

The logo is a large teal circle containing white text. The background of the entire image is a light gray network of thin lines connecting various colored dots (black, blue, red) scattered across the frame.

# Resolution Health

Medical Scheme

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PROGRESSIVE FLEX PLUS

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BENEFIT SCHEDULE

2 0 1 8

# PROGRESSIVE FLEX PLUS

*Key Features*

## BALANCED DAY-TO-DAY BENEFITS

Including stated benefits for GPs, specialists, dentistry, optometry & radiology + a unique Flexi Benefit for any additional out-of-hospital needs

Principal member **Flexi Benefit: R2 393**

Principal member +1 **Flexi Benefit: R3 036**

## UNLIMITED HOSPITALISATION

At any private hospital + unlimited in-hospital GP visits + 7 days take-home medicine

## PREVENTATIVE CARE

Quality benefits including flu & childhood vaccinations

+ oral contraception + prostate testing + health checks

## SPECIALIST FEES

Quality cover at 100% of Scheme Rate

## INTERNATIONAL TRAVEL COVER

Complete peace of healthcare mind, regardless of where you are

## MATERNITY CARE

Including 4x specialist visits + 3x 2D ultrasound scans + neonatal intensive care + R634 baby voucher

## WELLBEING & REWARDS

Free **Zurreal** membership OR upgrade to **Zurreal Platinum** for even more benefits & cash rewards

## QUALITY CHRONIC CARE

For 28 chronic conditions including Asthma, Diabetes, Hormone Replacement Therapy and Hypertension

# THINGS TO KEEP IN MIND WHEN READING YOUR BENEFIT SCHEDULE

To ensure that you get maximum bang for your benefit buck, we have summarised 4 key areas that may influence your benefit entitlement

1. Scheme protocols, rules and policies
2. Pre-authorisation
3. Designated Service Providers (DSP)
4. Co-payments and sub-limits; and PMBs



## SCHEME RULES & PROTOCOLS

All benefits and the use of each are subject to Scheme protocols, rules and policies. It's very important that you familiarise yourself with your option's applicable rules, policies and protocols to make sure that you fully understand how your option works, what your benefit entitlements are and whether any criteria apply when you make use of your cover.

Scheme protocols define the right process to follow when it comes to your option's benefits including medicines and devices. You can download a copy from our website at [www.resomed.co.za](http://www.resomed.co.za) after logging into the member portal or you can request it from our friendly Client Services team on **0861 796 6400** or [clientservices@resomed.co.za](mailto:clientservices@resomed.co.za).

Scheme rules are non-negotiable rules that cannot be changed. For example, Resolution Health's rules state that the Scheme will not fund cosmetic surgery. Because Resolution Health is wholeheartedly committed to the overall wellbeing of our members, your health and disease severity will, to a large extent, determine your benefit access and entitlement, the protocols applied as well as your unique care path (refer to the *Patient Driven Care*™ section on **page 5**). In these instances, make sure that you discuss your individual needs with your Personal Health Coordinator who is like your very own personal banker for your wellbeing, to enjoy the maximum level of cover and benefits.



## PRE-AUTHORISATION

Getting pre-authorisation from the Scheme is probably one of the easiest ways to gain seamless access to your benefits and avoid unnecessary delays. Because we like to empower our members and make it as effortless as possible for you to gain access to your benefits, our pre-authorisation call centre is available 24 hours a day, 7 days a week, 365 days a year.

It really is as simple as calling **0861 111 778** or sending an email to [preauth@resomed.co.za](mailto:preauth@resomed.co.za). If you're unsure whether pre-authorisation applies to any of your benefits, rather get in touch with the team to double check.

### MAKE SURE THAT YOU:

- » Get in touch with our pre-authorisation team 14 days before an elective procedure
- » Let the same team know within 48 hours after an emergency procedure
- » There is a 20% co-payment on late authorisations

REMEMBER that the Scheme will only fund those procedures that were pre-authorised so make sure that you ask your doctor if any additional items need to be added afterwards. If so, keep in mind that you have to let us know within 48 hours.



## CO-PAYMENTS & SUB-LIMITS

Co-payments and sub-limits are applied to a defined list of procedures. For a detailed overview, please refer to **page 14** (co-payments) and **page 16** (sub-limits).



## DESIGNATED SERVICE PROVIDER (DSP)

Resolution Health has an extensive network of DSPs that includes private hospitals and medical doctors.

Our network spans all 9 provinces and is one of the industry's most impressive.

For a list of your option's network, simply visit [www.resomed.co.za](http://www.resomed.co.za), get in touch with our call centre on **0861 796 6400** or email [clientservices@resomed.co.za](mailto:clientservices@resomed.co.za).

### WHY SHOULD YOU MAKE USE OF YOUR OPTION'S DSP NETWORK?

We have special arrangements with each of these facilities to make sure that our members get maximum bang for their benefit buck. Resolution Health always suggests that you make use of this network when it comes to your healthcare needs to limit out-of-pocket expenses or avoid them altogether!

# PRESCRIBED MINIMUM BENEFITS

## WHAT ARE PRESCRIBED MINIMUM BENEFITS?

Prescribed Minimum Benefits, also known as PMBs, are a list of diseases or conditions that a medical scheme is required to fund. A detailed list can be found on the Council for Medical Schemes' website ([www.medicalschemes.com](http://www.medicalschemes.com)).



### FUNDING OF YOUR PMB CONDITION

Your PMB cover will be funded from your option's existing benefits first. Thereafter, your condition will be funded by the Scheme's risk pool and we'll require the following for you to enjoy extended cover from your treating provider:

- » Confirmation of the clinical condition
- » Relevant ICD10 code
- » Supporting documentation
- » Motivation from your doctor
- » Applicable medical reports
- » Any additional information requested by the Scheme



### STRETCHING YOUR PMB COVER

The first thing you should do after being diagnosed is to get in touch with your Personal Health Coordinator to discuss your disease-specific care path (refer to **page 5** for more information). You can also substantially stretch your PMB benefits by making use of a hospital, doctor, specialist or any other healthcare professional that the Scheme has an agreement with. However, in a life threatening situation, you may go to any hospital, doctor or specialist but, as soon as you are able to access one of our DSP network providers, you must do so to continue enjoying full cover for your condition.

## GETTING THE MOST OUT OF YOUR PMB COVER

### DO



Always make use of our extensive DSP provider and hospital networks



Ask whether your PMB cover is subject to a waiting period



Understand the level of cover your option provides for your PMB condition



Understand the applicable Scheme rules, protocols and level of care that applies to your option and how it covers your PMB condition

### OR YOU MAY

Have unforeseen out-of-pocket expenses

Not be covered for your PMB condition

Not be covered at all

Misunderstand your level of cover

# PATIENT DRIVEN CARE™

## A HELPING HAND FOR OUR HIGH-RISK MEMBERS

At Resolution Health, we're pretty much solely dedicated to helping our members stay as healthy as possible. So we developed the industry first **Patient Driven Care™ (PDC™)** programme, our unique way of offering additional support to those members who sometimes need a helping hand when it comes to taking care of their health.



### WHAT IS **PATIENT DRIVEN CARE™**?

**PDC™** is our unique way of helping our at-risk members to manage their health and benefits better so that they're always able to get the care they need when they need it most. These members will firstly be assigned a Personal Health Coordinator (PHC) who is like a personal banker for your wellbeing. Your PHC will help you along every step of the way, from developing a tailor-made care path based on your unique healthcare needs to giving you access to benefits that will help you stay as healthy as possible, for as long as possible.



