MARCH 2024

Aquarium member portion – 1 April 2023 to 31 March 2024

INCOME BAND	PRINCIPAL MEMBER	ADULT DEPENDANT	CHILD DEPENDANT
R0 – R6 916	112	112	48
R6 917 – R9 500	121	121	48
R9 501 – R11 607	160	160	62
R11 608 – R13 576	199	199	73
R13 577 – R15 798	235	235	85
R15 799 – R19 000	270	270	96
R19 001 – R23 319	335	335	112
R23 320 – R26 827	393	393	148
R26 828 – R31 006	416	416	158
R31 007 – R33 393	1 353	1 353	593
R33 394 – R 41 914	1 378	1 378	604
R41 915 – R49 999	1 404	1 404	615
R50 000 +	1 430	1 430	627

Aquarium full unsubsidised contributions – 1 April 2023 to 31 March 2024

INCOME BAND	PRINCIPAL MEMBER	ADULT DEPENDANT	CHILD DEPENDANT
R0 – R6 916	1 303	1 303	644
R6 917 – R9 500	1 314	1 314	644
R9 501 – R11 607	1 353	1 353	658
R11 608 – R13 576	1 390	1 390	670
R13 577 – R15 798	1 428	1 428	680
R15 799 – R19 000	1 462	1 462	693
R19 001 – R23 319	1 528	1 528	706
R23 320 – R26 827	1 585	1 585	744
R26 828 – R31 006	1 610	1 610	753
R31 007 – R33 393	3 706	3 706	1 769
R33 394 – R 41 914	3 732	3 732	1 780
R41 915 – R49 999	3 757	3 757	1 791
R50 000 +	3 783	3 783	1 803

CHRONIC DISEASE LIST

PRESCRIBED MINIMUM BENEFITS (PMBs); INCLUDING CHRONIC DIAGNOSIS AND TREATMENT PAIRS (DTPs)

Auto-immune disorder
Systemic lupus erythematosus (SLE)

Cardiovascular conditions
Cardiac dysrhythmias
Coronary artery disease
Cardiomyopathy
Heart failure
Hypertension
Peripheral arterial disease
Thrombo embolic disease
Valvular disease

Endocrine conditions
Addison's disease
Diabetes mellitus type I
Diabetes mellitus type II
Diabetes insipidus
Hypo- and hyper-thyroidism
Cushing's disease
Hyperprolactinaemia
Polycystic ovaries
Primary hypogonadism

Gastrointestinal conditions
Crohn's disease
Ulcerative colitis
Peptic ulcer disease (requires special motivation)

Gynaecological conditions
Endometriosis
Menopausal treatment

Haematological conditions
Haemophilia
Anaemia
Idiopathic thrombocytopenic purpura
Megaloblastic anaemia

Metabolic condition
Hyperlipidaemia

Musculoskeletal condition
Rheumatic arthritis

Neurological conditions
Epilepsy
Multiple sclerosis
Parkinson's disease
Cerebrovascular incident
Permanent spinal cord injuries

Ophthalmic condition
Glaucoma

Pulmonary diseases
Asthma
Chronic obstructive pulmonary disease (COPD)
Bronchiectasis
Cystic fibrosis

Psychiatric conditions
Affective disorders (depression and bipolar mood disorder)
Post-traumatic stress disorder (PTSD)
Schizophrenic disorders

Special category conditions
HIV/AIDS
Tuberculosis
Organ transplantation

Treatable cancers
As per PMB guidelines

Urological conditions
Chronic renal failure
Benign prostatic hypertrophy
Nephrotic syndrome and glomerulonephritis
Renal calculi

EXCLUSIONS

GENERAL EXCLUSIONS

PRESCRIBED MINIMUM BENEFITS (PMBs)

The Scheme will pay in full, without co-payment or use of deductibles, the diagnosis, treatment and care costs of the PMBs as per Regulation 8 of the Act. Furthermore, where a protocol or a formulary drug preferred by the Scheme has been ineffective or would cause harm to a beneficiary, the Scheme will fund the cost of the appropriate substitution treatment without a penalty to the beneficiary as required by Regulation 15H and 15I of the Act.

The following services/items are excluded from benefits with due regard to PMBs and will not be paid by the Scheme:

1. Services not mentioned in the benefits as well as services which, in the opinion of the Scheme, are not aimed at the treatment of an actual or supposed illness or disablement which impairs or threatens essential body functions (the process of aging will not be regarded as an illness or a disablement);

2. Sleep therapy;

3. Reversal of sterilisation procedures, provided that the Board may decide to grant benefits in exceptional circumstances;

4. The artificial insemination of a person in or outside the human body as defined in the Human Tissue Act, 1983 (Act 65 of 1983) provided that, in the case of artificial insemination, the Scheme's responsibility on the treatment will be:
   - as it is prescribed in the public hospital;
   - as defined in the PMBs; and
   - subject to pre-authorisation and prior approval by the Scheme.

5. Charges for appointments that a member or dependant fails to keep with service providers;

6. Operations, treatments and procedures, by choice, for cosmetic purposes where no pathological substance exists which proves the necessity of the procedure, and/or which is not life-saving, life-sustaining or life-supporting;

7. Prenatal and/or postnatal exercises;

8. Accommodation in an old-age home or other institution that provides general care for the aged and/or chronically ill patients;

9. Aids for participation in sport, e.g. mouthguards;

10. Gold inlays in dentures, soft and metal base to new dentures, invisible retainers, osseo integrated implants and bleaching of vital (living) teeth;

11. Fixed orthodontics for beneficiaries above the age of 18 years, subject to the Index of Complexity, Outcome and Need (ICON);

12. Any orthopaedic and medical aids that are not clinically essential, subject to PMBs;

13. Reports, investigations or tests for insurance purposes, admission to universities or schools, fitness tests and examinations, medical court reports, employment, emigration or immigration, etc.;

14. Sex change operations;

15. Beneficiaries' travelling costs, except services according to the benefits in Annexure A and B;

16. Accounts of providers not registered with a recognised professional body constituted in terms of an Act of Parliament;

17. Accommodation in spas, health or rest resorts;

18. Holidays for recuperative purposes;

19. The treatment of obesity, provided that with prior motivation the Scheme may approve benefits for the treatment of morbid obesity;

