



Your 2024 Benefits

We are happy to announce that besides Clicks Pharmacies being a current Medshield Designated Service Provider, we are also introducing 123 Clicks clinics nationwide onto the SmartCare Network. The addition of the Clicks clinics provides our members with more access to the SmartCare nurse-led FP video consultations network. We also provide the option for hospital-level treatment at home through our 24/7 digital monitoring and personal care.

Medshield has been redefining healthcare in South Africa for over 56 years. We offer nine tailored healthcare options reinforced by comprehensive hospital cover, a network of respected healthcare professionals and resources to support your health journey at every stage of your life.

As we navigate the healthcare landscape, Medshield is your steadfast Partner for Life. We are dedicated to ensuring you and your dependents receive the quality healthcare you deserve. Our 2024 offerings are a testament to this commitment.

Your 2024 **MediCore Benefit Guide** is available for download from the Medshield website at www.medshield.co.za/products-2024/2024-benefit-options/, or call your Broker or our trusted Contact Centre on 086 000 2120.

In a world where healthcare is non-negotiable, choose Medshield Medical Scheme as your healthcare Partner for Life. We're here to restore confidence in tomorrow and provide peace of mind as you navigate life's journey.

Thank you for trusting us to take care of your healthcare needs. We look forward to continuing to serve you in 2024 and beyond.

Medshield Medical Scheme

A GLIMPSE OF WHAT YOU CAN LOOK FORWARD TO IN 2024:

- A refined product offering, addressing the feedback received from our brokers and members, and enhancing the Medshield basket of options (subject to CMS approval).
- An average 5% increase in specified benefits across all options.
- Unlocking additional Paediatric consultations to enhance the MedshieldMOM programme on relevant options.
- A continued focus on preventative screening, with additional benefits to support your wellness.
- A reduction in certain co-payments to alleviate the financial burden on our members.

Partner
FOR LIFE



MEDSHIELD
medical scheme

Dear Member,

As we embark on a new year, we must face the realities and possibilities of our financial landscape with unwavering conviction and resolve. The year began with our economy under greylisting, a crucial reminder of the importance of financial prudence, especially when securing essential services like quality healthcare.

At Medshield Medical Scheme, we have been unwavering in our commitment to delivering the best possible value for your money. Our primary aim is to strike a delicate balance between affordability, improved access to healthcare, and providing high-quality care while we ensure the long-term sustainability of the Scheme.

Our response to the economic climate and rising healthcare inflation led us to make strategic decisions that ensure our members can continue to access the healthcare they need without shouldering an unreasonable financial burden. For 2024, we have funded a portion of the necessary increases from our reserves, allowing us to announce an 8.9% average weighted increase, with a 0% contribution increase on some of our plans.

Sound strategic decisions and prudent financial management have allowed us to maintain a robust financial position, ensuring that we can meet our obligations to pay members' claims whether a sudden pandemic or economic challenge strikes or not. This also empowers us to innovate and offer more benefits and choices to our valued members.

At Medshield, we value our partnerships with our members, healthcare providers, and brokers. We're proud to have been recognised as a Top Employer in South Africa, a testament to our commitment to our people, which extends to you, our members and our broker partners. With our AA- Global rating, we can proudly reaffirm our ability to pay our members' claims.

We firmly believe that technology makes healthcare more accessible and affordable for all South Africans. Our evolving SmartCare Digital Healthcare Ecosystem offers quicker access to quality healthcare through telemedicine and virtual consultations, available from the comfort of your home or private space.

Option Changes

Choose the right plan for *you* and your family

The Scheme Rules allow for benefit option changes with effect 1 January 2024. Should you choose not to change your benefit option, you will automatically remain on your current option for 2024.

Understanding the exact benefits of the option you are considering (including prescribed minimum benefits, chronic medication and the medicine formulary, Day-to-Day, dental, optical benefits, and hospitalisation), is a task best undertaken with the advice and guidance of your financial advisor. Changing to a lower benefit option will result in fewer benefits and there may be a significant impact on how your chronic medication will be covered as opposed to the formularies used by your previous option. This could lead to more out-of-pocket expenses due to certain medication/s not covered on your new option and certain benefit limits on certain options only cover PMBs, meaning that non-PMB conditions and or procedures will not be covered.