### WHAT IS A HEALTH EVENT?

Let's say you have high blood pressure or cholesterol. In this case, an example of a health event would be a heart attack. Similarly, various other chronic conditions can have extreme health events if left unmanaged and, in most cases, result in hospitalisation.



### WHO QUALIFIES FOR THE **PDC™** PROGRAMME?

It's important to keep in mind that **PDC™** is a health management programme and not a medical scheme benefit. We have a sophisticated process, based on our advanced managed care principles and protocols, that quickly identifies members who could benefit from the helping hand the programme offers. Once identified, we start helping you to use your specific option's benefits better.



In some cases, we'll even unlock extra benefits that assist you to stay as healthy as possible, for as long as possible.

#### **Resolution Health members who would ideally use the **PDC™** programme include:**

- » Chronic patients (depending on the severity of your condition)
- » Patients with an increased risk of having an adverse health event that may, for example, result in hospitalisation
- » Patients who have had severe in-hospital or other acute health events
- » Patients with rare diseases who need constant monitoring



### HOW TO REGISTER FOR THE PROGRAMME

#### **Registering for the **PDC™** programme takes place in two ways:**

- » Our progressive clinical systems continuously monitor our members' claims patterns to quickly identify high risk patients. Should you be flagged as high risk on our system, you will be contacted by our friendly **PDC™** team who will discuss the programme with you and take you through the registration process.
- » If you are suffering from a severe chronic disease, you can apply for registration on the programme. The application process is quick and easy and you can either call or email us by using the details below.

For more info, get in touch with our efficient team on **0861 796 6400** or e-mail **[pdc@resomed.co.za](mailto:pdc@resomed.co.za)**.

# YOUR IN-HOSPITAL COVER



## YOUR IN-HOSPITAL BENEFIT

**REMEMBER** to always get pre-authorisation for these benefits and that Scheme protocols, rules and policies always apply.



As a **Progressive Flex Plus** member, you have unlimited private hospital cover that includes:

- » Surgical operations & procedures
- » Theatre fees
- » Labour & recovery wards
- » Ward accommodation
- » Intensive care & high care units
- » X-rays and pathology
- » Physiotherapy
- » Ultrasound scans (other than for pregnancy)
- » Blood transfusions

**IT'S IMPORTANT TO NOTE** that laparoscopic and similar endoscopic procedures require a separate authorisation and that co-payments may apply to certain procedures (refer to **page 14**).



**GPs**  
Unlimited  
In-Hospital



Up to  
**100%**  
SPECIALIST  
VISITS

## IN-HOSPITAL PROVIDER'S FEES

As a **Progressive Flex Plus** member, you have an unlimited in-hospital GP benefit that covers both consultations and procedures. Should you make use of a contracted GP, your visit will be covered at up to 100% of contracted rate. Non-contracted GP visits are covered at up to 100% of Scheme Rate. Should you require the expert skills of a specialist, you are covered at up to 100% of Scheme Rate for non-contracted providers and up to 100% of contracted rate for contracted providers.



## MEDICINES

To help you along the road of recovery, your **Progressive Flex Plus** option will not only pay for the medicines dispensed and used in-hospital, but it will also cover a 7-day supply of medicines received when you are discharged from the hospital. **REMEMBER** that you need to get authorisation from the Scheme for all chronic medications or prescriptions that are for longer than 7 days.

# YOUR IN-HOSPITAL COVER



**Normal delivery**  
3 days & 2 nights



**Caesarean section**  
4 days & 3 nights

## MATERNITY CARE

Welcoming a little one to the family is one of the happiest, not to mention stressful, times in one's life. As a **Progressive Flex Plus** member, you can rest assured that mum, and baby's healthcare needs are taken care of.

Share your happy news with us as soon as your pregnancy has been confirmed via a blood test and we'll register you on our Maternity Programme. Simply call our team on **0861 111 778** or email [maternity@resomed.co.za](mailto:maternity@resomed.co.za).

Your option includes 9 GP or midwife consultations of which 4 can be at a specialist as well as 3x 2D ultrasound scans throughout your pregnancy. Your confinements benefit includes cover for normal deliveries as well as emergency caesarean sections. Should your little one require neonatal intensive care, rest assured that your **Progressive Flex Plus** option has them covered.

### YOUR PROGRESSIVE FLEX PLUS OPTION EVEN HELPS YOU TO SHOP FOR BABY

Pretty awesome right? As a **Progressive Flex Plus** member, your option includes a **R634** voucher that can be spent at any one of our DSP pharmacies. Think healthcare essentials, nappies, bottles, formula, you name it. **REMEMBER** to touch base with your Maternity Personal Care Coordinator after the 32nd week of your pregnancy to activate the voucher and shop till you drop within 1 year of receiving it.

### ADDING BABY TO YOUR MEDICAL SCHEME COVER

Please **REMEMBER** to add your new-born or adopted baby to your medical scheme cover within 30 days of birth or adoption to ensure that their health is as well taken care of as yours. Simply complete the Registration of Additional Dependants form (available on [www.resomed.co.za](http://www.resomed.co.za)) and email a signed copy to [amend@resomed.co.za](mailto:amend@resomed.co.za) or fax to **086 513 1438** along with a copy of the birth certificate or registration. The monthly child dependant premium will automatically be added to your next payment, no stress, no fuss.



## OTHER IN-HOSPITAL BENEFITS

- » **Organ transplants:** Annual **R118 713** benefit per family for PMB conditions
- » **Internal prostheses:** **R56 537** per family per annum (**REMEMBER** to check the sub-limits on **page 16** and that your benefit for joint replacements and spinal procedures is limited to PMB conditions only)
- » **Psychiatric disorders:** PMB conditions covered at DSP network



## PRE-AUTHORISATION

When it comes to non-emergencies, it's important to obtain pre-authorisation from us 14 days prior to your in-hospital procedure. This gives us, and you, enough time to request and submit any additional information that we may need.

Please ensure that you include the relevant documentation when you submit your pre-authorisation request. We've included a handy pre-authorisation check list on **page 15** to make the process as easy and stress free as possible!

In emergency situations, it's not always possible to obtain pre-authorisation first so, in these instances, we need you to get in touch with us within 48 hours or on the first working day after your admission. **REMEMBER** There is a 20% co-payment on all late authorisations.

For all your pre-authorisation needs, simply dial **0861 111 778** or send an email to [preauth@resomed.co.za](mailto:preauth@resomed.co.za). To ensure that you are always able to take care of your health, our call centre team is available 24 hours a day, 7 days a week, 365 days a year.

# ADDITIONAL COVER

Before accessing any of the benefits included on this page, get in touch with our super-efficient pre-authorisation department on **0861 111 778** or [preauth@resomed.co.za](mailto:preauth@resomed.co.za). Also keep in mind that Scheme rules and protocols always apply.



## CANCER CARE

As a **Progressive Flex Plus** member, you have a generous **R275 914** annual oncology benefit per family which includes anything from oncologists and chemotherapy to radiotherapy and cancer related blood tests via our extensive ICON provider network. Your cover also includes a 15 day hospice benefit, with investigative workups forming part of your out-of-hospital benefits and, thereafter, covered as a PMB condition. Generic Reference Pricing (GRP) is applied to oncology-related medicines.



