

Dear MEDiPOS Member

MEDiPOS Medical Scheme under Provisional Curatorship

As you are aware, on Wednesday 15 February 2023, MEDiPOS was placed under provisional curatorship. Whilst this means that the Curator, is responsible for the management of the Scheme, we want to reassure you that as a member, we will continue to provide you with a seamless member experience. Your claims will continue to be paid, and should you need to be admitted to hospital, we will continue to provide your authorisations in line with the appropriateness of your treatment. All Service Providers to the Scheme have been notified of the Curatorship and have been similarly informed that MEDiPOS Medical Scheme will continue to render a service and honour claims payment and authorisations. We have specifically asked your Health Service Providers not to deny our Scheme members the health care services that you may need to access. Our Client Service's Centre is open from 8am – 5pm, Mondays to Fridays, and our consultants are available to answer your calls, should you need assistance. if you have any queries, please contact our Client Services on 0860 100 078.

For your reference a copy of the court order together with the publication from Council for Medical Schemes (CMS) is available on the website www.medipos.co.za or [CLICK HERE](#)

Below are some frequently asked questions around the Curatorship that we have received that may assist you:

Q What is Curatorship?

A The Curatorship section is a division within the Master of the High Court. The main function of the section is to provide efficient, cost effective and specialised services of supervision where required. In the case of MEDiPOS Medical Scheme this request for supervision was made by the Council for Medical Schemes in the interest of the members.

Q Who is the Provisional Curator for MEDiPOS?

A Mr. Justice Kudumela is the Provisional Curator for MEDiPOS

Q Why did Council for Medical Schemes (CMS) place my Scheme MEDiPOS under Provisional Curatorship?

A The CMS has a statutory duty to uphold the rights and interests of beneficiaries. The Curator's role and mandate are to, amongst others, **restore overall effective governance of the scheme, whilst ensuring continued servicing of members and beneficiaries of the scheme.**

Q Should I be worried that my Scheme MEDiPOS has been placed under Provisional Curatorship?

A No, you should not be concerned that your Scheme has been placed under Provisional Curatorship. This has been done to protect you, and to ensure that the Scheme continues paying your claims and authorises care.

CONTRIBUTION INCREASE 1 APRIL 2023

As communicated to you in the Quarter 4 Newsletter, MEDiPOS did not increase your contributions on 1 January of this year, although you have been able to enjoy the enhanced 2023 benefits with effect from 1 January 2023. The Scheme made the decision to only apply the increase in contributions with effect from 1 April 2023. This increase is important for the sustainability of the Scheme and ensuring that contributions remain on par with medical inflation for 2023.

Please refer to Summary of Benefits 2023 - [CLICK HERE](#)

To ensure that you know what your contributions will be from 1 April 2023, please refer to the below table:

OPTION C	Contribution					
Monthly income	Principal member		Adult dependant		Child dependant	
R0 – R8 185	R1 497		R1 290		R399	
R8 186 – R11 140	R1 647		R1 449		R492	
R11 141 – R14 985	R1 803		R1 590		R537	
R14 986 +	R1 860		R1 626		R552	
OPTION B	Contribution			PMSA (included in contribution)		
Monthly income	Principal member	Adult dependant	Child dependant	Principal member	Adult dependant	Child dependant
R0 – R8 185	R2 949	R2 769	R873	R133	R125	R39
R8 186 – R11 140	R3 078	R2 904	R915	R139	R131	R41
R11 141 – R14 985	R3 222	R3 057	R966	R145	R138	R43
R14 986 +	R3 303	R3 138	R993	R149	R141	R45
OPTION A	Contribution					
Monthly income	Principal member		Adult dependant		Child dependant	
All income levels	R7 704		R7 392		R1 800	

PAYMENT OF CONTRIBUTIONS VIA DEBIT ORDER WITH EFFECT 1 APRIL 2023

This serves as a reminder that from April 2023, the Scheme will collect contributions directly from members, rather than via SAPO.

You have until the 1st of April 2023 to make the necessary arrangements to complete the debit order form. However, to ensure that your debit order details are captured in time to avoid any collection issues, please send in your debit order forms now. If you complete your form now and would like the debit order instruction to be affected on 02 May 2023, and not earlier, add an instruction to this effect. You may [CLICK HERE](#) to access the debit order form. Please complete the form, and send it together with your ID copy and supporting proof of bank details to membership@medipos.co.za. For queries, please contact our Client Services on 0860 100 078.

MEDIPOS CONTACT DETAILS

CLIENT SERVICES TEAM AND HOSPITAL AND PRE-AUTHORISATION

Tel: 0860 100 078
 Email: enquiries@medipos.co.za
 Email: preauth@medipos.co.za
 Website: www.medipos.co.za

REPORT FRAUD TO:

MEDiPOS Anti-fraud Hotline
 Tel: 0800 112 811 or SMS: 33490
 Email: information@whistleblowing.co.za

ADDRESS FOR THE SUBMISSION OF CLAIMS

Email: claims@medipos.co.za
 P.O Box 921, Westville, 3629

SEND US YOUR SUGGESTIONS!

Please send us your suggestions on how you think the Scheme can improve its service delivery and benefits. Your suggestions may be emailed to: fundmanagement@medipos.co.za