It is also important to consider the choice of network providers, as certain benefit options allow you to choose freely while other options are network-restricted. Please ensure that you have read and understand the benefits of your selected option together with your financial advisor to ensure your choice of benefit option best suits your medical and financial needs before you make your selection.

It is important that you send your request to change your option by 31 December 2023, by downloading and completing the Option Change form available under the 'Member/Scheme forms for members' tab on www.medshield.co.za. Option changes will not be considered after the deadline. Should you opt to change your option, consult the detailed Product 2024 benefit guides and contribution tables available on the website at www.medshield.co.za to ensure your choice of benefit option best suits your medical and financial needs.

Our corporate employer members must submit the completed form to their HR department to ensure that the request is captured accordingly for the January 2024 contribution adjustment to take place via payroll. Once the changes have taken place, your HR representative will stamp, sign the form and submit your request to the Scheme via e-mail to optionchange@medshield.co.za.

We encourage our members who want to change their benefit option to do so by 15 December 2023 to ensure that the Scheme deducts the correct contribution due for January 2024. Should your option change reach us after 15 December 2023, there's a possibility that the Scheme may only deduct the correct amount as per your chosen benefit option in February 2024. In the event that your option change results in a credit due to you, the credit will be offset against your February 2024 contribution.

Please note that the Scheme will not refund these credits directly into your bank account.

Your 2024 MediPlus Contributions



MediPlus is the ideal option for individuals who need complete cover for hospital procedures or emergencies, and partial daily healthcare cover. To provide more choice, Medshield has split the MediPlus option into two sub-categories: **MediPlus Prime** and **MediPlus Compact**.

All benefits offered and reflected are the same on both categories, but networks, and care coordination, nominating a Family Practitioner and the Family Practitioner-to-Specialist referral process, are compulsory on MediPlus Compact.

The **MediPlus Prime** and **MediPlus Compact** average contribution increase will be **9.5%** from 1 January 2024, with both categories boasting strong benefit enhancements.

MediPlus PRIME Contribution:

TYPE OF BENEFICIARY	2023 CONTRIBUTION	2024 CONTRIBUTION	CHANGE (Rand)	CHANGE (%)
Principal Member	R4 146	R4 539	R393	9.5%
Adult Dependant	R2 958	R3 240	R282	9.5%
Child*	R930	R1 017	R87	9.4%

MediPlus COMPACT Contribution:

TYPE OF BENEFICIARY	2023 CONTRIBUTION	2024 CONTRIBUTION	CHANGE (Rand)	CHANGE (%)
Principal Member	R3 768	R4 125	R357	9.5%
Adult Dependant	R2 688	R2 943	R255	9.5%
Child*	R846	R927	R81	9.6%

**Contribution rate is applicable to the member's first, second and third biological or legally adopted children only, excluding students.*

Please note: The contributions above exclude any applicable Late Joiner Penalties that may be applied to your membership.

