

17 December 2019

To: Alliance-Midmed members

Dear member,

## 2020 SCHEME CHANGES

The change in Scheme administration that we informed you about earlier, should have little impact. We are all set to switch over seamlessly on 1 January 2020. Two changes that you should however note:

Telephone contact	Personal Medical Savings Account (PMSA)
<ol style="list-style-type: none"> <li>All telephone calls to the Scheme will now be recorded. It will help us to ensure consistent great service.</li> <li>The telephone system now provides options to help access relevant team members quicker. Select 1 for general enquiries, claims and benefit confirmations, or select 2 for chronic medication authorisations, or select 3 for hospital, scan and appliance authorisations.</li> <li>The call centre is open Mondays to Fridays, from 07:00 to 17:00. After-hours (17:00 to 07:00), a benefit confirmation service only, will be available.</li> <li>The <b>EMERGENCY</b> number remains <b>0860 255 426</b>.</li> </ol>	<ol style="list-style-type: none"> <li>From 1 January 2020, the default for payments from your PMSA for shortfall and co-payments is set to ensure that we first obtain your written permission. This will mostly affect pharmacy, some dental work and therapist costs.</li> <li>You have two options; approve payments per transaction or approve all future payments from savings. Co-payments may only be made from Positive Savings (savings brought forward from previous years).</li> <li>You can exercise this option, as explained below.  <i>(This is necessary because some previous instructions are outdated, and GAP products made certain prior instructions obsolete.)</i> </li> </ol>

Exercise your PMSA co-payment options by submitting a written instruction:

	A specific claim	Future payments
In-person	Columbus Time office or at the <b>new</b> Scheme office – <b>21 Dolerite Crescent</b> , Middelburg	
Via telephone call	<b>0860 00 2101</b>	
Via e-mail	<a href="mailto:service@alliancemidmed.co.za">service@alliancemidmed.co.za</a>	
Via the Mobile App <i>(registration required)</i>	Register on the mobile app and access your profile	
	From the main menu, select the Benefits & Savings badge. Select the “Savings Refund” option. Select the claim lines that you want to be refunded and select “Process Refund”.	Load an enquiry to change your savings payment option on the Mobile App, and a friendly staff member will process the change.
	The refund will be made during the Scheme’s next payment run.	

Notes:

- Shortfall refunds are paid from Positive Savings and refunds are reimbursed to you, the member.
- These options may only be exercised from 2 January 2020.

Regards,

**Alliance-Midmed Team**