

ALLIANCE-MIDMED MEDICAL SCHEME

Registration number 1465

Manual

prepared in terms of

Section 51

of

The Promotion of Access to Information Act 2 of 2000

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1. INTRODUCTION

Alliance-Midmed Medical Scheme (“Alliance-Midmed”) is registered as a restricted membership medical scheme in terms of the Medical Schemes Act 131 of 1998. The Scheme conducts the business of a medical scheme in accordance with the requirements set by the Medical Schemes Act and is subject to the authority of the Council for Medical Schemes (CMS). Alliance-Midmed processes amongst others personal information of beneficiaries, of which it must protect the confidentiality.

2. CONTACT DETAILS

Postal Address: PO Box 343, Westville, 3630
 Physical Address: 3rd Floor, Pharos House, 70 Buckingham Terrace, Westville
 Telephone Number: 0860 002 101
 Fax Number: 086 776 7671
 Information Officer: Helen Fetter
 E-mail: service@alliancemidmed.co.za; Helen.Fetter@pha.co.za
 Website: www.alliancemidmed.co.za

3. SA HUMAN RIGHTS COMMISSION GUIDE

The SA Human Rights Commission (SAHRC) has, in terms of section 10 of the Promotion of Access to Information Act 2 of 2000 (PAIA), developed a guide containing information reasonably required by a person wishing to exercise or protect any right in terms of PAIA. This Guide contains amongst others the following information:

- The purpose of PAIA;
- The manner, form and costs of a request for access to information held by a body;
- Assistance available from Information Officers and the SAHRC;
- Legal remedies when access to information is denied;
- When access to information may be denied; and
- The contact details of Information Officers in the National, Provincial and Local Government.

The Guide is available on the SAHRC’s website at www.sahrc.org.za. Copies of the Guide can also be obtained at all the SAHRC’s provincial offices of which the contact details are included in the Guide. Enquiries regarding the Guide can be addressed to the SAHRC of which the contact details are as follows:

Postal Address: Private Bag X2700, Houghton, 2041
 Telephone Number: 011 877 3803 / 3600
 Fax Number: 011 403 0625
 E-mail: lidlamini@sahrc.org.za

4. RECORDS AUTOMATICALLY AVAILABLE

No notice has been submitted by Alliance-Midmed to the Minister of Justice and Constitutional Development regarding the categories of records, which are available without a person having to request access in terms of Section 52(2) of PAIA. However, the information on the website of the Scheme is automatically available without having to request access in terms of PAIA.

5. INFORMATION AVAILABLE IN TERMS OF OTHER LEGISLATION

The Scheme is required to hold certain records in terms of amongst others the following legislation subject to the specific protection offered by these laws:

1. Basic Conditions of Employment Act 75 of 1997;
2. Compensation for Occupational Injuries and Diseases Act 130 of 1993;
3. Consumer Protection Act 68 of 2008;
4. Electronic Communications and Transactions Act 25 of 2002;
5. Employment Equity Act 55 of 1998;
6. Income Tax Act 58 of 1962;
7. Labour Relations Act 66 of 1995;
8. Medical Schemes Act 131 of 1998;
9. Council for Medical Schemes Levies Act 58 of 2000;
10. National Health Act 61 of 2003;
11. Occupational Health and Safety Act 85 of 1993;
12. Promotion of Access to Information Act 2 of 2000;
13. Protection of Personal Information Act 4 of 2013;
14. Road Accident Fund Act 56 of 1996;
15. Skills Development Levies Act 9 of 1999;
16. Skills Development Act 97 of 1998;
17. Unemployment Contributions Act 4 of 2002; and
18. Unemployment Insurance Act 63 of 2001.

6. SUBJECTS AND CATEGORIES OF RECORDS HELD

The scheme holds the following categories of records in respect of the specified data subjects:

DATA SUBJECTS	CATEGORIES OF RECORDS
Alliance-Midmed	<ul style="list-style-type: none"> • Statutory records such as the registration documents of the Scheme; • Registered Rules of the Scheme; • Benefit Guides; • Audited financial statements; • Statutory returns and other documents provided to the Registrar of and Council for Medical Schemes; • Reports from the Board of Trustees and Sub-Committees of the Scheme; • Reports from the auditors and actuaries of the Scheme; • Monthly management accounts; • Fidelity and indemnity insurance contracts; • Contracts with service providers to the Scheme; • Agenda packs and minutes of Board of Trustee and Sub-Committee meetings and related information; • Agenda packs and minutes of Annual General and Special General Meetings and related information; • Board and Sub-Committee assessments • Information relevant to trustee elections and appointments; • Complaints, disputes and supporting documentation; • Documentation related to legal cases; • Membership profile; • Scheme statistics; • Other relevant scheme documentation; • Correspondence.
Principal Officer and Other Staff	<ul style="list-style-type: none"> • Personal information such as names, contact details; gender, age, identity number, etc. • Employment contracts; • Curriculum vitae; • Qualification records; • Conditions of employment and work place policies such as leave policies; • Employment equity and skills development plans and reports; • Salary and fee register; • Documents related to disciplinary proceedings, arbitration awards, CCMA (Commission for Conciliation, Mediation and Arbitration) matters and other legal cases; • Expense accounts; • Skills development and training records; • Performance reviews;

DATA SUBJECTS	CATEGORIES OF RECORDS
	<ul style="list-style-type: none"> • Relevant tax records and information pertaining to employees; • Correspondence.
Trustees	<ul style="list-style-type: none"> • Personal information such as names, contact details; gender, age, identity number, etc. • Register of Trustees; • Curriculum vitae; • Qualification records; • Other records related to fitness and propriety (such as credit and criminal records); • Records related to the office of trustee; • Training records; • Declarations of interest; • Correspondence.
Beneficiaries	<ul style="list-style-type: none"> • Personal information (e.g. name, address, identity number and other contact details, gender, employer, salary, contributions and contribution history, etc.); • Application forms; • Membership history; • Status e.g. principal member, adult dependant, child dependant; • Information relevant to dependant eligibility; • Relevant clinical records and reports; • Claims history; • Claims payments; • Bank account details; • Medication prescribed; • Hospital admissions; • Waiting periods; • Late joiner penalties; • Pre-authorisation decisions; • Claims assessment decisions; • Ex gratia and other funding decisions; • Call centre records; • Disease management programme participation; • Case management records;

DATA SUBJECTS	CATEGORIES OF RECORDS
	<ul style="list-style-type: none"> • Utilisation reports; • Compliance with treatment reports; • Membership certificates; • Tax certificates; • Complaints; • Credit records; • Fraudulent behaviour and relevant history; • Correspondence.
Employers	<ul style="list-style-type: none"> • Names and contact details; • List of eligible employees; • Contribution payments and related list of Scheme members; • Subsidies and related list of Scheme members; • Correspondence.
Service Providers	<ul style="list-style-type: none"> • Names and relevant contact details; • Names and contact details of relevant staff, shareholders and directors; • Agreements with contractors, vendors and suppliers; • Proposals and quotes; • Non-Disclosure Agreements; • Debt Collection Agreements; • Legal opinions and advice; • Invoices; • Remittance advices; • Complaints; • Minutes of meetings; • Performance records; • Correspondence.
Insurers	<ul style="list-style-type: none"> • Insurance policies; • Insurance quotes; • Payment of premiums; • Claims records and related documents; • Correspondence.

DATA SUBJECTS	CATEGORIES OF RECORDS
Statutory Bodies and Councils (e.g. CMS, UIF, etc.)	<ul style="list-style-type: none">• Names and contact details, also of officers;• Newsletters and circulars issued by these bodies and councils;• Payment of fees;• Correspondence.

7. PROCEDURE TO OBTAIN ACCESS TO SCHEME RECORDS

The fact that records are held by the Scheme as listed in this Manual should not be construed as conferring upon any requester any right to that record. PAIA grants a requester access to records of a private body, if the record is required for the exercise or protection of any right. If a public body lodges a request, the public body must be acting in the public interest. Access to records and information is not automatic. Any person, who would like to request access to any of the above records or information, is required to complete a request form, which is attached to this Manual as **Annexure A**, and pay the fees specified in PAIA, attached hereto as **Annexure B**. The request form is also available from:

- The Information Officer of the Scheme at the contact details stipulated above; and
- The SAHRC at the contact details stipulated above.

The requester must provide sufficient detail on the request form to enable the Information Officer to identify the record and the requester. The requester must identify the right he/she is seeking to exercise or protect and explain why the record requested is required for the exercise or protection of that right. If a request is made on behalf of another person, the requester must submit proof of the capacity in which the request is made to the satisfaction of the Information Officer. Access to the requested records or information or parts of the records or information may be refused in terms of the law. Requesters will be advised of the outcome of their requests.