20. Muscular fatigue tests, except if requested by a specialist and a doctor's motivation is enclosed;

21. Any treatment as a result of surrogate pregnancy;

22. Blood pressure appliances;

23. Non-functional prostheses used for reconstructive or restorative surgery, excluding PMB diagnoses, provided that the Board may decide to grant the benefit in exceptional circumstances;

24. Benefits for costs of repair, maintenance, parts or accessories for the appliances or prostheses;

25. Unless otherwise indicated by the Board, costs for services rendered by any institution, not registered in terms of any law;

26. Unless otherwise decided by the Board, benefits in respect of medication obtained on a prescription is limited to one month's supply for every such prescription or repeat thereof;

27. Any health benefit not included in the list of prescribed benefits (including newly-developed interventions or technologies where the long-term safety and cost to benefit cannot be supported) shall be deemed to be excluded from the benefits;

28. Compensation for pain and suffering, loss of income, funeral expenses or claims for damages;

29. Claims relating to the following:
    - aptitude tests
    - IQ tests
    - school readiness
    - questionnaires
    - marriage counselling
    - learning problems
    - behavioural problems;

30. Benefits for organ transplant donors to recipients who are not members of the Scheme;

31. Cosmetics and sunblock; sunblock may be considered for clinical reasons in albinism;

32. Non-clinically essential or non-emergency transport via ambulance;

33. All benefits for clinical trials; and

34. Any new chemotherapeutic drug that has not convincingly demonstrated a survival advantage of more than 3 months in advanced or metastatic malignancies unless pre-authorised by the managed care organisation as a cost-effective alternative to standard chemotherapy.

ACUTE MEDICINE EXCLUSIONS

The following categories of medication to be excluded from Acute benefits:

CATEGORY	DESCRIPTION	EXAMPLE
1.03	Gender/sex related: Treatment of female infertility	Clomid®,Profasi®, Cyclogest®
1.05	Gender/sex related: Androgens and anabolic steroids	Sustanon®
2.00	Slimming preparations:	Thinz®, Obex LA®
4.01	Patent medication: Household remedies	Lennons
4.02	Patent medication: Patent and products with no robust scientific evidence to support cost-effectiveness	Choats
4.03	Patent medication: Emollients	Aqueous cream
4.04	Patent medication: Food/nutrition	Infasoy, Ensure
4.05	Patent medication: Soaps and cleansers	Brasivol®, Phisoac®
4.06	Patent medication: Cosmetics	Classique
4.07	Patent medication: Contact lens preparations	Bausch + Lomb®
4.08	Patent medication: Patent sunscreens	Piz Buin
4.10	Patent medication: Medicated shampoo	Denorex®, Niz shampoo
4.11	Patent medication: Veterinary products	
5.04	Appliances, supplies and devices: Medical appliances or devices	Thermometers, hearing aid batteries
5.06	Appliances, supplies and devices: Bandages and dressings	Cotton wool, gauze
5.07	Appliances, supplies and devices: Disposable cholesterol supplies	
5.11	Appliances, supplies and devices: Incontinence products	Nappies, molipants, linen savers except Stoma-related supplies
6.00	Diagnostic agents	Clearblue® pregnancy tests
8.05	Vaccines or immunoglobulins: Other immunoglobulins	Beriglobin®
9.02	Vitamin and/or mineral supplements: Multivitamins or minerals	Pharmaton SA®
9.03	Vitamin and/or mineral supplements: Geriatric vitamins and/or minerals	Gericomplex®
9.05	Vitamin and/or mineral supplements: Tonics and stimulants	Bioplus®
9.10	Vitamin and/or mineral supplements: Unregistered vitamins, mineral or food supplements	Sportron
10.01	Naturo- and homeopathic remedies/supplements: Homeopathic remedies	Weleda Natura

CATEGORY	DESCRIPTION	EXAMPLE
10.02	Naturo- and homeopathic remedies/supplements: Natural oils	Primrose oils, fish liver oil
12.00	Veterinary products	
13.00	Growth hormones	Genotropin®
14.00	Medicines where cost/benefit ratio cannot be justified	Xigris®, Zyvoxid ® Herceptin, Gleevac®,
20.00	All newly registered medication	

Other items and categories that can be excluded according to evidence-based medicine principles as approved by the Scheme from time to time.

The following categories are not available on Acute benefits:

CATEGORY	DESCRIPTION	EXAMPLE
1.06	Gender or sex related: Treatment of impotence or sexual dysfunction	Viagra®, Cialis®, Caverject®
5.03	Appliances, supplies and devices: Stoma products and accessories, except where it forms part of PMB-related services accessories	Stoma bags, adhesive paste, pouches and accessories
5.08	Appliances, supplies and devices: Medicated dressings, except where these form part of PMB-related services	Opsite®, Intrasite®, Tielle®, Granugel®
5.10	Appliances, supplies and devices: Surgical appliances/products for home nursing	Catheters, urine bags, butterflies, dripsets, alcohol swabs
7.01	Treatment/prevention of substance abuse: Opioid	Revi®
7.03	Treatment/prevention of substance abuse: Alcohol, except PMBs	Antabuse®, Sobrial®, Esperal implants
22.00	Immunosuppressives: Except PMBs	Azapress®, Sandimmun
23.01	Blood products: Erythropoietin, except PMBs	Eprex®, Repotin®
23.02	Blood products: Haemostatics, except PMBs	Konakion®, Factor VIII
25.01	Oxygen: Masks, regulators and oxygen	Oxygen, masks

DAY PROCEDURES (ANNEXURE D)

The following procedures will be funded from the hospital benefit if done in doctor's rooms or day clinics. Pre-authorisation is required. If these are done in facilities other than specified above, the member may be liable for a R2 000 co-payment, except in the following cases:

- Medical emergency
- Doctor does not have the necessary equipment to perform the procedure
- No day clinics nearby
- Case is clinically complex as per POLMED protocols