2024 Benefits & Contribution Adjustments

BENEFIT DESCRIPTION	PRIME & COMPACT
Adult Vaccination	Limit increased to R470 per family
Alternatives to Hospitalisation	Limit increased to R73 940 per family
Alternatives to Hospitalisation: Terminal Care Benefit	Sub-limit increased to R43 200 per family
Appliances: General, Medical and Surgical	Limit increased to R10 840 per family
Appliances: Peak flow meters, Nebulizers, Glucometers and Blood pressure monitors	Sub-limit increased to R930 per beneficiary subject to the appliance benefit
Contraception: Medication (Oral Birth Control)	Limit increased to R210 per month per female beneficiary
Chronic Renal Dialysis	Limit increased to R216 180
Day-to-Day Limits	Limit increased to: M0 R9 850 M+1 R13 755 M+2 R15 385 M+3 R17 310 M+4 R19 000
Dentistry: Specialised	Limit increased to R14 600 per family
Hospitalisation: Back and Neck surgery	Reduced co-payment: R5 000
HIV & AIDS: Antiretroviral and related medication	Reduced co-payment
Maternity: Out-of-Hospital Paediatric Consultations for beneficiaries under 2 years old	2 Visits per beneficiary
Maxillo-Facial Surgery	Limit increased to R18 760 per family
Medication: Chronic	Limit increased to R7 850 per beneficiary and R15 700 per family. Reduced co-payment
Medication: Discharge from Hospital -TTO	Limit increased to R640 per admission
Medication: Pharmacy Advised Therapy	Script limit increased to R270 per script
Mental Health: In- and Out-of-Hospital	Limit increased to R36 350 per family
Oncology Limit	Limit increased to R296 500 per family
Oncology: Specialised Drugs	Sub-limit increased to R137 200 per family
Oncology: Breast Reconstruction	Limit increased to R98 800 per family
Organ, Tissue & Haemopoietic Stem Cell (Bone Marrow) Transplantation including Hospitalisation	Limit increased to R172 940 per family
Organ, Tissue & Haemopoietic Stem Cell (Bone Marrow) Transplantation: Corneal Grafts and Transplants	Limit increased to R48 950 International R21 000 Local
Optical: Frames and/or Lens Enhancements	Limit increased to R680 per beneficiary
Optical: Readers	Limit increased to R200 per beneficiary
Physiotherapy: In-Hospital	Limit increased to R3 100 per beneficiary
Prosthesis and Devices: Internal	Limit increased to R42 650 per family
Prosthesis and Devices: Internal - Hips and Knees	Sub-limit increased to R37 300 per beneficiary
Refractive Surgery	Limit increased to R10 950 per family
Specialised Radiology: In- and Out-of-Hospital	Limit increased to R14 860 per family
Wellness: PSA Screening	1 test per male beneficiary between 50 - 69 years

2024 Benefits & Contribution Adjustments



MediPlus

The following services will attract upfront co-payments:

Specialised Drugs for Oncology, non-Oncology and Biological Drugs
Non-PMB Internal Prosthesis and Devices
Voluntary use of a non-Medshield Network Hospital (Prime or Compact as applicable)
Voluntary use of a non-Medshield Network Hospital - Mental Health
Voluntary use of a non-Medshield Network Hospital - Organ, Tissue and Haemopoietic stem cell (Bone marrow) transplant
Voluntary use of a non-DSP or a non-Medshield Pharmacy Network
Voluntary use of a non-DSP for HIV & AIDS related medication
Voluntarily obtained out of formulary medication
Voluntary use of a non-DSP provider - Chronic Renal Dialysis
Voluntary use of a non-ICON provider - Oncology

15% **upfront** co-payment
20% **upfront** co-payment
25% **upfront** co-payment
25% **upfront** co-payment

25% **upfront** co-payment
30% **upfront** co-payment
30% **upfront** co-payment
30% **upfront** co-payment
40% **upfront** co-payment
40% **upfront** co-payment

In-Hospital and Day Clinic Procedural upfront co-payments for non-PMB

Endoscopic procedures (refer to **Addendum B***)
Functional Nasal surgery
Hernia Repair (except in infants)
Laparoscopic procedures
Arthroscopic procedures
Wisdom Teeth extraction in a Day Clinic
Impacted Teeth, Wisdom Teeth and Apicectomy
Nissen Fundoplication
Hysterectomy
Back and Neck surgery

R1 500 **upfront** co-payment
R1 500 **upfront** co-payment
R3 000 **upfront** co-payment
R3 500 **upfront** co-payment
R3 500 **upfront** co-payment
R1 575 **upfront** co-payment
R3 500 **upfront** co-payment
R5 000 **upfront** co-payment
R5 000 **upfront** co-payment
R5 000 **upfront** co-payment

Please note: Failure to obtain an authorisation prior to hospital admission or surgery and/or treatment (except for an emergency), will attract a 20% penalty, in addition to the above co-payments.

**No In-Hospital Endoscopic procedural co-payment applicable for children 8 years and younger.*

The Medshield Specialist Network list shall be as designated in writing by the Scheme from time to time.

Medshield Medical Scheme Rules indicate that a member is entitled to change from one benefit option to another provided that the change is made with effect 1 January of any financial year, therefore mid-year option changes are not permitted.



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DISCLAIMER: This document serves as a summary and does not supersede the Registered Rules of the Scheme. All benefits in accordance with the Registered Rules of the Scheme. Terms and conditions of membership apply as per Scheme Rules. Subject to CMS approval. September 2023.



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