



# Network and Network *SELECT* Plans

## Old Mutual Staff Medical Aid Fund announcement

Dear Network and Network *SELECT* Plan members

In April 2018 we informed you of the appointment of Universal Healthcare to replace CareCross as our network provider on the Network and Network *SELECT* Plans with effect from 1 July 2018.

### How will this change impact members?

There will be very little impact on you. Your current benefits will remain generally the same and all your registered chronic conditions and authorised medicine will remain active.

### Overview of key differences

#### Membership, contributions and Plan Selections

All enquiries pertaining to Membership, Contributions and Plan selections will continue to be dealt with by Medscheme.

Their contact details are:

Tel: 0860 100 076 or +27 11 671 6834

Fax: 0860 111 783

Email: [register@medscheme.co.za](mailto:register@medscheme.co.za)

#### Claims

There is no need to submit claims for services received at a Universal Healthcare Network practice, as the service provider will submit the accounts directly to Universal Healthcare. You will also receive a detailed statement reflecting the services received from your Network service provider.

You may, however submit a claim for any medical costs not submitted by the practice directly to Universal Healthcare, to ensure that the claims can be processed for tax purposes.

Their contact details are:

Email: [omsmaf.newclaims@universal.co.za](mailto:omsmaf.newclaims@universal.co.za)

Fax: 086 464 7808

Post: OMSMAF (Claims), PO Box 1411, Rivonia, 2128

## Managed Care Programmes

Universal Healthcare will also be managing the following services and programmes:

- *Hospital Authorisations*
- *Back and Neck Rehabilitation Programme*
- *Mental Health Programme*
- *Active Disease Risk Management / Beneficiary Risk Management Programme*
- *HIV and Aids Management Programme*
- *Mother and Baby Care Programme*
- *Oncology Benefit Management programme*

All current benefits for Oncology; HIV; Mental Health; Back and Neck, Mother and Baby Care and any Active Disease Risk Management (High Risk conditions) will remain in place.

## Chronic Medicine Management

All your registered chronic conditions and authorised medicine will remain active.

You will receive your own personalised letter in July 2018, at the start of the new benefit year, as confirmation of the following:

- *all your medicine approved for payment from your chronic medicine benefit;*
- *explanation of reference pricing and the formulary applied to the medicine;*
- *list of the conditions that you are registered for as well as the medicine and expiry date of your authorisation;*
- *all the important contact numbers will also be included; as well as*
- *the Managed Care Programmes and Services for your specific diagnosed condition(s).*

## Universal Healthcare Network providers

A list of the extensive Universal Healthcare Network Providers can be obtained by contacting the Universal Call Centre on **086 000 7769** or email **network.accounts@universal.co.za**

All current CareCross network providers that do not already participate in the Universal Healthcare service provider network, will be contacted pro-actively to join the network.

In the event that some of these providers decline to join the Universal Network, Universal will ensure that there are alternative providers in the same, province, city and suburb as the current provider.

Universal Healthcare will contact all impacted members telephonically to advise them of alternative providers in their area, which means that you will personally be informed if there are any changes to your selected healthcare provider.

We are confident that the Universal Healthcare service provider network will cater to the needs of a much wider member base.

We are really excited about this change and trust that your experience will be positive. For more information, please look out for the member communication pertaining to the 2018/19 benefit year.

If you have any questions pertaining to the content of this letter, please send an email to **OMSMAF\_OFFICE@oldmutual.com** or phone **021 509 5085**.

**Here's to a happy, healthier you!**

Kind regards  
Old Mutual Staff Medical Aid Fund