PROCEDURE DESCRIPTION

- Addenoidectomy
- Ascitis or pleural tapping
- Athrocentesis
- Arthroscopy
- Arthrotomy finger/hand/elbow/knee/toe/hip
- Aspiration/intra-articular injection of joints
- Anoscopies
- Arthrodesis of hand/elbow/foot
- Aspiration/injection
- Bartholin's gland drainage/excision/marsupulisation
- Biopsy of lymph node, muscle, skin, bone, breast, cervix, tangential
- Bleeding control nasal/any method
- Blepharoplasty
- Bone/cartilage/tendon graft
- Bronchial lavage
- Canthopexy
- Cast application/removal
- Cataract surgery
- Cauterisation cervix/laser ablation/cornea/repair of ectropion; thermocauterisation
- Circumcision
- Closed fractures
- Colonoscopy
- Colposcopy
- Continuous nerve block infusion – sciatic nerve/femoral nerve/lumbar plexus
- Cystoscopy for diagnosis/dilatation/stent/stone removal
- Dacryocystorhinostomy/conjunctivorhinostomy/nasolacrimal duct procedures
- Debridement nails
- Debride skin/subcutaneous tissue
- Dilatation and curettage (excluding aftercare)
- Diathermy to nose, eye and pharynx under local aneasthesia
- Dilation of anal sphincter/haemorrhoidectomy/anal repair
- Dislocation treatment
- Drainage abscess skin/carbuncle/whitlow/hematoma/gland
- Drainage subcutaneous abscess
- Drainage of sub mucous abscess
- Endoscopy
- Excision benign lesion scalp/neck/hand/feet
- ERCP
- Excision benign/malignant lesion trunk/limbs/scalp/neck/hand/feet/genitalia
- Excision and repair of ear
- Excision and repair of eyelid/eye
- Excision of cyst, pilonidal/lactiferous/fibroadenoma
- Excision ganglion/cyst/tumour
- Excision of Meibomian cyst
- Excision of skin and subcutaneous tissue for hidradenitis, perianal, perineal or umbilicals
- Excision malignant lesion including margins, trunk, arms, legs, face, ears eyelids, nose or lips
- Fasciotomy
- Fine needle aspiration for soft tissue - all areas including breast
- Flexible nasopharyngeal-laryngoscope examination
- Gastroscopy/esophagogastroduodenoscopy
- Hymenotomy/repair of introitus/perineoplasty/female reproductive system repair/treatment
- Incision and drainage abscess/hematoma(anal/vaginal)/pilonidal cyst/foreign body, subcutaneous tissues
- Hysteroscopy
- Insertion bladder catheter

- Inject nerve block
- Inject tendon/ligament/trigger points/ganglion cyst
- Inject therapeutic Carpal tunnel e.g. local corticosteroids
- Intrapleural block
- Jaw reconstruction/relocation
- Laparoscopy diagnostic abdomen/peritoneum/omentum
- Ludwig's angina-drainage
- Myringoplasty/tympanoplasty/otoplasty/ear procedures
- Myringotomy aspiration incision
- Nipple/areola reconstruction
- Opening of quinsy at rooms
- Orchiectomy/male reproductive system repair/treatment
- Paravertebral block
- Paring or cutting of benign hyperkeratotic lesion
- Proctoscopy with removal of polyps
- Procto-sigmoidoscopy/sigmoidoscopy
- Proof puncture at rooms unilateral/bilateral
- Pyelography
- Radical nail bed removal
- Removal of foreign body
- Removal (via snare/capture) and replacement of internally dwelling ureteral stent
- Removal of implant/external fixation systems; superficial
- Repair of hypospadias complications
- Repair layer wound scalp/axillae/trunk/limbs
- Repair wound lesion scalp/hands/neck/feet
- Sclerotherapy
- Sesamoidectomy/procedures to relieve pain and inflammation
- Sinusotomy/nasal cavity repair/treatment/control bleeding
- Tendor repair
- Tonsillectomy - adenoidectomy < 12 years
- Treatment by chemo - cryotherapy additional lesions
- Treatment of missed abortion/TOP
- Vasectomy uni/bilateral
- Vermilionectomy/frenotomy

PREVENTATIVE HEALTHCARE BENEFITS (ANNEXURE E)

PREVENTATIVE HEALTHCARE BENEFIT 2023

This benefit allows for risk assessment tests to ensure the early detection of conditions that may be completely cured or successfully managed if treated early. All services as per specified benefit to be covered from the in-hospital benefits and will not deplete your out-of- hospital benefits.

MEASURE AND ICD-10 CODES	CARE, SCREENING, TEST
FULL MEDICAL EXAMINATION	
One wellness measure per year (tariff code 55500) inclusive of: • Blood pressure test • Body mass index (BMI) test • Cholesterol screening (Z13.8) • Consultation • Glucose screening (Z13.1) • Healthy diet counselling (Z71.3) • Lipid disorder screening for age > 40 years • Occult blood test (screening for peptic ulcer disease) **Risk assessment tests:** • Baby immunisations (as per the DOH guidelines) • Bone densitometry scan for members 65 years and older • Circumcision • Contraceptives (as per the DOH guidelines) • Dental screening (codes 8101, 8151 and 8102) • Flu vaccine • Glaucoma screening • HIV tests • HPV screening once every five years for females aged 21 years and older • HPV vaccine for girls aged 10-17 years • Mammogram as per time rule • Pap smear • Pneumococcal vaccine • Prostate screening • Psycho-social services • Waist-to-hip ratio measurement Clinical information to be submitted to managed healthcare	Annually 100% of POLMED rate or agreed tariff where applicable Early detection screening limited to periods specified **Possible indication of peptic ulcers:** • Members over the age of 50 years • Maybe occult blood test Funded from the Risk pool; the benefit shall not accrue to the overall out-of-hospital limit

MEASURE AND ICD-10 CODES	CARE, SCREENING, TEST
CHILD HEALTH	
All child immunisation provided by the Department of Health (DOH) for children twelve (12) years old and younger	As per DOH age schedule as per the Road to Health chart
Infant hearing screening for infants up to 6 weeks of age As per guidelines of the Health Professions Council of South Africa which recommend that initial hearing screening should take place before one month of age and by no later than six weeks of age	Limited to one test in- or out-of-hospital for all infant beneficiaries
FEMALE HEALTH (WOMEN AND ADOLESCENT GIRLS)	
Cervical cancer screening ICD: Z12.4 For all women aged **21-64** years old, except for those women who have had a complete hysterectomy with no residual cervix Human papilloma virus (HPV) vaccination for girls aged 10-17 years HPV screening	PAP smear test once every third year Total of two HPV vaccinations are funded Once every five years to women aged 21 years and older
Breast cancer screening ICD: Z12.3 and ICD: Z01.6 Mammogram: Alll women aged 40-69 years old	Once every two years, unless motivated
Contraceptives ICD: Z30	As recommended by NDOH
DENTAL HEALTH	
Consultation and topical fluoride application for children aged 0-6 years	Annually
Topical fluoride application for children aged 7-16 years	Annually
Caries risk assessment for children aged 0-14 years (Clinical information to be submitted to managed care)	Once every second year
Periodontal disease and caries risk assessment for adults 19 years of age and older (Clinical information to be submitted to managed care)	Once every second year
Fissure sealants for 5- to 25-year-olds	Maximum of four per annum