8. FEES PAYABLE TO OBTAIN ACCESS TO SCHEME RECORDS

The fees for requesting and accessing information and records held by Alliance-Midmed are prescribed in terms of PAIA. A requestor (other than a personal requester) is required to pay the prescribed fee of R50 before a request will be processed. The fees payable, which may be amended from time to time in accordance with notices published in the Government Gazette, are attached hereto as Annexure B. Details of the fees payable and any change to such fees may be obtained from the Information Officer. The fees are also available on the website of the SAHRC. A requester may also be required to pay the fees prescribed for searching and compiling the information, which has been requested, including copying charges.

9. AVAILABILITY OF THE MANUAL

A copy of this Manual is available for inspection, free of charge, at the registered office of the Scheme and on its website. A copy of the Manual may also be requested from the Information Officer against payment of the appropriate fee, which may be obtained from the Information Officer.

ANNEXURE A: REQUEST FORM

REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY
(Section 53(1) of the Promotion of Access to Information Act No 2 of 2000)
[Regulation 10]

A. Particulars of private body

The Head: _____

B. Particulars of person requesting access of the record

- a. *The particulars of the person who requests access to the record must be given below.*
b. *The address and/or fax number in the Republic to which the information is to be sent, must be given.*
c. *Proof of the capacity in which the request is made, if applicable, must be attached.*

Full names and surname: _____

Identity number: _____

Postal Address: _____

Fax number: _____

Telephone number: _____

E-mail address: _____

C. Particulars of person on whose behalf the request is made

This section must be completed ONLY if a request form information is made on behalf of another person.

Full names and surname: _____

Identity number: _____

D. Particulars of record

- a. *Provide full particulars of the record to which access is requested, including the reference number if that is know to you, to enable the record to be located.*
b. *If the provided space is inadequate, please continue on a separate folio and attach it to this form. **The requester must sign all the additional folios.***

1. Description of record or relevant part of the record: _____

2. Reference number, if available: _____

3. Any further particulars of record: _____

E. Fees

- a. A request for access to a record, other than a record containing personal information about yourself, will be processed only after a **request fee** has been paid.
- b. You will be notified of the amount required to be paid as the request fee.
- c. The **fee payable for access** to a record depends on the form in which access is required and the reasonable time required to search or and prepare a record.
- d. If you qualify for exemption of the payment of any fee, please state the reasons for exemption.

Reason for exemption from payment of fees: _____

F. Form of access to record

If you are prevented by a disability to read, view or listen to the record in the form of access provided for in 1 to 4 hereunder, state your disability and indicate in which form the record is required.

Disability: _____

Form in which record is required: _____

- Mark the appropriate box with an **X**.
- NOTES:**
- a. Compliance with your request in the specified form may depend on the form in which the record is available.
 - b. Access in the form requested may be refused in certain circumstances. In such a case you will be informed if access will be granted in another form.
 - c. The fee payable for access to the record, if any, will be determined partly by the form in which access is requested.

1. If the record is in written or printed for:		
Copy of record*	Inspection of Record	
2. If record consists of visual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc.)		
View the images	Copy of the images*	Transcription of the images*
3. If the record consists of recorded words or information which can be reproduced in sound:		
Listen to the soundtrack (audio cassette)	Transcription of soundtrack* (written or printed document)	
4. If record is held on computer or in an electronic or machine-readable form:		
Printed copy of record*	Printed copy of information derived from the record*	Copy in computer-readable form* (compact disk)
*If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you?		
	YES	NO
Postage is payable.		

G. Particulars of right to be exercised or protected

*If the provided space is inadequate, please continue on a separate folio and attach it to this form.
The requester must sign all the additional folios.*

1. Indicate which right is to be exercised or protected: _____

2. Explain why the record requested is required for the exercise or protection of the
aforementioned right:

H. Notice of decision regarding request for access

*You will be notified in writing whether your request has been approved / denied. If you wish to be
informed in another manner, please specify the manner and provide the necessary particulars to
enable compliance with your request.*

How would you prefer to be informed of the decision regarding your request for access to
the record?

Signed at _____ this _____ day of _____ 20____

SIGNATURE OF REQUESTER / PERSON
ON WHOSE BEHALF THE REQUEST IS
MADE

ANNEXURE B: FEES

GENERAL: VALUE-ADDED TAX

Public and private bodies registered under the Value-Added Tax Act, 1991 (Act [No. 89 of 1991](#)), as vendors may add value-added tax to all fees prescribed in this Annexure.

