



Frequently Asked Questions

WHERE CAN I FIND WALK-IN CUSTOMER CARE CENTRES?

A: Cape Town

River Park Offices
1st Floor Liesbeeck House
River Lane
Mowbray
Cape Town
Tel: 021 680 7400

Gauteng

33 Princess of Wales Terrace
Cnr of Princess of Wales and Carse
O' Gowrie
Parktown
Tel: 011 485 7497

Momentum Building
268 West Avenue
Centurion
Tel: 012 671 8911/5666

Munimed Building
67 Koranna Avenue
Dooringkloof
Centurion
Tel: 012 673 1000

JHB Life Centre
45 Commissioner Street
Johannesburg
Tel: 011 491 6601

Bloemfontein

No. 9 Office Park
Cnr President Reitz Street and 3rd
Avenue
Westdene
Bloemfontein
Tel: 051 448 4632

KwaZulu Natal

1-3 Canegate Road
La Lucia Ridge
Umhlanga
Tel: 031 573 4000

11 Walnut Road, Gate C
Durban Exhibition Centre
Durban
Tel: 079 410 9493

Port Elizabeth

3rd Floor, Greyville Building
Cnr of Cape Road
and Greyville Road
Greenacres
Port Elizabeth
Tel: 041 373 8773

WHO IS ELIGIBLE FOR MOTO HEALTH CARE MEMBERSHIP?

A: A member must be employed by an employer that belongs to MIBCO (Motor Industry Bargaining Council).

WHO CAN BE REGISTERED AS DEPENDANTS?

A: your spouse or partner, dependant children, parents and special dependants.

SPECIAL DEPENDANTS:

1. Step Child
 2. Legally adopted child
 3. Foster child
 4. Grandchild
 5. Parents
- a full-time student at a university or other recognised institute of higher learning; not receiving a regular income exceeding the social pension; or
 - a child who owing to mental or physical defects, is not in receipt of a regular remuneration of more than the social pension.

WHAT DOCUMENTATION DO I NEED TO SUPPLY WHEN REGISTERING DEPENDANTS?

A:

Spouse	Marriage certificate
Natural child	ID, birth certificate
Natural child with different surname to principal member	ID, birth certificate, affidavit
Stepchild	ID, full birth certificate, marriage certificate , affidavit
Adopted child/foster child	ID, full birth certificate, proof of adoption, court order
Mentally/physically disabled child (over 21)	ID, full birth certificate, written confirmation from treating doctor of nature of disability, proof of state grant/pension
Traditional/polygamous spouse	ID, affidavit/certificate of customary union
Parents/siblings of principal member	ID, affidavit, proof of income
Common-law partner/same gender partner	ID, affidavit
Student	ID, proof of registration at tertiary institution
Unemployed child (over 21)	ID, affidavit confirming unemployment

WHAT HAPPENS TO THE MEMBERSHIP STATUS OF SURVIVING SPOUSES, ILL HEALTH MEMBERS AND PENSIONERS?

A: Pensioners, spouses and dependants of deceased and members retiring due to ill health have the same benefits as other members, provided that:

Pensioner members:

- are of retirement age; and
- are members of the Fund immediately prior to retirement.

Surviving spouse members:

- are registered as dependants at the time of the member's death.
- a surviving spouse cannot register an adult dependant or their dependants

Surviving spouse membership stops:

- when membership is terminated in writing.

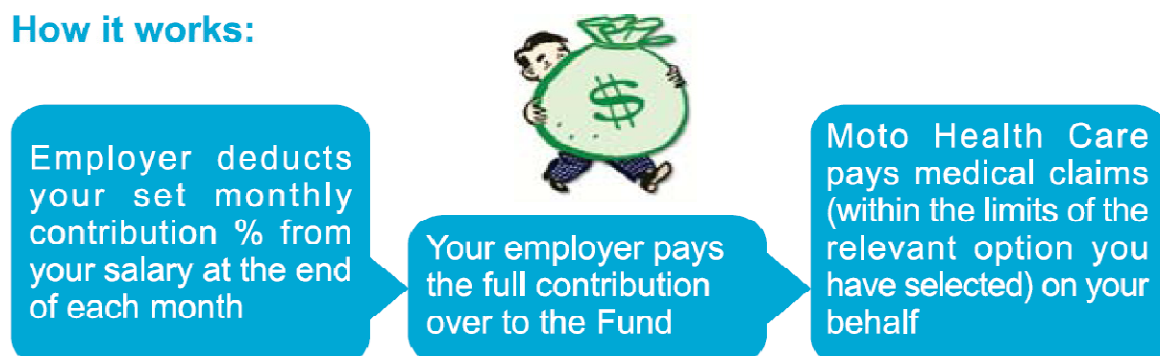
Members requesting continuation of membership due to ill-health

- are members of the Fund prior to date of ill health;
- are placed on ill health through their employer's disability insurers - proof from Pension Fund or doctor required

HOW DO MONTHLY CONTRIBUTIONS WORK?