ANNEXURE E (Continued)

PREVENTATIVE HEALTHCARE BENEFIT 2023

MEASURE AND ICD-10 CODES	CARE, SCREENING, TEST
HIV COUNSELLING AND TESTING	
HIV counselling and pre-counselling	Annually
HCT consultation, rapid testing and post counselling	Annually
HIV testing Elisa: 3932 Confirmation test: Western Blot (payable after HCT or Elisa tests)	Annually
OTHER	
Flu vaccine	Annually
Hib Titer for 60 years and older (Serology: IgM: specific antibody Titer)	Annually
Prostate cancer screening For all males aged between 50 and 75 years	Annually
Glaucoma screening	Once every third year, unless motivated
Circumcision	Subject to clinical protocols
Post-trauma debriefing session Only for active principal members of SAPS, utilising the Psycho-Social Network	Four individual sessions **or** four group debriefing sessions per year
Weight Management Programme A 12-week exercise programme provided by BASA (Biokineticist Association of South Africa). It includes an HRA (Health Risk Assessment), group or individual exercise sessions, consultation with a dietician and psychologist	100% of the negotiated fee, or, in the absence of such fee, 100% of the lower of the cost or Scheme Tariff One enrolment per beneficiary per annum subject to clinical protocols A separate basket to be funded from Risk
GoSmokeFree Programme GoSmokeFree Programme is delivered by a trained nurse through HealthCraft accredited pharmacies. The approach includes motivational behavioural change, clinical measures (carbon monoxide readings), and follow-ups to manage relapse rates	100% of the negotiated fee or in the absence of such fee, 100% of the lower of the cost or Scheme Tariff One enrolment per beneficiary per annum Funded from Risk as part of the Preventative Healthcare benefit Nicotine Replacement Therapy to be funded from Acute benefit for members enrolled on the programme

MEASURE AND ICD-10 CODES	CARE, SCREENING, TEST
Pertussis booster vaccine for members between 7 and 64 years As per the World Health Organization (WHO) recommendation, countries like South Africa, using pertussis vaccine in the primary infant immunisation schedule, should consider additional boosters and maternal immunisation	Limited to one vaccine per beneficiary every 10 years
COVID-19 vaccine benefit Regulations stipulate that the COVID-19 vaccine is considered PMB	Limited to PMB requirements
Disclaimer: POLMED has outlined the services that are covered under the preventative care benefit. Best clinical practice dictates that the doctor should follow the best clinical management as per guidelines even when they are not specified under this benefit.	

MEMBERSHIP

MEMBERSHIP

NEW MEMBER APPLICATION

- Serving members
- Dependants

THIRD GENERATION CHILDREN DO NOT QUALIFY (GRANDCHILDREN)

NEW MEMBER APPLICATION DOCUMENTATION REQUIRED

- Application for membership form.
- Letter of appointment or SAP96.
- Copy of ID.
- Proof of income (salary advice).
- Copy of most recent bank statement or stamped letter from the bank confirming your banking details.
- Membership certificate from previous medical aid if applicable.

SUPPORTING DOCUMENTS REQUIRED FOR REGISTRATION OF DEPENDANTS

DEPENDANTS (SERVING MEMBERS OR CONTINUATION MEMBERS)

Only completed if the dependant was not registered when the principal member joined POLMED:

- Application for registration of dependants form.
- Copy of birth certificate or identity document.
- Membership certificate from previous medical aid if applicable.
- Marriage certificate/Lobola letter.

AVAILABILITY OF FORMS

POLMED website: On **www.polmed.co.za** go to the home page, select the tab marked 'FORMS', on the drop-down list select 'Administration (Membership)' and then select the form required.

Call the Client Service Call Centre on 0860 765 633 to request the form.

APPLICATION SUBMISSION DETAILS

- **Email:** polmedmembership@medscheme.co.za
- **Fax:** 0861 888 110
- **Post**: Private Bag X16, Arcadia 0007
- Hand in at any POLMED regional walk-in branch near you.

ADDITIONAL SUPPORTING DOCUMENTS REQUIRED FOR REGISTRATION OF DEPENDANTS

STUDENTS 21 TO 29 YEARS OLD

- Certificate of registration at registered tertiary learning institution – by the end of February each year.
- Copy of ID.
- Adult subsidised rates apply.

FINANCIALLY DEPENDENT 21 TO 29 YEARS OLD

- Affidavit B confirming financial dependency.
- Copy of ID.
- Adult subsidised rates apply.

CHILD DEPENDANTS 30 YEARS AND OLDER

- Proof of financial dependency.
- Copy of ID.
- Adult unsubsidised contributions apply.

STEPCHILD

- Affidavit D confirming child is the biological child of the member's spouse.
- Copy of ID or birth certificate.

DISABLED CHILD OVER THE AGE OF 21

- Proof of disability confirmed by a medical practitioner – annually.
- Copy of ID.

CHILD BORN BEFORE OR OUT OF WEDLOCK

- Affidavit A confirming member is the biological parent of the child, if the member's details do not appear on the child's birth certificate.
- Copy of ID or birth certificate.

LEGALLY ADOPTED CHILD

- Final adoption order.
- Copy of ID or birth certificate.

FOSTER CARE

- Proof that child has been placed under the care of the member.
- Copy of birth certificate.

PARENTS AND PARENTS-IN-LAW

- Proof of financial dependency.
- Copy of ID.
- Adult unsubsidised rates apply.

CONTINUATION OF MEMBERSHIP (SCHEME RULE 6.3.1)

- Retirement (Scheme rule 6.3.1.1).
- Medically boarded (Scheme rule 6.3.1.2).
- Severance package (Scheme rule 6.3.1.4).
- Members employed under section 7 and 17C whose term of employment comes to an end.
- Death of the principal member (any dependant active at the time of the principal member's death) (Scheme rule 6.5.1).