## HIV CARE

Resolution Health has an advanced HIV Management Programme available to all members who are HIV positive which includes in-hospital care via our extensive hospital network. The programme includes consultations, blood tests, counselling and medication if you are HIV positive. To register, simply call **0861 111 778**, send an email to [care@resomed.co.za](mailto:care@resomed.co.za) or fax to **086 556 3855**.

If you are HIV positive, it's very important that you register for the programme to ensure that you gain access to the maximum amount of benefits.

Because we like to make your healthcare access as easy and stress free as possible, our HIV Management Programme includes a unique **Please Call Me** service manned by our dedicated HIV Helpline Consultant team who are available 24 hours a day, 7 days a week, 365 days a year. Simply send a **Please Call Me** to **082 584 0588** and we'll phone you right back. Taking care of your health has really never been this easy!



## EXTERNAL MEDICAL APPLIANCES

Your **Progressive Flex Plus** option includes a **R4 110** benefit for your PMB-related external medical appliances needs. **REMEMBER** to check for any applicable sub-limits on **page 16**.



## EMERGENCY SITUATIONS

Your **Progressive Flex Plus** option includes an emergency evacuation and ambulance service that is covered at 100% of Scheme Rate and provided by Netcare 911. Make sure that you save their number, **0861 112 162**, for quick and easy access when you need it. The service is available anywhere in South Africa and includes 24/7/365 access to emergency medical assistance. Your medical evacuation benefit includes:

- » Emergency telephonic medical advice
- » Dispatch of ambulances and flights
- » Arrangements for compassionate visits by a family member
- » Arrangements for the escorted return of minors after an accident
- » Repatriation to appropriate facility in your area of residence after an accident
- » Referrals to doctors and other medical facilities
- » The relaying of information to a family member or acquaintance
- » Telephonic trauma counselling



## CASUALTY BENEFIT

You also have access to a **R1 680** casualty benefit per family per annum that can be used for both clinician and facility fees.

**REMEMBER** to get in touch with our pre-authorisation team within 48 hours of your visit. Refer to our handy check list on **page 15** to ensure a quick and easy process.



## SPECIALISED RADIOLOGY

Your radiology benefit includes CT, MRI, PET and Nuclear Medicine scans with a **R9 957** benefit per family per annum. You will need to get pre-authorisation from us before making use of this benefit and keep in mind that a **R1 996** co-payment per incident applies.



## OTHER CARE

- » **Home nursing:** 5 days per family per annum
- » **Rehab and sub-acute facility:** 12 days per family per annum which includes accommodation and visits by a medical practitioner or as authorised (condition specific and protocol driven)
- » **Dialysis:** PMB conditions covered at extensive DSP network



## INTERNATIONAL TRAVEL COVER

Because Resolution Health is truly committed to your overall wellbeing, you can rest assured that we have you covered not only in South Africa, but beyond its borders as well via a comprehensive International Travel Cover benefit. Your cover will not only take care of medical emergencies and related expenses, but also offers a variety of personal assistance services. To activate your benefit, simply get in touch with our friendly Client Services team on **0861 796 6400** or [clientservices@resomed.co.za](mailto:clientservices@resomed.co.za) before you'll be travelling abroad and they'll provide you with all the relevant forms, documents and information.

# GETTING THE MOST OUT OF YOUR IN-HOSPITAL COVER

| DO  |  | OR YOU MAY |  |
|---|--|------------|--|
|    | Give us a 14 day head's up prior to your elective in-hospital procedure  | ➤          | Have to postpone your procedure if we have any queries or received incomplete information  |
|    | Ask your doctor to give you the relevant ICD10 or tariff codes and ensure that all treatments are included and authorised by the Scheme  | ➤          | Have unpaid bills later on as the Scheme will only pay for those ICD10 codes and treatments that were authorised                           |
|    | Ask about the applicable Scheme rules, protocols and policies that may apply to your benefits  | ➤          | Misunderstand your level of cover  |
|    | Make use of our DSP hospitals and providers as far as possible to enjoy the maximum cover (available on <a href="http://www.resomed.co.za">www.resomed.co.za</a> or from our Client Services team)       | ➤          | Only be covered at <b>100% of Scheme Rate</b> or face out-of-pocket expenses   |
|    | Ask for generic medicine options as far as possible  | ➤          | Be required to pay a portion of your medicine bill   |
|    | Check the co-payment and sub-limit list on <b>pages 14 &amp; 16</b>  | ➤          | Not be aware of applicable out-of-pocket expenses or benefit limits  |
|   | Register for Resolution Health's maternity or HIV programmes (if relevant)   | ➤          | Not gain access to the maximum amount of benefits available for your condition or have to receive treatment at a provincial facility (HIV) |
|  | Register your new-born baby or adopted dependant within 30 days of birth or adoption   | ➤          | Find that their benefits are only made available from the date of registration and not retrospectively from the date of birth or adoption  |
|  | Take good care of your external medical appliances   | ➤          | Be left without cover in the 3-year benefit cycle  |
|  | <b>REMEMBER</b> that it is your responsibility to take good care of your external appliances and to consider getting additional, private insurance to cover any maintenance, spares or accessories costs | ➤          | Be out of pocket when expensive repairs or replacements are required as these costs are excluded from this benefit category                |
|  | Make use of our leading ICON network for your oncology needs   | ➤          | Be required to pay a co-payment towards your treatment   |

# CHRONIC MEDICATION

As a **Progressive Flex Plus** member, your chronic medication benefit includes 28 chronic conditions. It's important that you register your chronic condition with the Scheme so ask either your doctor or pharmacy to touch base with our pre-authorisation call centre on **0861 111 778** or **preauth@resomed.co.za**. Give them a heads' up that we'll need the relevant ICD10 codes and test results.



CHRONIC  
CONDITIONS  
COVERED

## CHRONIC DISEASE LIST (CDL)

1. Addison's Disease
2. Asthma
3. Bipolar Affective Mood
4. Disorder Bronchiectasis
5. Cardiac Dysrhythmia (Arrhythmia)
6. Cardiac Failure
7. Cardiomyopathy
8. Chronic Obstructive Pulmonary Disease (COPD)
9. Chronic Renal Disease
10. Crohn's Disease
11. Diabetes Insipidus
12. Diabetes Mellitus Type 1 & 2
13. Epilepsy
14. Glaucoma
15. Haemophilia
16. Hyperlipidaemia
17. Hypertension
18. Hypothyroidism
19. Ischaemic Heart Disease (Coronary Artery Disease)
20. Multiple Sclerosis
21. Parkinson's Disease
22. Rheumatoid Arthritis
23. Schizophrenia
24. Systemic Lupus Erythematosus
25. Ulcerative Colitis

