



MEDiNEWS

Post Office  **MEDIPOS** Medical Scheme
Putting your wellbeing first

QUARTER ONE - 2022

From the desk of the Principal Officer

As we are coming towards the end of our first quarter preparing for winter, let's take a gentle approach towards a healthy living lifestyle and look forward to a healthy year. The flu season is upon us, let us make sure that we stay protected by getting the flu vaccine. Remember MEDiPOS does cover you for a flu vaccine from your major medical expense benefit and does not affect your day-to-day benefit.

To provide some update on the payment of contributions, take note that the South African Post Office (SAPO) has been honouring the payment of contributions as per the Court Order. We thank SAPO for their commitment. We will keep you informed on this matter should this change.

2022 is a Trustee election year, in early February we distributed Nominations Forms and election information letters via email and postal services for you to nominate

candidates that you would like to represent you as Trustees for a five (5) year period. The submission for your nominations ended on 31 March 2022 and is now closed.

The focus in this edition is keeping you informed of your benefits and celebrating positive feedback from you. The topics for this issue are:

1. Cover for Grandchildren
2. Managing your day-to-day benefits
3. Enriched Maternity benefits
4. Returning member feedback

Keep safe and wear a mask!

Thabi

Thabisiwe Mlotshwa
Principal Officer



Notice Board

ARE YOU TAKING VSP AND RETIRING?

Please note if you are taking a VSP you are eligible to continue with your membership on MEDiPOS if:

- You are 55 years and older,
- You are 50 to 54 years old and have opted to retire.
- Your employment contract is terminated by your employer due to ill- health.

To continue your membership with MEDiPOS, complete the [Change in Membership Detail form](#) and submit this directly to the Scheme via email membership@medipos.co.za or by post to **PO Box 921 Westville 3629**. Do not send the form to your HR. To access the form visit the Scheme's website, www.medipos.co.za or call **0860 100 078**. You will be allowed just this once as a result of the change in your employment status, the Scheme will allow you to change your option effective the date of your retirement, should you want to upgrade or downgrade.

MEDIPOS VITAMIN BENEFIT

The Board has agreed to fund vitamins from the major medical expense benefit up to a limit of R300 per beneficiary per annum. The benefit has been submitted to the Council for Medical Schemes (CMS) for review. Upon approval from the CMS, the Scheme will publish a list of these vitamins on your Scheme's website, www.medipos.co.za

AMNESTY PERIOD EXTENDED FOR WAITING PERIODS

Take note that the waiving of the waiting periods has been extended to 30 June 2022. This means that three-months (3) and twelve months (12) condition specific waiting periods will not be applied to new members and new dependants who join MEDiPOS during this period.

THE ADDITION OF GRANDCHILDREN AS DEPENDANTS ON MEDIPOS

We are glad to inform you that you can now add your grandchildren as dependants onto the Scheme. Should you wish to add your grandchildren as dependants on MEDIPOS, please ensure the following criteria is met:

1. The biological parent must be a dependant on MEDIPOS.
2. If the parent of the child is not a dependant on the MEDIPOS, the following will be required:
 - 2.1. A copy of the grandchild's unabridged (long) birth certificate with the parents' names.
 - 2.2. The identity document or passport of the parent who is the dependant of the MEDIPOS member onto which the grandchild must be registered.
 - 2.3. An affidavit to confirm the status of dependency of the grandchild on the MEDIPOS member or a letter from the Courts.
 - 2.4. For employees, the application form must be stamped and signed by SAPO Human Resources. For pensioner members, submit the application directly to MEDIPOS via email membership@medipos.co.za or postal services to **PO Box 921 Westville 3269**.



Please note that the Employer has advised that there will be no subsidy for grandchildren. The member will be responsible for the full contributions of the grandchild. For more information please refer to your member guide or you may contact our client services department on **0860 100 078** or email enquiries@medipos.co.za.

MANAGING YOUR DAY TO DAY BENEFITS

MEDIPOS offers all members day-to-day benefits on all Options designed to help you cover the everyday costs of staying healthy. This includes benefits such as acute medication, doctors – both general practitioners and specialists, auxiliaries, pathology, optical, dentistry benefits and other out of hospital benefits. Refer to your [Benefit Guide](#) for the benefits on your Option.



How can you ensure that you use this benefit efficiently?

01

Do not claim from your day-to-day benefits unless you really need to.

02

Try not to use your day-to-day benefits for small items. This will help you maintain your day-to-day for more costly items.

03

Know your Scheme rates and what your doctor charges. This prevents unwanted surprises and possible out of pocket expenses.

