

22 November 2021

To: Alliance-Midmed Members

Dear Member,

## 2022 SCHEME CONTRIBUTION AND BENEFIT CHANGES

2021 was another extraordinary year with the COVID-19 pandemic dominating our lives. Initially our reserves increased, mainly due to members delaying care and carefully managing their benefits, the change to self-administration allowing tighter cost control and great investment returns on the reserves. We are, therefore, pleased to announce a modest 4.2% contribution increase, while benefits will also increase by the same percentage – effective from 1 January 2022.

However, healthcare costs have increased to pre-pandemic levels, with October 2021 being the highest monthly cash outflow in the Scheme's 45-year existence. Should costs continue to increase; future premiums will be significantly higher.

### Contribution changes

The 4.2% contribution increase translates to the following Rand amounts.

Income	2022 Alliance-Midmed			
	Full contribution		After 60% subsidy	
	New Contribution	Increase amount	Member contribution	Member increase
R5 000	R5 699	R 230	R2 280	R 92
R10 000	R8 143	R 328	R3 257	R 131
R20 000	R9 211	R 371	R3 684	R 148

(Refer to [www.alliancemidmed.co.za](http://www.alliancemidmed.co.za) for the full contribution table)

### Benefit changes

The Board implemented minor benefit changes for 2022, including the addition of two mental health practices to our preferred provider list. We will continue with efficiency and administrative changes to ensure best value for your money, including the cancellation of chronic authorisations where medicines were not collected during any six-month period.

We are working hard to finalise the 2022-member booklet and will advise via email and SMS when this will be available on the mobile app and on the Scheme website – [www.alliancemidmed.co.za](http://www.alliancemidmed.co.za).

### Administration

The self-administration change-over is now stable, and we continue to strive to improve the consistency of performance and superior service to all our members. Claims are paid twice-a-month and overdue work averages less than 2% of claims (where processing takes longer than 5-days).

Proudly Self-Administered

E-Mail Address: [service@alliancemidmed.co.za](mailto:service@alliancemidmed.co.za) website: Client Services: 0860 002 101



## **COVID-19**

Although we experienced lower overall infections the costs related to COVID-19 were significantly higher, costing us R8.3 million to end September 2021. Fortunately, this amount is still within the budget estimates.

During the COVID-19 lockdown the Board authorised limited telephone consultations at a specific rate, subject to legislative requirements. For more information regarding this please call us at 0860 00 2101. We also appeal to all members to PLEASE CONTINUE USING THE WEBSITE QUESTIONNAIRE SHOULD YOU EXPERIENCE COVID-like SYMPTOMS, to help us ensure you receive access to appropriate care.

## **Health Management Services**

Our team will be in contact with members who have delayed chronic care, to ensure that it does not translate in higher hospitalisation/medication costs. Please respond to the nursing team's calls. We request that you continue to play your part and get to know and manage your healthcare numbers (*body-mass index, cholesterol, blood pressure, blood glucose*).

## **Board elections**

You have elected your new Board of Trustees and they are already at work, managing your benefits. The details are available from the Scheme website – [www.alliancemidmed.co.za](http://www.alliancemidmed.co.za).

## **Contact**

When contacting the Scheme please first use the mobile app or log into the website ([www.alliancemidmed.co.za](http://www.alliancemidmed.co.za)). If unsuccessful, then please contact us at 0860002161, or email [service@alliancemidmed.co.za](mailto:service@alliancemidmed.co.za). The latest statistics show that 98% of calls are answered and a further 0.9% of calls are returned within three days should a call be missed.

## **Over-servicing, abuse, and fraud**

We continue to see signs of over-utilisation and opportunistic billing. The approximately 6% of your money wastefully spent or syphoned off through abuse, fraudulent claims and unnecessary care will not go unattended. It may inconvenience some of our members and we request your patience.

## **Specialist services and second opinions**

During 2021 we turned down several requests for FUNDING. Normally, this happens when the requested treatment/operation seems to relate to inappropriate care, overuse of benefits, unnecessary procedures, or inaccurate coding. We refer these cases to qualified experts, including the Wits Donald Gordon Medical Centre. Where the health professional behaviour continues, we plan to stop making direct payments. Please contact the office at 0860 00 2101 to discuss alternatives, should you be required by health professionals to make excessive additional payments.

We are also engaging with our partners, health professionals and other stakeholders to ensure a smooth 2022 changeover.

## **Regulator and National Health Insurance (NHI)**

The Council for Medical Schemes commissioned an investigation into the Scheme's governance, which is ongoing since 2021. We will advise of the outcome once finalised.



As you have probably seen in the news, government is progressing slowly with their plans to implement the NHI. As material news becomes available, we will advise our members.

Lastly, please note that the Protection of Personal Information Act (POPIA) came into effect in July 2021. It places additional requirements on us to protect your information and you will notice changes to our documentation and in the disclosure of any information, brought about by the POPIA.

Should you have any concerns or questions, or experience challenges, please email the Principal Officer at [jhhartz@outlook.com](mailto:jhhartz@outlook.com).

Because your health matters.

**Sharon Muller**

*Chairperson*