## ADDITIONAL CHRONIC CONDITIONS

1. Benign Prostatic Hypertrophy
2. HIV
3. Hormone Replacement Therapy

## GETTING THE MOST OUT OF YOUR CHRONIC MEDICATION BENEFITS

| DO   | OR YOU MAY  |
|--|---|
|  <p>Get your medication from one of our DSP pharmacies who charge special rates (available on <a href="http://www.resomed.co.za">www.resomed.co.za</a> or from our Client Services team)</p> |  <p>Deplete your chronic medication benefit before the end of the year</p>           |
|  <p>Enquire about your specific condition's chronic basket (available on <a href="http://www.resomed.co.za">www.resomed.co.za</a> or from our Pharmacy Benefit Management team)</p>          |  <p>Be required to contribute towards your medication cost</p>                       |
|  <p>Opt for generic versions of your medication as far as possible to stretch every benefit Rand</p>   |  <p>Deplete your chronic medication benefit before the end of the year</p>           |
|  <p>Double check that your doctor or pharmacy has registered your chronic condition with the Scheme</p>  |  <p>Face out-of-pocket expenses</p>  |
|  <p>Ensure that your treating doctor includes the ICD10 code on your prescription</p>  |  <p>Have your medication declined as they do not correlate with your diagnosis</p> |
|  <p>Ensure that you ask about and understand the Reference Pricing and Generic Reference Pricing (GRP) that may be applied to the medicine product on your prescription</p>                |  <p>Have unforeseen out-of-pocket expenses</p>                                     |

# DAY-TO-DAY BENEFITS

The **Progressive Flex Plus** option's day-to-day benefits are ideally balanced to ensure more than sufficient cover for the healthcare needs of young, healthy individuals and couples. **REMEMBER** to make use of our extensive network of DSPs to enjoy the maximum level of cover and avoid out-of-pocket expenses.



## GENERAL PRACTITIONERS

Your General Practitioner benefit is covered at up to 100% of contracted rate at contracted providers and up to 100% of Scheme Rate at non-contracted providers:

- M: 4 visits per annum
- M+1: 7 visits per annum
- M+2+: 9 visits per annum

**REMEMBER** that, if your diagnosis is related to a condition included on the Chronic Disease List (CDL), this visit will be covered separately from your day-to-day benefit. In these instances, **REMEMBER** that disease management protocols apply and that you need to obtain pre-authorisation from the Scheme prior to your visit.



## SPECIALIST VISITS

This benefit includes both consultations and in-room procedures, both of which are covered up to 100% of contracted rate at contracted providers and up to 100% of Scheme Rate at non-contracted providers:

- M: 2 Specialist visits per annum
- M+ 1: 3 Specialist visits per annum
- M+2+: 3 Specialist visits per annum

Because we are fully committed to the health of our members, we will unlock additional benefits for your specialist care requirements if your visit is related to a PMB condition. In these instances, always phone us for pre-authorisation first to make sure that you're covered. In-room procedures are also subject to pre-authorisation so make sure you touch base with our friendly consultants on [preauth@resomed.co.za](mailto:preauth@resomed.co.za) or **0861 111 778**.



## OPTOMETRY

Your optometry benefit will ensure optimum vision at all times with the following included:

- » **1 Consultation** or examination per beneficiary
- » **R1 210** benefit for **1 pair** of single vision spectacles per beneficiary (including frame and consultation)  
OR
- » **R1 844** benefit for **1 pair** of flat top bifocal spectacles per beneficiary (including frame and consultation)  
OR
- » **R2 137** benefit for **1 pair** of multifocal spectacles per beneficiary (including frame and consultation)  
OR
- » **R1 210** benefit for contact lenses per beneficiary

### REMEMBER

Your optical benefits are available in a 24-month benefit cycle and to make use of our DSP network to get the most out of your cover.

# DENTAL DAY-TO-DAY BENEFITS

The **Progressive Flex Plus** option's day-to-day benefits are ideally balanced to ensure more than sufficient cover for the healthcare needs of young, healthy individuals and couples. **REMEMBER** to make use of our extensive network of DSPs to avoid out-of-pocket expenses



## CONSERVATIVE DENTISTRY

Taking care of your pearly whites has never been easier than with the **Progressive Flex Plus** option. As a principal member, you have access to a **R3 287** conservative dentistry benefit. If you have dependants on your medical scheme cover, this benefit increases to **R5 284** and includes:

- » 2 Annual check-ups per beneficiary per annum
- » 2 Emergency consultations per beneficiary per annum
- » 8 Intra-oral x-rays per beneficiary per annum
- » 1 Extra-oral x-ray per beneficiary per annum
- » 2 Annual scale and polish treatments per beneficiary per annum
- » 1 Fissure sealant per molar tooth (3-year cycle and limited to individuals younger than 16)
- » Extractions
- » Root canal therapy
- » 1x Set of acrylic dentures (partial or full, per jaw) per beneficiary (4-year cycle)
- » pre-authorisation required and Scheme protocols apply)

## DENTAL ANAESTHETICS IN ROOMS

Your **Progressive Flex Plus** option covers dental anaesthetics in rooms at 100% of Scheme Rate. Important to **REMEMBER** is that pre-authorisation is required for conscious (intravenous) sedation during surgical in-room procedures (Scheme protocols apply). However, should the anaesthetic be for anxiety control only, it won't be covered.

## SURGERY AND DENTAL HOSPITALISATION

Your **Progressive Flex Plus** option will cover the removal of impacted wisdom teeth in adults. Hospitalisation for children younger than 5 years may also be granted for extensive dental treatment and, in these instances, each case will be reviewed after all relevant clinical information, x-rays and motivations have been received.

## ADVANCED DENTISTRY

For the troublesome pearly whites, your **Progressive Flex Plus** option includes a per family sub-limit of **R5 602** (subject to your annual day-to-day benefit) for both crowns and bridges. **REMEMBER** that pre-authorisation is required and Scheme protocols apply.

## ANXIOUS ABOUT YOUR VISIT TO THE DENTIST?

Going to the dentist may induce a mild panic attack for some of our members. Luckily, the **Progressive Flex Plus** option's dental benefits include sedation methods like laughing gas or sedative medications. You won't need to obtain pre-authorisation for this benefit.

## FILLINGS

This benefit includes one filling per tooth in a 1 year benefit cycle. In the unlikely event that you, or one of your dependants, need more than 5 fillings, we may require a copy of the treatment plan.

### REMEMBER

Get in touch with our pre-authorisation team 14 days before your procedure and that a co-payment of **R2 643** applies. Go to **page 15** for our pre-authorisation check list and make sure that you tick all the boxes when submitting your request.

## HOW TO GET THE MOST OUT OF YOUR DAY-TO-DAY BENEFITS

| DO |  | OR YOU MAY |   |
|----|--|------------|---|
|    | Visit our DSPs as far as possible for your day-to-day needs                    | ➤          | Run out of benefits before the end of the year or face potential out-of-pocket expenses |
|    | Make sure that you are fully aware of the Scheme protocols, rules and policies | ➤          | Be required to make a personal contribution   |
|    | Obtain pre-authorisation as indicated  | ➤          | Be required to make a personal contribution   |

# ADDITIONAL OUT-OF-HOSPITAL BENEFITS

As a **Progressive Flex Plus** member, you have access to a unique Flexi Benefit for your additional out-of-hospital needs. This fantastic benefit allows you to spend available funds on any of the services below.

M: **R2 393** | M+1: **R3 036**

## Your additional out-of-hospital benefit cluster includes:

### » Alternative healthcare services

1. Acupuncture
2. Biokineticists
3. Chiropodists
4. Chiropractors
5. Dieticians
6. Homeopaths
7. Naturopaths
8. Occupational therapists
9. Osteopaths
10. Podiatrists
11. Social workers

### » Radiology & pathology (specialised radiology covered separately via in-hospital benefits)

### » Physiotherapy

### » Psychology and psychiatric treatment (over and above in-hospital psychiatric disorder benefit)

### » Speech therapy and audiology

## ACUTE MEDICATION

Your Flexi Benefit can also be used to cover your acute and schedule 0-2 (over-the-counter) medication needs.