A: As a member of the Scheme a set monthly payment, specific to the option you are on and the number of dependants registered with Moto Health Care, will be deducted from your salary. Your employer then pays your contribution over to the Scheme on your behalf. These funds are utilized to pay for the medical expenses incurred by you and your dependants.

How it works:



HOW DO I SUBMIT A CLAIM ACCOUNT TO MOTO HEALTH CARE?

A:

- Ensure your membership number is clearly stated on your account.
- Please post, email, fax or deliver your account as quickly as possible to the administrator. Only claims received within four months of treatment will be paid.
- Send the first account you receive. Do not send statements.
- If you have already paid the account please attach your receipt and clearly mark the account "paid by member". Accounts without a receipt and balance owing will be paid to the doctor.
- Please do not submit accounts marked "FOR YOUR INFORMATION ONLY" or accounts showing only a balance brought forward. Such accounts are for your records and should be used to check against payments reflected on your Claims Advice Statements.
- The Medical Schemes Act requires that the supplier of service provide full details on all accounts. Please check that your account shows:
 - your name and initials;
 - your medical aid number;
 - the treatment date;
 - name of patient (as indicated on the Membership card - not a nickname);
 - amount charged;
 - tariff code (where applicable); and
 - ICD-10 code.
 - valid practice number

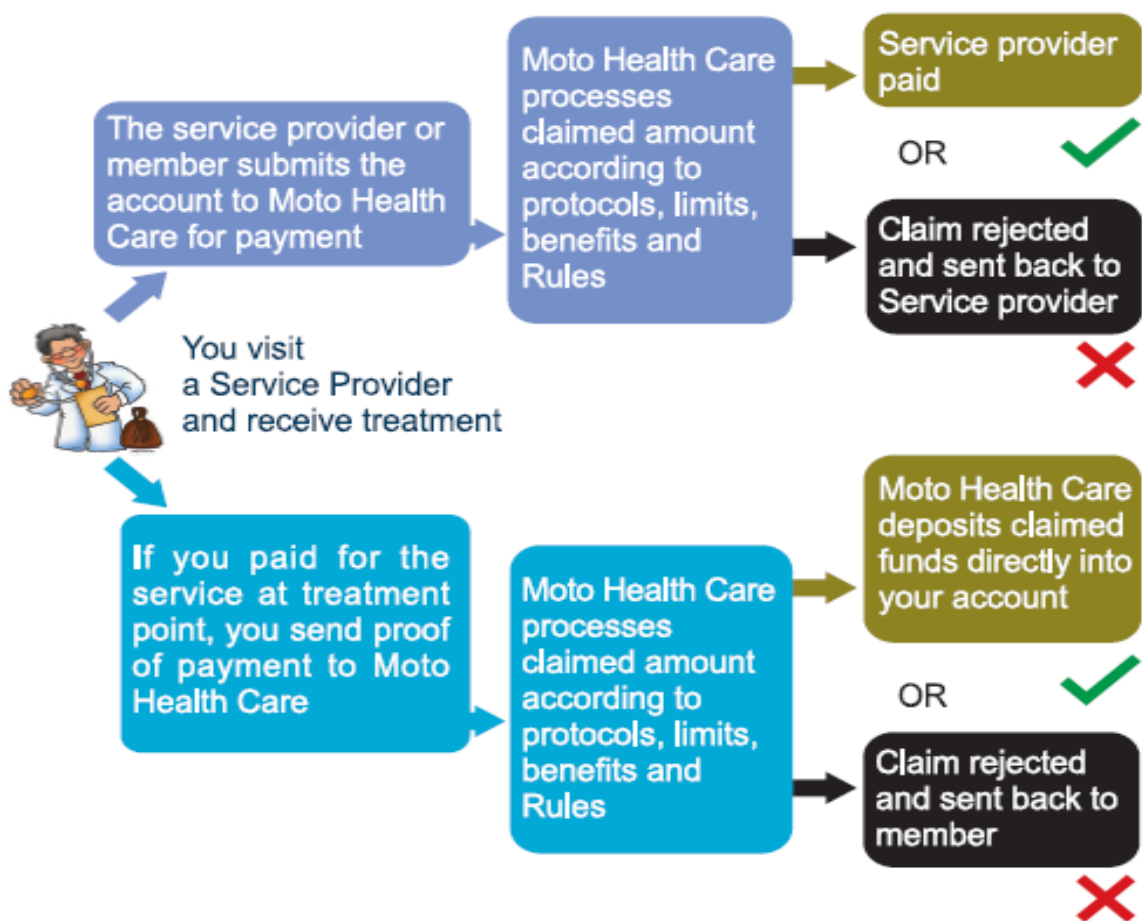
IMPORTANT

- **Accounts charged at the Moto Health Care Tariff will be paid directly to the medical aid service provider.**
- **Accounts charged above Moto Health Care Tariff and accounts with a receipt to show you have paid them, will be refunded to**

you. You are responsible for paying the medical aid service provider.