Inform the Scheme within 90 days in writing with the reason and date of your last day of service, being either: medically boarded, retirement or severance package.

DOCUMENTS REQUIRED

- Application for continuation membership form.
- Copy of ID.
- Proof of monthly pension **(IF RETIRED/MEDICALLY BOARDED)**.
- Proof of basic monthly salary received in the last month of service with employer **(SEVERANCE PACKAGE)**.
- Service certificate and letter from Medical Board at SAPS Head Office.
- Recent bank statement or letter stamped by the bank confirming bank details.

WHAT IF BOTH PARENTS DIE?

The youngest child becomes the principal member when both parents die. Supply information of the dependant guardian in the case of minor orphans.

IMPORTANT

- A member who resigns from SAPS, irrespective of the number of years in service, does not qualify to remain a POLMED member.
- Widow/orphans cannot register new dependants.

DEATH OF THE PRINCIPAL (MAIN) MEMBER

DOCUMENTS REQUIRED FROM DEPENDANTS WHO ARE REGISTERED AT THE TIME OF THE PRINCIPAL MEMBER'S DEATH

- Application for continuation membership form to be completed by remaining spouse/partner.
- Death certificate.
- Copies of ID documents for dependants or birth certificates in case of minor children.
- Proof of Pension from GEPF.
- Marriage certificate or customary union certificate.
- Proof of recent bank statement or letter stamped by the bank confirming bank details is compulsory.

AVAILABILITY OF FORMS

POLMED website: On **www.polmed.co.za** go to the home page, select the tab marked 'FORMS', on the drop-down list select 'Administration (Membership)' and then select the form required. Call the Client Service Call Centre on 0860 765 633 to request the form.

REMEMBER

COMPLETE THE APPLICATION FOR CONTINUATION MEMBERSHIP FORM

- Submit the completed form and supporting documentation to POLMED via email, fax, by hand at your nearest POLMED regional walk-in branch or by post.
- Ensure POLMED has your correct postal address details for delivery of your new membership card, which is issued when your membership status changes.
- Any changes that affect your membership status should be reported to POLMED within 30 days.

APPLICATION FOR CONTINUATION MEMBERSHIP SUBMISSION DETAILS

- **Email:** polmedmembership@medscheme.co.za
- **Fax:** 0861 888 110
- **Post:** Private Bag X16, Arcadia 0007
- Hand in at any POLMED regional walk-in branch near you.

INJURY-ON-DUTY (IOD) BENEFITS

Sustained an injury while on duty and not sure what to do and what you are entitled to? Relax, because the IOD office is here for you.

How do I report injuries-on-duty?

Every employee who sustains an injury (irrespective of how minor it appears to be) or contracts a disease during the course of and as a result of the execution of official duties, should report such an injury or disease to our employer, the SAPS. IODs are regulated by COIDA (Compensation for Occupational Injuries and Diseases Act, 1993) (Act no 130 of 1993). The members must report the injury to his/her commander immediately or before reporting off duty. If he/she is unable to give a report, a colleague must do so on behalf of the injured member.

The following forms are used for injury on duty:

- WCL 2 (Employer's report of an accident).
- WCL 3 (Notice of an accident); WCL 4 (First medical report).
- WCL 5 (Progress or final medical report).
- WCL 6 (Resumption report).
- A certified copy of the injured person's ID, as well as a copy of the salary advice of the month in which the injury was sustained.
- WCL 226 (Transport questionnaire) in case of MVA.
- Assault report in case of assault.

The following forms are used for COVID-19:

- WCL 1 (Employer's report).
- W.CL 14 Notice of an occupational disease and claim for compensation.
- W.CL 22 (First medical report in respect of an occupational disease) from the treating Medical Practitioner.
- W.CL 26 (Progress/Final medical report in respect of an occupational disease) from the treating Medical Practitioner.
- W.CL 110 (COVID-19 exposure and medical questionnaire) .
- Certified Copy of identity document to be attached.
- Test result from Pathologist.
- A certified copy of the injured member's ID, as well as a salary advice for the month in which the disease was contracted.

The following forms are used for Post-Traumatic Stress Disorder:

- WCL 1//2 (Employer's report of an accident).
- WCL 3 (Notice of an accident), WCL 303 (First medical report).
- WCL 303 (First medical report).
- WCL304 (Progress or final medical report).
- WCL 6 (Resumption report).
- Detailed Psychiatrist Report from treating Doctor with brief psychiatrist rating scale, impairment rating scale and global assessment function (GAF).
- A certified copy of the injured person's ID, as well as a copy of the salary advice of the month in which the illness was contracted.

What must the commander do after the IOD has been reported?
The employer (commander) must complete the WCL 2 within 24 hours, and the medical practitioner treating the employee, must complete part B of WCL 2 and attach it to the medical account. The employer reports the accident or occupational disease by submitting the WCL 2/1, WCL 4/22/303, certified copy of ID and salary advice to Head Office within 14 working days after the day of the injury, to report an IOD to the Compensation Fund (section 39 of the COIDA).

The following documents must be compiled and submitted to Head Office within THREE months after the date of the injury to determine whether the alleged injury/ disease meets the criteria for recognition as an IOD:

- SAPS 114.
- The injured member's supplementary statement.
- The WCL 4 (normal injury)/303 (PTSD)/22 (COVID-19) and/or medical certificate.
- The on-duty statement from the commander.
- The first report statement.
- The witness' statement/s.
- A copy of the pocketbook or diary entry.
- Test results from the Pathologist in case of COVID-19.
- The call-up instruction for the course, if applicable.
- The provincial/national sport championship call-up instruction, if applicable.
- Physical fitness call-up instruction (for SAPS Act employees).
- A copy of the Occurrence Book entry.

NB: If your IOD application is accepted, you are entitled to the following benefits:

- Payment of all reasonable medical accounts by the SAPS (NOT by POLMED). Medical accounts for civilian employees are payable by the Compensation Fund (NOT by the SAPS).
- Provision of necessary medical assistive devices to enhance functionality, e.g. a wheelchair and prosthesis.
- Monetary compensation from the Compensation Fund determined by the % of disablement as well as the earnings at the time of the injury.
- 1 – 30%: Once-off gratuity compensation.
- 31% and above: Monthly compensation.
- Home nurse in case the injury causes permanent/temporary complete disability to carry out the activities of daily living.
- In case of death, immediate family members (spouse, minor children and dependant parents) are entitled to monthly compensation.