M: **R2 372**

M+1: **R3 065**

When it comes to Schedule 0-2 medication, the following sub-limits apply:

M: **R657**

M+1: **R921**

# PREVENTATIVE CARE BENEFITS

Resolution Health firmly believes that prevention is better than cure. That is why we have included a variety of preventative care benefits on the **Progressive Flex Plus** option to help you stay as healthy as possible, for as long as possible.

Your family can look forward to a preventative care benefit of **R2 630** per annum that can be used for any of the below screening tests at a pharmacy or clinic.

- » Blood pressure\*
- » Blood sugar\*
- » Cholesterol\*
- » Body Mass Index\*

## YOUR PREVENTATIVE CARE BENEFIT DOESN'T STOP THERE.

### The Progressive Flex Plus option also includes:

- » 1 HIV test per beneficiary per annum
- » 1 Screening mammogram examination per female beneficiary per annum (over the age of 40 years)
- » 1 Pap smear per beneficiary per annum
- » 1 PSA test per beneficiary per annum (over the age of 45 years)
- » 1 Flu vaccination per beneficiary per annum
- » Childhood immunisations as recommended by the Department of Health up to 18 months, subject to a sub-limit of **R1 978** (refer to **page 16** for a detailed overview of immunisations included)
- » Unlimited access to specialised nurse helpline (**086 111 2162**)
- » **R1 584** oral contraception benefit per female beneficiary per annum (**R132** per month)

\***R124** per beneficiary over the age of 18 years

# YOUR MONTHLY CONTRIBUTIONS

| MEMBER | ADULT DEPENDANT | CHILD DEPENDANT |
|--------|-----------------|-----------------|
| R2 605 | R2 410          | R800            |

**\*CHILD DEPENDANT DEFINITION:**

A dependant below the age of 21 is considered a Child Dependant. The definition of a child dependant excludes spouses and life partners.

**\*STUDENT DEPENDANT DEFINITION:**

A dependant who is aged between 21-25 who is studying at an accredited tertiary institution is considered a Student Dependant. To qualify for the child rate, proof of student status must be supplied annually.

Your monthly contributions are paid in advance and due on the 5<sup>th</sup> of every month. If we haven't received your contributions by this date, we'll send you a reminder via your preferred method of communication. Also, please let us know if you have made a late payment by either getting in touch with our Call Centre team or sending an email to [contributions@resomed.co.za](mailto:contributions@resomed.co.za).

## LATE PAYMENTS

**REMEMBER** that, should we not have received payment by the 15<sup>th</sup> of the month, you run the risk of having your benefits suspended or membership cancelled. Should we not receive payment by the next payment run, we may process a double debit to ensure your account is brought up to date and your benefits will immediately be reinstated the moment all premiums have been paid. Keep in mind that, during this time where your account reflects an arrear amount, you will not have access to your option's benefits.

## ENSURING NO HICCUPS

| DO  | OR YOU MAY   |
|---|--|
|  Ensure that we receive your monthly contributions by no later than the 5 <sup>th</sup> of every month |  Run the risk of having your benefits suspended or membership cancelled     |
|  Notify us if you've made a late payment so that we can make a note on our system                      |  Receive regular payment reminders and follow up messages                   |
|  Settle arrear amounts as quickly as possible  |  Not have access to your benefits with your membership eventually cancelled |

# CO-PAYMENTS

The **Progressive Flex Plus** option includes **minimal co-payments**, enabling you to always put your health first. Below a detailed overview of the co-payments applicable to **Progressive Flex Plus** members:

|   |         |
|---|---------|
| Excision nail bed, Skin lesions, Tympanoplasty  | R1 984  |
| Myringotomy , Tonsillectomy and Adenoidectomy   | R2 313  |
| Circumcision, Colonoscopy, Sigmoidoscopy, Proctoscopy, Cystoscopy, Dental Admissions, Gastroscopy   | R2 642  |
| Hysteroscopy  | R2 971  |
| Arthroscopy, Conservative Back / Spine Treatment, Endometrial Ablation, Hernia Repair, Hysterectomy, Laparoscopic Procedures, Urinary Incontinence Repair, Varicose Veins | R3 957  |
| Nasal Surgery (including endoscopy)   | R5 942  |
| *Joint Replacements, Rotator Cuff Surgery   | R7 550  |
| *Spinal Surgery   | R8 255  |
| Reflux Surgery  | R11 343 |

You will not be held liable for a co-payment if the procedure is performed out-of-hospital, except for specialised radiology. You will also not have to pay the co-payment if it's related to the only or most suitable treatment available for a PMB condition. If your procedure is subject to 2 related co-payments, you will only pay for the larger amount with the second co-payment falling away. However, if it's 2 unrelated co-payments, both will apply.

\* Subject to PMB

# CLAIMS PROCEDURE CHECKLIST

If your medical service provider prefers that you submit your claims directly to Resolution Health, simply send a copy of the signed claim form to:



clientservices@resomed.co.za



Resolution Health  
PO Box 1555  
Fountainebleau  
2032

Please use the check list below to ensure that your submission is complete, making it all the easier for us to process the claim as quickly as possible:



- Membership number
- Option name
- Principal member's name and surname
- Patient's name and surname
- Practice number
- Doctor's individual registration number
- Date of doctor's visit
- Nature and cost of your visit
- Relevant diagnostic and tariff codes
- Original or copy of receipt

**REMEMBER** that your claim cannot be older than 4 months, so make sure that you submit the relevant documentation as soon as possible. If your claim is related to the treatment of injuries or expenses recovered from a 3rd party, please attach a statement with a detailed description of the event.

Resolution Health processes claims payments twice a month or at our discretion. You will receive a comprehensive claims statement after every payment run that will include a detailed description of any irregularities as and when relevant. You or your service provider will have 60 days to correct these irregularities and resubmit the claim to the Scheme for payment.

Also important to keep in mind is that all claims must correspond to Scheme rules so **REMEMBER** to confirm that your claim is in line with all other benefit schedule stipulations, protocols and policies to ensure a smooth and stress free claiming process. Visit [www.resomed.co.za](http://www.resomed.co.za) or call our friendly call centre on **0861 796 6400** to obtain a detailed list of applicable Scheme exclusions.

# PRE-AUTHORISATION CHECK LIST

Getting pre-authorisation from the Scheme is a quick and easy process, especially if you use our rather handy check list below.

