

HANDY HINTS FOR 2012



Taking care of our own

We trust that by now you would have received your 2012 pack containing the Summary of Benefits book (SoB), option selection form and newsletter. Our continuation members would have received a pack which includes a road show invitation. Remember, should you need one of our consultants to visit you, please call **0861 000 300** or visit the website to view a list of consultants in your area.

Hints for all options



- When you are ill always see your General Practitioner (GP) first, they know your history and will also be able to refer you to the correct specialist.
- Always pre-authorise any hospitalisation before it takes place.
- Hospitalisation is expensive and there are processes and procedures in place to ensure you get the best treatment at a cost-effective rate.
- Please remember to register on the Maternity Programme from 12-20 weeks to ensure your claims are paid from the maternity benefit – applicable to all options (refer to SoB).
- All healthcare related costs need to be carefully managed by the Fund.
- If they are left unchecked it could contribute to an option being discontinued by the Council for Medical Schemes.

Note: the Summary of Benefits and this notice do not supersede the Fund Rules; a copy of these Rules is available on:

www.motohealthcare.org.za

Hints for Optimum



- A Designated Service Provider to be used for the HIV chronic benefit.
- For The Optometry benefit, both contact lenses and glasses cannot be obtained in the same year.
- Chronic medication for all other conditions may be obtained from any pharmacy or dispensing doctor.

Hints for Classic



- A Designated Service Provider to be used for the HIV chronic benefit on the Classic option.
- Chronic medication for all other conditions may be obtained from any pharmacy or dispensing doctor.
- Your Annual Savings Limit (ASL) not used in the year will be carried forward to the next year for you to use when you need it.
- When your ASL is used up, your benefits allow for extra GP visits. Contact the call centre for further details.

Hint for Hospicare



- Hospicare chronic medication is provided through a Designated Service Provider, Clicks Directmedicines.

Hints for Custom



- The Custom option has an OTC limit (see SoB) of 5 scripts per family per year.
- If your income changes please contact the call centre.

Hint for Essential



- On the Essential option should your income change please contact the call centre.

The closing date for the submission of all Option Selection forms is 30 November 2011. You can submit your form in the following ways:

e-mail - membership@motohealthcare.org.za
fax - 031 580 0478
post - PO Box 2338, Durban, 4000.

Please do not hesitate to contact us for any queries or concerns.