04

Make use of your network providers wherever possible. To obtain a list of these network providers, visit your Scheme's website, www.medipos.co.za

ENHANCED MATERNITY



In 2022 MEDiPOS improved maternity benefits for pregnant mothers to assist them during their pregnancy. Members and dependants who are pregnant must register on the maternity programme to have access to the full maternity benefits, by contacting client services on **0860 100 078** or emailing maternity@medipos.co.za. This programme is specifically designed to provide support, education and advice through all stages of your pregnancy, confinement and post-natal period, which is facilitated by wellness coaches. The wellness coach will maintain contact with you after your admission to hospital for the birth of your child and after the birth of your baby. A maternity treatment plan will be provided to you at registration on the programme for each pregnancy. The treatment plan includes a wide range of benefits for you and your baby. If the correct ICD-10 codes (treatment codes) are used and the treatment plan is used, pregnancy consultations will be paid from this benefit and then once depleted, it will be covered from the day-to-day benefit.

You need to obtain pre-authorisation before you are admitted to hospital for a confinement. In case of an emergency, pre-authorisation can still be obtained within 24 hours after admission. If you do not obtain pre-authorisation, you will be required to pay a penalty of R 2 170 and your confinement benefit will be adjusted accordingly.

Below are some ENRICHED MATERNITY BENEFITS that you are covered for:

- Blood grouping test
- Flu vaccination
- Haemoglobin measurement test
- Hearing screening for new-born
- HIV blood test
- Mental health visit with psychologist
- Post-natal mid-wife visits
- Nutritional assessment with dietician
- The venereal disease research laboratory test-expand for syphilis (VDRL)
- Breastfeeding visit with nurse or specialist
- Congenital hypothyroidism screening
- Full blood count
- Urine analysis test
- Vitamins
- Antenatal classes on Options A and B
- Ultrasound 2D scans
- Antenatal consultations
- Postnatal visits

The level of benefits differs for each Option and is detailed in the Benefit Guide.

Hospital cover is limited

Hospital cover is subject to pre-authorisation and shall be limited to the following periods:

- Confinements (normal delivery) – three days (two nights)
- Confinements (caesarean delivery) – four days (three nights)

Thereafter, no further benefits shall be paid unless such stay is further authorised and approved by the Scheme. The treating doctor or member should contact the Scheme on **0860 100 078** for authorisation.

Registration of a newborn on your membership

Your newborn will not be automatically registered onto the Scheme as some members do not want to register the child onto their medical aid. You should notify the Scheme of the birth of your baby within 60 days of birth by completing a [Change in Membership Detail form](#) and submitting this with the child's birth certificate. A new membership card with the child's details will be sent to you once you have submitted the forms and the required additional information. If you do not register the newborn as a dependant on your membership within the specific period, the Scheme will not backdate the registration and will thus not pay any medical claims that are incurred for the baby prior to his or her registration. Submit your baby's registration to membership@medipos.co.za.

MEMBER FEEDBACK!



RETURNING MEMBERS FEEDBACK

In the last year we lost some of our members to competitor schemes within SAPO. Some of the decisions by these members to leave MEDiPOS was based on misinformation. During the MEDiPOS Roadshows the members got to understand the MEDiPOS benefits and how to access their benefits. Members also got to understand the contribution payment agreement between MEDiPOS and SAPO. The issue of non-payment of contributions by SAPO was used by some brokers to spread false information regarding the sustainability of the Scheme and the incorrectly advising members that SAPO wanted to destroy MEDiPOS in favour of competitor schemes.

Armed with this information, and some negative experiences on their new schemes, some of the lost members have decided to return to MEDiPOS.

We would like to share with you what some of those members have shared with us. We hope that this will help you when you are considering changing schemes as MEDiPOS is committed to service you as its members and ensuring that you have the best cover for your needs.

- “My previous scheme did not have an over the counter medication benefit and MEDiPOS did! Glad to be back”
- “My previous scheme took more than 6 months to activate me. I rejoined MEDiPOS hassle free and upgraded my option”
- “My previous scheme was not affordable and MEDiPOS did not apply a waiting period when I rejoined”
- “I was not happy with my previous Scheme’s service and I am glad to return to MEDiPOS.”

OTHER MEMBER’S FEEDBACK

- “With my heart full of thanks, I wanted to thank you for your support. My mother passed away peacefully on 10 February 2022. You looked after her so well and I was able to place her in a brilliant hospital. It was my pleasure working with your medical aid and I wish you all the best.”
- “Thank you so much for a very informative session, you and the PO was a blessing. I have also decided that I will stay with MEDiPOS when I retire, I am now 61.”
- “I am not going to leave MEDiPOS. MEDiPOS has been good to me!”
- “Thank you for the excellent service that has been provided, it is a pleasure to have my queries dealt with efficiently with feedback being received always.”
- “You must be the most helpful person I have ever encountered. Thanks a million!”
- “I also really appreciate your tremendous effort to answer and address all my enquiries at the roadshow.”

When you are considering leaving MEDiPOS , think before you act!

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

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 or posted to MEDiPOS, PO Box 921, Westville, 3629.