SAPS IOD Human Resources Department:
Tel: 012 393 2848/1501/1626/1803/2941
Email address: LeonardQ@saps.gov.za/NakengDM@saps.gov.za

SAPS IOD Finance Management Services:
Tel: 012 393 2435/4461/4409
Email address: Delporth@saps.gov.za / SekoriPiet@saps.gov.za

Want to speak to us?
If you would like to speak to us, please do not hesitate to contact our Client Service Centre or send us an email.
Tel: 0860 765 633 or 0860 POLMED
Email: polmed@medscheme.co.za
Fax: 0860 104 114

POLMED Client Service Centre:
Nedbank Plaza, C/o Stanza Bopape and Steve Biko Streets,
Arcadia, 0083

Claims, Membership and Contributions:
POLMED, Private Bag X16,
Arcadia, 0007

Council for Medical Schemes:
www.medicalschemes.com

POLMED Fraud Hotline:
Tel: 0800 112 811
Email: fraud@medscheme.co.za

APPLICATION FOR EX GRATIA

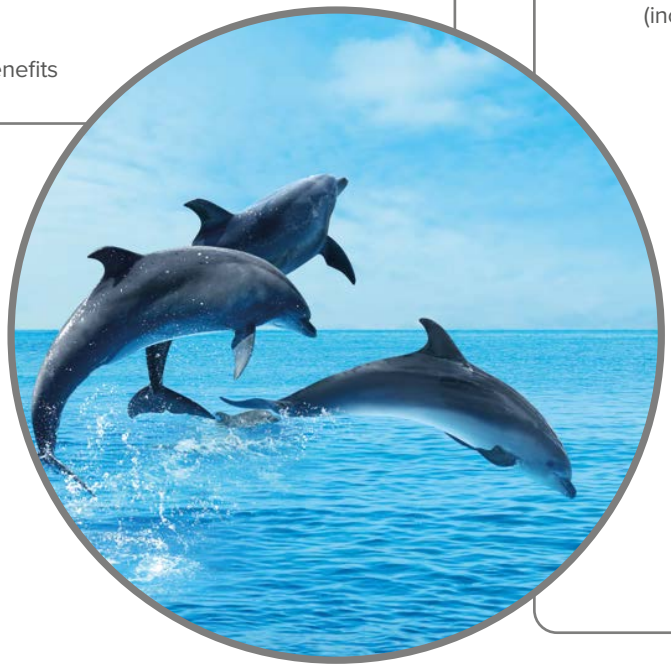
EX GRATIA IS NOT A BENEFIT EXTENSION

Need medical care but your benefits are exhausted?

- The Board shall not authorise payment for services other than those provided for in the Scheme rules but may, in its absolute discretion, upon written request by a member, authorise an Ex Gratia payment in respect of a benefit, upon proof that undue hardship would otherwise be imposed upon a member.
- The cut-off date for the submission of applications is the end of April of the following year.

Ex Gratia does not pertain to the following:

- Scheme exclusions
- Stale claims (older than 120 days)
- Co-payments
- Amounts less than R1 000
- Costs relating to out-of-hospital benefits



HOW DO I APPLY FOR EX GRATIA BENEFITS?

Principal member applies for assistance.

Call 0860 765 633 for the Ex Gratia application or download it from www.polmed.co.za (go to 'FORMS', from the drop-down list select 'CLAIMS', and then 'Application for Ex Gratia').

Form must be completed and signed by member/patient and doctor (include motivation from treating doctor). Attach outstanding claims to the Ex Gratia application.

Submit the application

Email: polmedexgratia@medscheme.co.za
Fax: 0860 104 114
Post: Ex Gratia Department: POLMED
Private Bag X16, Arcadia, 0007

Outcome of application communicated to member.

CLAIMS PROCEDURE (SCHEME RULE 15)

Members: Submission of claims

- Claims must be submitted within 120 days of the service date. Claims received after this period will be rejected as stale.
- Copies of accounts will be accepted for processing or payment.
- In cases where the service provider charges above POLMED rates, you will be responsible for payment of the balance of the claim directly to the provider.

Service providers: Submission of claims

Most service providers submit their claims electronically.

Payment of claims

You will receive a claims statement that will advise you of the outcome of the payment process. You can also view the outcome via the Member Zone on our website at www.polmed.co.za

Obtain a detailed account/statement from the service provider

Submit your claims correctly

There are various ways of submitting claims to POLMED for processing:
Email: polmedcurrentclaims@medscheme.co.za
Fax: 011 758 7660
Post: POLMED, Private Bag X16, Arcadia, 0007

▼

Form must be completed and signed by member/patient and doctor (include motivation from treating doctor). Attach outstanding claims to the Ex Gratia application.

▼

Submit the application.

OR

Visit any POLMED regional walk-in branch.

Information required to validate a claim

Healthcare provider (e.g. doctor, specialist etc.)

- Name and practice number.
- Referring doctor's practice number (for specialist claim).
- In the case of a group practice, group practice number and the name of the practitioner who provided the service.

Member

- Membership number.
- Scheme name and benefit plan (Marine or Aquarium).
- Main member's initials and surname.
- The patient's name, other initials and surname (if it is not the principal member), as well as the dependant code (as it appears on the back of the POLMED membership card).
- Date of birth of patient.

Other

- Date of service.
- Account/reference number.
- Tariff/NAPPI/procedure code(s) – this is a code that refers to the pricing of a medical service/product.
- ICD-10 code(s).
- Cost of each treatment, item or procedure.
- In respect of medication claims, the name, quantity, dosage and net amount payable by the member should be provided.

Member refunds:

If you paid for a service directly and want to request a member refund, you need to submit your proof of payment (receipt or bank deposit slip) together with the service provider's account that displays a zero balance for the claim.

MEMBER ESCALATED QUERIES

POLMED makes provision for members to lodge complaints and disputes in cases where the member is dissatisfied with the outcome of a decision from the Scheme in respect of a query. The form to complete when submitting a complaint/appeal to POLMED is available on the POLMED website under the Dispute Resolution process.

For more information and to submit your written complaint to POLMED, use the following details:
Tel: 0860 765 633
Fax: 0860 104 114
Email: polmedescalations@medscheme.co.za
Post: Private Bag X16, Arcadia 0007
Alternatively, visit our walk-in branch in your region.