## REMEMBER

- » Get in touch with our pre-authorisation team **14 days before an elective procedure**
- » Let the same team know within **48 hours after an emergency procedure**

**REMEMBER** that the Scheme will only fund those procedures that were pre-authorized so make sure that you ask your doctor if any additional items need to be added afterwards. If so, keep in mind that you have to let us know **within 48 hours**.



preauth@resomed.co.za



0861 111 778



- Member number
- Dependant code or date of birth
- Referring provider practice number
- Treating provider practice number
- Facility practice number (hospital or clinic rooms procedure)
- Diagnosis code, ICD 10 code or reason for admission
- Co-morbidities or pre-existing medical condition
- Tariffs or proposed procedure
- Date of service
- Relevant clinical information, motivation, previous treatment history, x-rays, radiology reports or injury report where indicated

## \*EXTERNAL MEDICAL APPLIANCES

Annual limit: **R4 110** per family

|   |        |
|---|--------|
| Crutches (annual)   | R775   |
| Elastic stockings for control of varicose veins (annual)                              | R775   |
| Leg, arm and neck supports (annual)   | R775   |
| Orthopaedic footwear (annual)   | R775   |
| Glucometers (3-year cycle)  | R775   |
| Nebulisers / humidifiers (3-year cycle)   | R775   |
| External breast prosthesis after mastectomy (annual)                                  | R1 086 |
| Back supports (annual)  | R4 110 |
| Wheelchairs (3-year cycle)  | R4 110 |
| CPAP Machine (3-year cycle only at designated providers)                              | R4 110 |
| Artificial eyes (5-year cycle)  | R4 110 |
| Artificial larynx (5-year cycle)  | R4 110 |
| Artificial limbs (5-year cycle)   | R4 110 |
| Disposable bladder and intestinal excretion bags (annual)                             | R4 110 |
| Hearing aids (annual, 3-year lifespan / appliance)                                    | R4 110 |
| Home oxygen (annual, only at designated providers)                                    | R4 110 |
| Sleep apnoea monitors (infants < 1-year and only at pharmacy, 1 / beneficiary / life) | R4 110 |

\* Subject to PMB

## PROSTHESIS BENEFIT

|                           |                 |                      |
|---------------------------|-----------------|----------------------|
| <b>Overall plan limit</b> | R56 537         |                      |
| Knee                      | R38 919         |                      |
| Hip                       | R35 786         |                      |
| Shoulder / Elbow / Ankle  | R55 303         |                      |
| External fixator          | R56 537         |                      |
| <b>*Spinal Fusion</b>     | <b>Cervical</b> | <b>Lumbar dorsal</b> |
| 1 Level                   | R22 250         | R25 109              |
| 2 Levels                  | R34 499         | R40 143              |
| 3 Levels                  | R47 686         | R50 218              |
| 4 Or more levels          | R56 537         | R56 537              |
| <b>Coronary Stents</b>    |                 |                      |
| 1 Stent                   | R23 706         |                      |
| 2 Stents                  | R38 856         |                      |
| <b>Total</b>              | R56 537         |                      |
| Pelvic floor              | R7 828          |                      |
| Hernia mesh               | R7 828          |                      |
| Intraocular lens (each)   | R3 133          |                      |

\* Subject to PMB



### CHILDHOOD VACCINATIONS

**At birth** OPV(1) Oral Polio Vaccine, BCG Bacilles Calmette Vaccine

**6 Weeks** OPV(2) Oral Polio Vaccine, DTP/Hib(1) Diptheria, Tetanus, Pertussis & Haemophilus influenza Type B vaccine, Heb B(1) Hepatitis Vaccine, PCV(1) Pneumococcal Conjugated Vaccine

**10 Weeks** OPV(3) Oral Polio Vaccine, RV (1) Rotavirus Vaccine, DTP/Hib(2) Diptheria, Tetanus, Pertussis & Haemophilus influenza Type B vaccine, Heb B(2) Hepatitis Vaccine, PCV(2) Pneumococcal Conjugated Vaccine

**14 Weeks** OPV(4) Oral Polio Vaccine, RV (2) Rotavirus Vaccine, DTP/Hib(3) Diptheria, Tetanus, Pertussis & Haemophilus influenza Type B vaccine, Heb B(3) Hepatitis Vaccine, PCV(3) Pneumococcal Conjugated Vaccine,

**9 Months** Measles Vaccine(1)

**18 Months** OPV(5) Oral Polio Vaccine, DTP Diptheria, Tetanus, Pertussis Measels Vaccine (2)

# IMPORTANT INFORMATION ABOUT YOUR BENEFITS



## CHANGING OPTIONS

It's important to look at your healthcare needs at the end of every year and decide which Resolution Health option is best suited to your evolving healthcare needs. Option changes can be made annually at the end of the year by completing an Option Change Form (available on [www.resomed.co.za](http://www.resomed.co.za) or from our friendly Call Centre consultants on **0861 796 6400**) and making sure we receive the completed form by no later than **08 December 2017**. Completed forms can be submitted:

- » Online: [www.resomed.co.za](http://www.resomed.co.za)
- » By email: [optionchange2018@resomed.co.za](mailto:optionchange2018@resomed.co.za)
- » By post: Resolution Health, PO Box 1555, Fountainsbleau, 2032



## BENEFITS THAT RUN IN CYCLES

Most of your option's benefits are annual, meaning that you can access these benefits over a calendar year. However, certain benefits run over an extended period like external medical appliances, orthodontics, optical benefits and cochlear implants and may only be available once in several years or once in a lifetime.



## PRO-RATING OF BENEFITS

When joining the Scheme during the year, all benefits (except hospitalisation), including those that have Rand limits, are pro-rated in proportion to the period of membership for the year.



## SERVICE PROVIDER RATES

Some service providers may charge rates that are more than your option's benefit rate, making it very important that you **confirm what your provider charges before making use of their services**. **REMEMBER** that Resolution Health will fund up to your option's benefit rate limit (including PMBs) and, if your provider charges over and above that rate, the outstanding amount will be for your personal account.

Also keep an eye on what you're being charged for. Some service providers charge members for additional procedure codes or the unbundling of service tariffs not approved by the Scheme. You can speak to our friendly pre-authorisation department on **0861 111 778** or email them on [preauth@resomed.co.za](mailto:preauth@resomed.co.za) for advice as you may not be liable for these additional costs.



## BENEFITS THAT ARE DEPLETED

Once your benefits are depleted, you will only be covered for those conditions that are clinically proven to be a PMB. **REMEMBER** that Scheme protocols always apply and that pre-authorisation, as well as proof of PMB status, is required to confirm your cover.

# YOU & YOUR MEMBERSHIP



## MEMBERSHIP CARDS

Your Resolution Health membership card is used to identify you as a member of the Scheme and allows you to access your benefits when making use of a medical service provider. The card can only be used by you and while you are a member of Resolution Health. **REMEMBER**, it's illegal to let someone who is not a member use your card. The unauthorised use of a membership card is considered a fraudulent activity and will result in your membership being cancelled immediately.

You will be issued with **2 membership cards per family**, or one card if you are an individual member. If you need additional cards, please submit a request by:

- » Emailing [cardrequest@resomed.co.za](mailto:cardrequest@resomed.co.za)
- » Calling **0861 796 6400**
- » Visiting [www.resomed.co.za](http://www.resomed.co.za) to download the necessary form



## DEPENDANTS

To be a dependant on your medical scheme cover, a person must:

- » Be an immediate family member and / or financially dependent on you
- » Not receive an income of more than the maximum social pension per month
- » Not belong to another medical scheme



## DEATH OF A PRINCIPAL MEMBER

If you are a dependant and the Principal Member passes away, you can continue to pay the contributions and:

- » Retain your membership without any new restrictions, limitations or waiting periods
- » If orphaned (according to the definition in the Scheme's rules), remain a member until you become a member of the Scheme in your own right, or are accepted onto another medical scheme



## CHANGING YOUR PERSONAL DETAILS

We want to stay in touch with you and make sure that you're always in the know when it comes to Resolution Health and your cover. Make sure that we always have your latest contact details on file to avoid missing important things like your statements, membership and option information as well as other news on your healthcare benefits. Please make sure we always have your latest:

- » E-mail address (note that statements are sent electronically to all members with email addresses)
- » Cell phone number for SMS notifications
- » Claims refund banking details
- » Contribution banking details

**REMEMBER that it's up to you to make sure that we have your latest contact details and the Scheme cannot be held responsible if you do not receive information because your details are outdated.**

### HOW TO UPDATE YOUR DETAILS

It's quick and easy. Simply:

- » Log into your member portal on [www.resomed.co.za](http://www.resomed.co.za) and update your details
- » Give us a call on **0861 796 6400**

# YOU & YOUR MEMBERSHIP



## ADDING & REMOVING DEPENDANTS

You can register or deregister dependants at any time by visiting [www.resomed.co.za](http://www.resomed.co.za) to download the applicable form or call us on **0861 796 6400**. Use the handy check lists below of things we need to ensure a smooth and quick process.