- Check your Claims Advice Statement before submitting a second account.
- Accounts are paid according to tariff and subject to benefits available.
- Refunds are paid directly into your bank account. This is a secure method.

HOW IT WORKS:



When can I expect payment?

The administrator has a regular payment cycle: two payment runs per month to members and suppliers. All valid claims received will be processed on this basis.

How will I know what was paid?

A Claims Advice Statement is sent to you if the administrator has processed an account during that month. This statement will indicate all payments made to you or to your service provider.

WHAT IS PRE-AUTHORISATION?

A: The confirmation received from the Fund when a member requires hospitalisation, a specialised procedure or specialised radiology. The Fund will then be able to monitor the quality of care that you will receive. Pre-authorisation does not guarantee payment of claims but is merely a pre-notification mechanism whereby the Fund is advised of a pending procedure/ treatment and provides confirmation that the member may have access to benefits.

IS THERE A MATERNITY BENEFIT AVAILABLE TO MOTO HEALTH CARE MEMBERS?

A: The Fund offers a Maternity Management Programme to assist members during pregnancy and confinement.

The Maternity Management Programme provides you with vital clinical and statistical data (e.g. types of delivery, complications and additional pre-natal healthcare). Quality care for pregnant mothers can reduce the risk of medical complications.

The utilisation of scans, consultations and emergency room visits are managed for members throughout the term of their pregnancy.

All members who register on the programme will receive the Tina Otte's Pregnancy & Birth Book - this is a highly acclaimed book on pregnancy and childcare as well as other comprehensive literature.

IMPORTANT:

Registration on the Maternity Management Programme is **compulsory between 12 to 20 weeks!** Please contact the pre-authorisation department on 0861 000 300.

I HAVE HIV/AIDS. WHAT DO I DO?

A: Moto Health Disease Management Programme is a complete HIV disease management programme.

- The first step is to find out whether you have been infected with HIV. The blood test determines whether you are positive or negative.
- On the Essential Option members only have benefits at Provincial Facility.

- On the Optimum, Classic and Hospicare Option, benefits are provided.
- On the Custom option HIV treatment is available from the Designated Service Provider, CareCross.

You must register on our Moto Health HIV Programme

If your test shows you are HIV-positive you must register with the Moto Health HIV Programme as soon as possible to make use of this benefit.

Benefits of Joining the Moto Health HIV Disease Management Programme

- Telephonic patient support include guidance, counseling and advice on lifestyle management, diet, sexual behavior, the nature of the disease etc, to optimize the patient's health and prevent deterioration of their condition.
- Regular monitoring of disease progression and response to therapy.
- Regular monitoring tests to pick up possible side-effects of treatment.
- Clinical guidelines and telephonic support for doctors.
- If you are exposed to HIV infection through sexual assault or needle-stick injury, please ask your doctor to contact Moto Health Disease Management Programme to authorise special anti-retroviral medicine to help reduce your risk of being infected.

You or your doctor can call

- 0861 000 300 for Moto Health HIV Management
OR 082 821 0994.

Once you or your doctor has contacted us

- Moto Health Disease Management Department will provide an application form, which you and your doctor need to complete and return to the Moto Health Disease Management Department.
- A highly qualified medical team will examine your details and if necessary, discuss cost-effective and appropriate treatment with your doctor. Once treatment has been agreed upon, your doctor will be sent a detailed treatment plan, which explains the approved medicine as well as the regular tests that need to be done to ensure that the drugs are working correctly and safely.

Contact Number: 0861 000 300
 Cell: 082 821 0994
 Fax: 031 580 0533
 E-mail: moto.hiv@momentum.co.za

PLEASE NOTE: We encourage members to join the Programme as soon as possible to ensure optimal management. HIV is a chronic condition that can be managed.

YOUR CONDITION WILL STAY CONFIDENTIAL

HIV is a sensitive matter and every effort is made to keep your condition confidential. The staff members at our unit have all signed confidentiality agreements which bind them to practise accordingly.

IS THERE ONE NUMBER I SHOULD ALWAYS REMEMBERS FOR ALL MY MEMBERSHIP REQUIREMENTS?

A: 0861 000 300