The dispute will be processed within a minimum of five working days, depending on the complexity of the enquiry. The outcome of the dispute will be communicated to you.

If your query is not resolved or you remain dissatisfied with the outcome/service experience, you may also lodge a complaint with the Council for Medical Schemes (CMS). The form to complete when submitting a complaint to the CMS is available on the CMS website.

Tel: 0861 123 267 (share call from a Telkom landline) or 012 431 0500.
Fax: 086 673 2466.
Email: complaints@medicalschemes.com.
Post: Council for Medical Schemes, Private Bag X34, Hatfield 0028.
Website: www.medicalschemes.com

The CMS will inform POLMED of the complaint received. POLMED will engage with the Administrator to investigate the complaint. Thereafter POLMED will provide feedback to the CMS within the timeline indicated by the CMS. The CMS will then inform you of the outcome of the investigation.

MOTOR VEHICLE ACCIDENT (MVA) CLAIMS

POLMED's internal recoveries department at Medscheme will be notified when you or your dependent(s) were involved in an accident, and they will contact you to obtain additional information.

You can find the section dealing with third-party claims (which includes Road Accident Fund claims, Public Liability Claims, Assault claims and more) in paragraph (xxx Kobus) of the registered POLMED Scheme rules, which forms part of your contract with POLMED.

If you plan to institute a claim against the Road Accident Fund (RAF), or any other third-party, you will be required to provide the following information:

- A short summary explaining how the accident happened;
- The contact details of the third-party involved;
- The name of the attorney firm you appointed (where applicable)
- In the event of a motor vehicle accident, you must provide the motor vehicles' registration numbers and name of the police station where the accident was reported.

You (and/or your beneficiary) will be required to sign the mandatory POLMED consent and indemnity forms, including the "Member Undertaking" to include POLMED's liability in any third-party claim, and to pay back the portion due to the medical scheme in the event of a successful recovery.

The Recovery team can refer you to a contracted Panel Attorney which offer preferential legal fees to Polmed members, in the event that you haven't appointed your own attorney.

Contact details for the Polmed Recoveries Department at Medscheme: TEL: 0800 117 222
EMAIL: polmedmvaqueries@medscheme.co.za

Failure to lodge a claim, and/or to keep Polmed informed and to pay back money recovered in a third-party claim, constitutes a breach of your membership agreement with Polmed, as well as your employment contract with SAPS. You may be held personally liable to pay back Polmed.

GLOSSARY

Authorisation (Pre-authorisation)
Members of medical schemes are required to notify and obtain authorisation from their medical schemes before going into hospital if they are to receive non-life-threatening or hospital treatment. This is known as authorisation. Your medical scheme will supply you with prior approval in the form of an authorisation number.

Basic dentistry
Basic dentistry refers to procedures that are used mainly for the detection, prevention and treatment of oral diseases of the teeth and gums. These include the alleviation of pain and sepsis, the repair of tooth structures by direct restorations or fillings and the replacement of missing teeth by plastic dentures.

Other procedures that fall under this category are:
- Consultations
- Fluoride treatment and fissure sealants
- Non-surgical removal of teeth
- Cleaning of teeth, including non-surgical management of gum disease
- Root canal treatment

Co-payment
A co-payment is an amount payable by the member to the service provider at the point of service. This includes all the costs more than those agreed upon with the service provider or more than what would be paid according to approved treatments. A co-payment would not be applicable in the event of a life-threatening injury or an emergency.

Day clinics
A day clinic offers outpatient or same day procedures, usually less complicated than those requiring hospitalisation. It is a facility which allows for a patient to be discharged on the very same day as the procedure is done.

Emergency
An emergency medical condition means the sudden and, at the time, unexpected onset of a health condition that requires immediate medical treatment or intervention. If the treatment or intervention is not available, the emergency could result in weakened bodily functions, serious and lasting damage to organs, limbs, or other body parts, or would place the person's life in jeopardy.

Generic medicine
A medicine with the same active ingredient as original brand name medicine, usually at a lower cost.

ICD-10, NAPPI and tariff codes
ICD stands for International Classification of Diseases and related problems. By law, every claim that is submitted to a medical scheme, must include an ICD-10 code. Every medical condition and diagnosis have a specific code. These codes are used primarily to enable medical schemes to accurately identify the conditions for which you sought healthcare services. This coding system then ensures that your claims for specific illnesses are paid out of the correct benefit and that healthcare providers are appropriately reimbursed for the services they rendered. NAPPI codes are unique identifiers for a given ethical, surgical, or consumable product which enables electronic transfer of information through the healthcare delivery chain. Tariff codes are used as a standard for electronic information exchange for procedure and consultation claims.

Medicine Generic Reference Price
This is the reference pricing system applied by the Scheme based on generic reference pricing or the inclusion of a product in the medication formulary. This pricing system refers to the maximum price that POLMED will pay for a generic medication. Should a reference price be set for a generic medication, patients are entitled to make use of any generically equivalent medication within this pricing limit, but will be required to make a co-payment on medication priced above the generic reference pricing limit. The fundamental principle of any reference pricing system is that it does not restrict a member's choice of medication, but instead limits the amount that will be paid for it.

Formulary
A formulary is a list of cost-effective, evidence-based medication for the treatment of acute and chronic conditions.

Network service provider
Network service providers are healthcare providers (doctor, pharmacist, hospital, etc.) that are a medical scheme's first choice when its members need diagnosis, treatment, or care for a PMB condition. POLMED has contracted or selected preferred providers (doctors, hospitals, health facilities, pharmacies, etc.), to provide diagnosis, treatment, and care of one or more PMB conditions. This relationship often brings the benefit of negotiated, preferential rates for the members.

Pharmacist Advised Therapy (PAT)
Most common ailments can be treated effectively by medicine available from your pharmacy without a doctor's prescription. If your medical scheme option offers a PAT benefit, it means that some of these costs will be paid from the relevant benefit.

Protocols
Guidelines set for the procedures in which certain health conditions are to be diagnosed and treated.

Service date
This can be the date on which you are discharged from hospital or the date you have received a medical service or medical supplies.