### NEW-BORNS AND ADOPTIONS

Once added, **REMEMBER** that contributions will be due from the first day of the month following the birth or adoption. **REMEMBER** to complete the registration process within 30 days of birth or adoption to avoid benefits only being available from the date of registration and not retrospectively from the date of birth or adoption. The below documents can be sent to [amend@resomed.co.za](mailto:amend@resomed.co.za) or faxed to **086 513 1438**.

### REGISTRATION OF DEPENDANT

- » Birth certificate
- » Children over 21

The required documents listed below can be sent to [amend@resomed.co.za](mailto:amend@resomed.co.za) or faxed to **086 513 1438**.

- Registration of Dependant form
- Proof of full-time student status from a registered institution (submitted annually up to maximum age of 25 years)
- An affidavit confirming that the dependant is financially dependent on the main member
- Handicapped children: Physician report to confirm disability

### REMOVING A DEPENDANT

*It's important to give us 1 calendar month's notice of any event that changes the status of a dependant which may result in them no longer being entitled to any benefits*

The below documents can be sent to [resignations@resomed.co.za](mailto:resignations@resomed.co.za) or faxed to **086 513 1438**

- Deregistration of Dependants form
- 1 Calendar month's notice

## ENDING YOUR MEMBERSHIP

Your Resolution Health membership can be ended for any of the following reasons:

|  |  |
|--|--|
| Voluntary termination  | By giving 1 calendar month's written notice  |
| Death  | By submitting a copy of the death certificate  |
| Resignation from employment                                  | If Scheme membership is a condition of employment you cannot resign without written consent from your employer   |
| Failure to pay contributions                                 | Membership and benefits end on the date of resignation, unless you decide to continue as a Resolution Health member in your private capacity. Members who do not pay all amounts due to the Scheme will have their membership ended in terms of the rules of the Scheme  |
| Employer resignation from the Scheme                         | If your employer decides to resign from the Scheme they will need to give us 1 calendar month's written notice. If they do not join another scheme as an employer group, you will no longer be a member of Resolution Health from the date they resign, unless you decide to continue as a member in your private capacity |
| Abuse of privileges, fraud and non-disclosure of information | We will terminate the membership, or exclude a member or dependant(s) from benefits, for any abuse of the benefits, fraud or non-disclosure of information   |

# EXCLUSIONS

## THE FOLLOWING EXCLUSIONS ARE APPLICABLE TO THE **PROGRESSIVE FLEX PLUS** OPTION:

With due regard to the Prescribed Minimum Benefits in either a Public Care System or at the facilities of one of the Scheme's Designated or Preferred Service Providers, as contemplated in Regulation 8 of the Regulations promulgated in terms of the Act, or provided for in a Benefit Option, the Scheme's liability is limited to the cost of medical services as defined in the Act and provided for in the Rules of the Scheme and, further subject to the provisions of Rule 1.3 of Annexure B, expenses in connection with any of the following shall not be paid by the Scheme:

1. Compensation for pain and suffering, loss of income, funeral expenses or claims for damages.
2. Expenses incurred for recuperative or convalescent holidays.
3. Services not considered appropriate in terms of Managed Healthcare Principles, or that are not life saving, life sustaining or life supporting. The Scheme reserves the right to determine such instances in general or for specific instances at any time, at its discretion. The following conditions, procedures, treatment and apparatus will specifically be excluded:
  - 3.1 Any breast reduction or augmentation or breast reconstruction unless related to diagnosed malignancy in the affected breast (subject to Scheme protocols). Prophylactic mastectomy only considered for BRCA mutations. Reconstruction following prophylactic mastectomy will not be funded.
  - 3.2 Gynaecomastia;
  - 3.3 Hyperhidrosis;
  - 3.4 Eximer laser and radial keratotomy;
  - 3.5 Phakic implants;
  - 3.6 Bariatric surgery and other treatments, services or charges for or related to obesity;
  - 3.7 Keloid and scar revision and any other cosmetic procedures and treatments;
  - 3.8 Dynamic spinal devices;
  - 3.9 CT or virtual colonoscopy;
  - 3.10 Change of sex operations and procedures;
  - 3.11 Growth hormone;
  - 3.12 Sleep and hypnosis therapy;
  - 3.13 Elective Caesarean section (except Supreme Option);
  - 3.14 Cancer treatment outside network protocols;
  - 3.15 Medicines not registered with or used outside their Medicines Control Council registration or proprietary preparations;
  - 3.16 Medication outside the formulary;
  - 3.17 Pre-hospital admissions;
  - 3.18 Nasal reconstruction;
  - 3.19 Bat-ears;
  - 3.20 Removal of skin blemishes;
  - 3.21 Liposuction;
  - 3.22 Face-lift and eyelid procedures.
4. Exercise programmes.
5. Kilometre charges and travelling expenses with the exception of ambulance services.
6. Examinations and tests for the purpose of application for insurance policies, school camp, visa, employment, emigration or immigration, admission to schools or universities, medical court reports, as well as fitness examinations and tests.
7. Charges for appointments not kept or writing of scripts.
8. Accommodation in convalescent, old age homes, frail care or similar institutions.
9. Costs associated with Vocational Guidance, Child Guidance, Marriage Guidance, School Therapy or attendance at Remedial Education Schools or Clinics.
10. Purchase of:
  - 10.1 applicators, toiletries, sunglasses and/or lenses for sunglasses and beauty preparations
  - 10.2 patented foods/medicines, special foods and nutritional supplements including baby foods
  - 10.3 remedies for the treatment of infertility
  - 10.4 tonics, slimming preparations, appetite suppressants and drugs as advertised to the public for the specific treatment of obesity. Further all cost escalations and /or increases for any services accessioned by or in relation to obesity
  - 10.5 sunscreen and sun tanning lotions
  - 10.6 soaps and shampoos (medicinal or otherwise)
  - 10.7 household and biochemical remedies including complementary and alternative medications, which are not registered, prescribed or promoted by the medical profession with or without evidence to support benefit (Scheme protocols and assessment will apply).
  - 10.8 cosmetic products (medicinal or otherwise)
  - 10.9 antihabit-forming products
  - 10.10 vitamins and multi-vitamins unless prescribed by a person legally entitled to prescribe and for a specific diagnoses registered and authorised by the scheme
  - 10.11 remedies for body building purposes or exercise and sport specific enhancers
  - 10.12 aphrodisiacs
  - 10.13 household bandages, cotton wool, dressings and similar aids.
11. Infertility, sterility, artificial insemination of a person as defined in the Human Tissue Act, (Act 65 of 1983), as well as vaso-vasostomies (reversal of sterilisation procedures), subject to Prescribed Minimum Benefits.
12. Diagnostic tests and examinations performed that do not result in confirmation of the diagnosis of a prescribed minimum benefit (PMB) condition, unless such condition qualifies as a bona-fide emergency medical condition. Diagnostic tests will only be funded up to and inclusive of the minimum tests required to exclude a PMB condition.
13. Repair of hearing aid and medical apparatus.
14. Experimental, unproven or unregistered treatment or practices.
15. Donor costs in respect of an organ transplant will not be covered by the Scheme unless the recipient is a member of the scheme for a PMB related transplant.
16. Interest and legal costs on outstanding accounts.
17. Dental surgery exclusions
  - 17.1 Bone augmentations
  - 17.2 Sinus lifts
  - 17.3 Bone and tissue regeneration
  - 17.4 Gingivectomies
  - 17.5 Surgical procedures associated with dental implantology
  - 17.6 Oral hygiene instructions
  - 17.7 Professionally applied topical fluoride in adults
  - 17.8 Nutritional and tobacco counselling
  - 17.9 Root canal treatment on third molars (wisdom teeth) and primary teeth
  - 17.10 Ozone therapy
  - 17.11 Soft base to new dentures
  - 17.12 Apisectomies in-hospital
  - 17.13 Orthognathic surgery
18. Subject to the Prescribed Minimum Benefits the Hospital and **Progressive Flex** options have the following additional condition and procedure exclusions:
  - 18.1 Joint replacements;
  - 18.2 Back and neck surgery and conservative treatment including rhizotomies;
  - 18.3 Admissions for skin lesions;
  - 18.4 Cochlear implants;
  - 18.5 Implanted neurological devices, including but not limited to nerve stimulators, processors and procedures;
  - 18.6 Neonatal Respiratory Syncytial Virus prophylaxis;