PART I FEES IN RESPECT OF GUIDE

1. The fee for a copy of the guide as contemplated in [regulations 2 \(3\) \(b\)](#) and [3 \(4\) \(c\)](#) is R0,60 for every photocopy of an A4-size page or part thereof.

PART II FEES IN RESPECT OF PUBLIC BODIES

1. The fee for a copy of the manual as contemplated in [regulation 5 \(c\)](#) is R0,60 for every photocopy of an A4-size page or part thereof.

2. The fees for reproduction referred to in [regulation 7 \(1\)](#) are as follows:

	R
(a) For every photocopy of an A4-size page or part thereof	0,60
(b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	0,40
(c) For a copy in a computer-readable form on—	
(i) stiffer disc	5,00
(ii) compact disc	40,00
(d) (i) For a transcription of visual images, for an A4-size page or part thereof	22,00
(ii) For a copy of visual images	60,00
(e) (i) For a transcription of an audio record, for an A4-size page or part thereof	12,00
(ii) For a copy of an audio record	17,00

3. The request fee payable by every requester, other than a personal requester, referred to in [regulation 7 \(2\)](#) is R35,00.

4. The access fees payable by a requester referred to in [regulation 7 \(3\)](#) are as follows:

	R
(1) (a) For every photocopy of an A4-size page or part thereof	0,60
(b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	0,40
(c) For a copy in a computer-readable form on—	
(i) stiffer disc	5,00
(ii) compact disc	40,00
(d) (i) For a transcription of visual images, for an A4-size page or part thereof	22,00
(ii) For a copy of visual images	60,00
(e) (i) For a transcription of an audio record, for an A4-size page or part thereof	12,00
(ii) For a copy of an audio record	17,00
(f) To search for and prepare the record for disclosure, R15,00 for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation.	
(2) For purposes of section 22 (2) of the Act, the following applies:	
(a) Six hours as the hours to be exceeded before a deposit is payable; and	
(b) one third of the access fee is payable as a deposit by the requester.	
(3) The actual postage is payable when a copy of a record must be posted to a requester.	

PART III FEES IN RESPECT OF PRIVATE BODIES

1. The fee for a copy of the manual as contemplated in [regulation 9 \(2\) \(c\)](#) is R1,10 for every photocopy of an A4-size page or part thereof.

2. The fees for reproduction referred to in [regulation 11 \(1\)](#) are as follows:

	R
(a) For every photocopy of an A4-size page or part thereof	1,10
(b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	0,75
(c) For a copy in a computer-readable form on—	

- | | | |
|-----|---|-------|
| | (i) stifty disc | 7,50 |
| | (ii) compact disc | 70,00 |
| (d) | (i) For a transcription of visual images, for an A4-size page or part thereof | 40,00 |
| | (ii) For a copy of visual images | 60,00 |
| (e) | (i) For a transcription of an audio record, for an A4-size page or part thereof | 20,00 |
| | (ii) For a copy of an audio record | 30,00 |
3. The request fee payable by a requester, other than a personal requester, referred to in [regulation 11 \(2\)](#) is R50,00.
4. The access fees payable by a requester referred to in [regulation 11 \(3\)](#) are as follows:
- | | | R |
|-----|---|-------|
| (1) | (a) For every photocopy of an A4-size page or part thereof | 1,10 |
| | (b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form | 0,75 |
| | (c) For a copy in a computer-readable form on— | |
| | (i) stifty disc | 7,50 |
| | (ii) compact disc | 70,00 |
| (d) | (i) For a transcription of visual images, for an A4-size page or part thereof | 40,00 |
| | (ii) For a copy of visual images | 60,00 |
| (e) | (i) For a transcription of an audio record, for an A4-size page or part thereof | 20,00 |
| | (ii) For a copy of an audio record | 30,00 |
| | (f) To search for and prepare the record for disclosure, R30,00 for each hour or part of an hour reasonably required for such search and preparation. | |
| (2) | For purposes of section 54 (2) of the Act, the following applies: | |
| | (a) Six hours as the hours to be exceeded before a deposit is payable;
and | |
| | (b) one third of the access fee is payable as a deposit by the requester. | |
| (3) | The actual postage is payable when a copy of a record must be posted to a requester. | |