Specialised dentistry
Specialised dentistry refers to services that are not defined as basic dentistry. These include periodontal surgery, crowns and bridges, implant procedures, inlays, indirect veneers, orthodontic treatment, and maxillofacial surgery. All specialised dentistry services and procedures must be pre-authorised, failing which the Scheme will impose a co-payment of **R500**.

Suspected fraud and what to do

Unnecessary and fraudulent expenses are funded by you, the member, through increased contributions. You can contribute towards the fight against fraud by carefully and regularly checking your claims transactions, and making sure that you have not been involved in a fraud scam without your knowledge.

Examples of fraud scams discovered by the Scheme have been:

- A service provider putting in a claim for services that were never rendered.
- A service provider performing a procedure or giving treatment that's excluded by the Scheme rules, and then charging for it under a different code.
- A pharmacy providing generic medicine, but charging for the more expensive brand name.

If you suspect that a service provider, colleague or any other person or organisation may be engaged in fraudulent activities against your Scheme, please contact the Fraud Hotline on **0800 11 28 11**, **SMS 33490** or email **information@whistleblowing.co.za**

This service is managed by an independent company, Tip-Offs Anonymous, and you can choose to remain anonymous. You can also email fraud@medscheme.co.za to report your suspicions.

Confidentiality of your information

The Scheme would like to remind you of our confidentiality policy, which prevents unauthorised persons from obtaining and changing members' information.

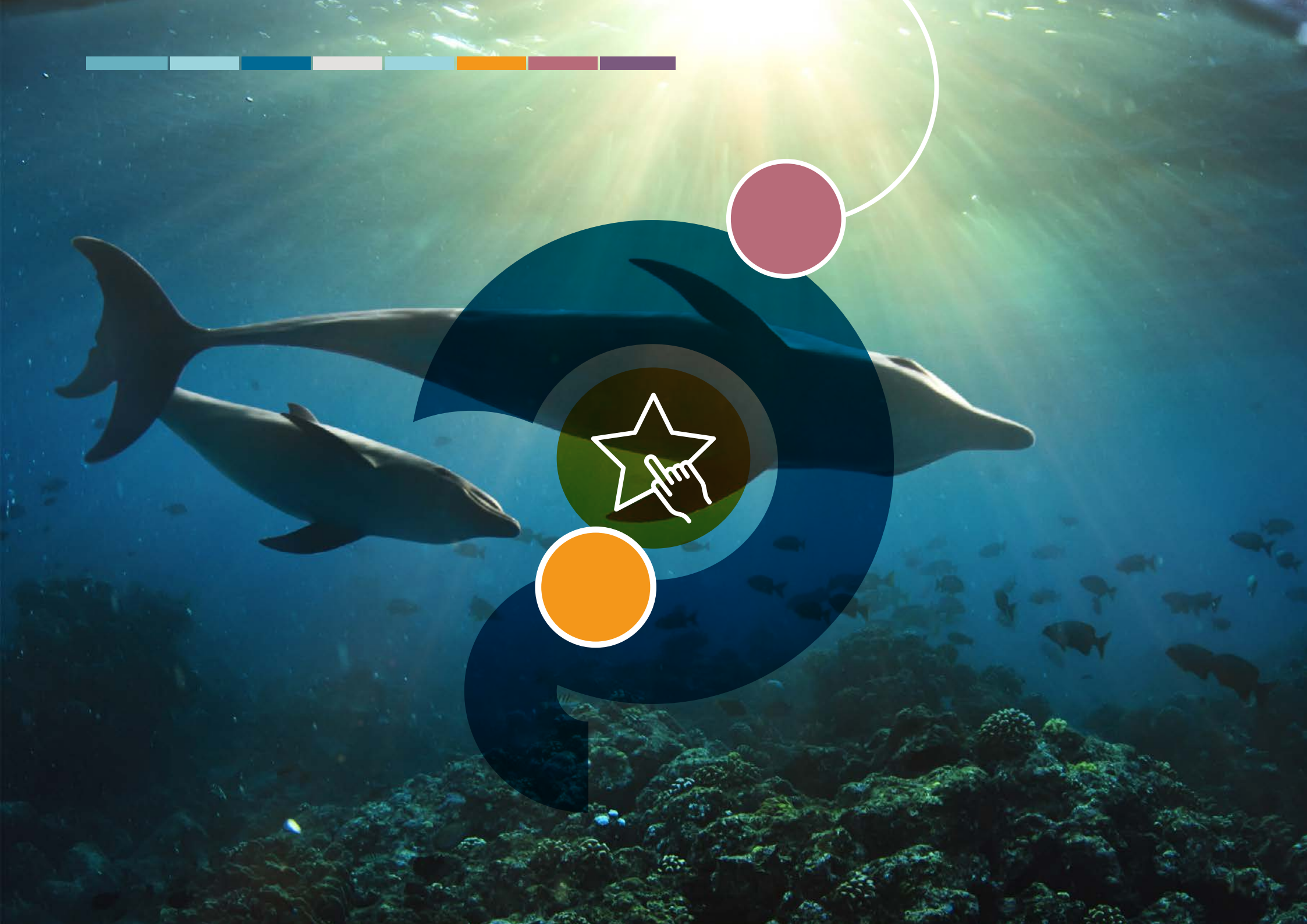
Please note that the Scheme will only process changes to member details that have been furnished to the Scheme by the member or his/her representative. To ensure that your information is secure and that unauthorised callers cannot change your records, we will authenticate the identity of callers, by asking a few questions to verify your identity.

If you are disabled, aged or have a personal assistant (PA) who looks after your affairs, you can make special provision to allow that person to access your information. All that is required is a completed Letter of Authority, giving your representative (PA or family member, etc.) the authority to contact us on your behalf. Simply contact us to send you a Letter of Authority form to complete.

As your protection is our priority, should any of the above details not correspond with what we have on our system, no information will be provided to the caller.

NOTES:

NOTES:



POLMED®

OUR INVESTMENT OUR HEALTH OUR FUTURE

CONTACT DETAILS

TEL: 0860 765 633 or 0860 POLMED

FAX: 0860 104 114; (New claims 011 758 7660);
(Membership-related/correspondence 0861 888 110)

WhatsApp: +27 60 070 2547

Email address for SUBMITTING ENQUIRIES:

polmed@medscheme.co.za

POSTAL ADDRESS FOR CLAIMS, MEMBERSHIP AND CONTRIBUTIONS:

POLMED: Private Bag X16, Arcadia, 0007