# DEFINITIONS

**Above Threshold Benefit (ATB):** The benefits available to Millennium members once the MSA savings amount has been depleted and the Self Payment Gap (SPG) amount has been paid from the members own pocket

**Acute condition:** Illness that requires short-term treatment

**Annual sub-limit:** A set amount allocated to a benefit

**Casualty Benefit:** A benefit available on certain options which can be used to cover visits to the casualty ward

**Chronic conditions:** Illness that requires ongoing treatment

**Chronic Disease List (CDL):** A list of 25 conditions which all medical schemes must cover and form part of PMBs

**Clinical motivation:** A motivation from your doctor explaining why a certain medicine or procedure is required such as test results and x-rays

**Chronic Medicines List (CML):** A list of medicines to treat the 25 CDL conditions for each option or plan

**Confinement:** Having a baby

**Contributions:** Your medical scheme fees that you pay every month

**Co-payment:** An amount listed for certain treatments or procedures which are not covered by the medical scheme and which you will have to cover from your own pocket

**Dependant:** Family members who share your medical scheme

**Designated Service Provider (DSP):** A Provider who is part of our extensive network

**Emergency services:** The ambulance service (Netcare 911) that we use in case of a medical emergency

**Flexi Benefit:** An amount set aside for Progressive Flex members to cover certain treatments

**ICD 10 code:** A unique treatment code used by doctors or facilities when submitting a claim to the Scheme

**ICON:** Independent Clinical Oncology Network

**Immunisation:** Injections given to prevent illnesses

**Late Joiner Penalties:** An additional fee payable on top of your monthly contribution when you join a medical scheme late in life and have not been a member of a medical scheme before or for more than a year

**Medical Savings Account (MSA):** An allocated amount of your contributions on the Millennium option that is set aside for you to manage and use on health services as you require. The amount rolls over every year, earns interest and is transferred if you change medical schemes

**Maximum Medical Aid Price (MMAP):** The maximum amount Resolution Health will pay for a medicine as advertised by Medikredit ([www.medikredit.co.za](http://www.medikredit.co.za))

**Network Providers:** Service Providers working together and forming a group or network. Members on some options must use these network providers.

**Non-disclosure:** Not telling us something about your health condition

**Option:** Either the Hospital, Foundation, Progressive Flex, Millennium or Supreme plan

**Over-The-Counter medicine (OTC):** Medication you can get at your pharmacy without a prescription

**Patient Driven Care™ (PDC™):** A unique approach to treating at-risk Resolution Health patients that gives them appropriate access to the amount of care they need to stay healthier for longer

**Practice Number:** A unique identification number which your doctor or service provider has

**Pre-authorisation:** Permission from Resolution Health before going for treatment, tests, etc.

**DSPs:** Doctors, pharmacies or hospitals who provide care to our members as per a contracted agreement. All members are advised to make use of DSP as far as possible

**Designated provider network:** A network of healthcare providers who provide care to our members as per a contracted agreement

**Prescribed Minimum Benefits (PMBs):** A list of 271 conditions, including 27 chronic conditions, that all medical schemes have to cover

**Preventative Care:** Care that aims to stop you from getting sick or suffering an event like flu, a stroke, heart attack or hospitalisation

**Principal Member:** The main member of the Scheme who pays the monthly fees

**Pro-rated benefits:** The portion of benefits you are entitled to based on how long you have been a member of the Scheme during any benefit year

**Prosthesis:** An artificial device implanted into the body

**Prostate-Specific Antigen (PSA):** A blood test for men which determines possible prostate cancer risk

**Resolution Health Chronic Conditions:** An additional list of chronic conditions which Resolution Health funds from the Chronic Medication benefit

**Scheme exclusions:** A list of things the Scheme does not cover or pay for

**Scheme Protocols:** Guidelines that determine how we fund your care

**Scheme Rate:** The amount Resolution Health pays for a particular medicine or medical service

**Scheme Rules:** The rules of the medical scheme, including all policies, protocols and medicine lists

**Service Provider:** Doctor or healthcare facility

**Self Payment Gap (SPG):** The amount a Millennium option member needs to pay in between their MSA's available funds before they can access their Above Threshold Benefit (ATB)

**Statement:** A document which details the benefits you have used and payments processed by the Scheme

**Termination:** Ending of agreement

**Zurreal:** A free wellbeing and rewards programme available to all Resolution Health members and stakeholders that offers lifestyle benefits and aims to help individuals and families to live healthier, happier lives

**Zurreal Platinum:** The ultimate wellbeing and rewards programme available to Resolution Health members which includes all the benefits of **Zurreal** programme with added extras such as an Education Rebate, Gym Rebate and much more

# NOTES

# NOTES

## CONTACT DETAILS

### HEAD OFFICE

Boskruin Office Park  
President Fouché Ave  
Boskruin  
[www.resomed.co.za](http://www.resomed.co.za)

PO Box 1075  
Fontainbleau  
2032

**Chronic Medication Authorisation**  
(Doctors & Pharmacies only)  
**0861 796 6400**

**Evacuation & Ambulance Assistance**  
**Netcare 0861 112 162**

**HIV / AIDS**  
**0861 111 778**

**Pre-Authorisation**  
**0861 111 778**  
[preauth@resomed.co.za](mailto:preauth@resomed.co.za)