# Suremed Health Newsletter

#### **Dear Suremed Health Member**

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As 2024 draws to a close, we would like to take this moment to thank you for being a valued member of Suremed. This past year has brought both challenges and advancements in healthcare, and we are proud to have been by your side, ensuring you and your family receive the best possible care. Your health remains our top priority, and we are continuously working to adapt our services to meet your needs in an ever-changing healthcare environment.

#### IMPORTANT ADMINISTRATION CHANGE FOR 2025

As previously communicated, we have moved the administration of Suremed Shuttle day-to-day benefits from Kaelo Primecure to Momentum TYB, effective from 1 May 2024. This transition is aimed at enhancing our administration processes and ensuring a smoother experience for you, our valued members. All updated contact details, service platforms, and websites can now be accessed via the Suremed website. Should you have any questions or require assistance, please don't hesitate to reach out to us. For more information on these changes, visit our website at www.suremedhealth.co.za or contact our customer care team for any queries at info@suremedhealth.co.za.

Looking ahead to 2025, we are excited to announce enhancements to your benefits that reflect our ongoing commitment to comprehensive and affordable healthcare. While we understand that healthcare costs continue to rise, our goal is to ensure that Suremed remains both a trusted partner in health and a provider of competitive, valuable

Shuttle Contributions 2025				
Income Bands	Principal Member	Adult Dependent	Child Dependent	
R0 - R9 000	RI 265	RI 265	R675	
R9 000 - R13 000	RI 660	RI 660	R865	
R13 001 - R17 000	R2 390	R2 390	RI 225	
R17 001 - R30 000	R2 545	R2 545	RI 290	
R30 001 plus	R2 710	R2 710	RI 390	

To achieve this balance, we have made careful adjustments to contribution rates, ensuring they remain as moderate as possible while still allowing us to expand and improve your coverage. As always, we are here to assist with any queries you may have and look forward to continuing our partnership in 2025.

## **SHUTTLE BENEFIT CHANGES FOR 2025**

Benefit Category (tariffs and co-payments as per brochure)	2024	2025	
Hospitalisation alternatives (Step-down facilities and hospice)	R12 255 PMF	RI 2 867 PMF	
Dental Surgery	Limited to trauma, < 7 years and impacted 3rd molars	Limited to trauma, <12 years and impacted 3rd molars	
<b>GP V</b> isits	Unlimited doctor (GP) visits in the Primary Care Network, covered at 100% of the scheme rate	8 Consultations per beneficiary at preferred provider Authorisation required after 8th visit for PMB's only. Subject to managed care protocol	
Specialised Radiology	Combined in- and out-of-hospital radiology sub-limit of R 10 630 per beneficiary or R22 360 PMF.	Combined in- and out-of-hospital radiology sub-limit of R 11 160 per beneficiary or R15 000 PMF.	
Internal Prosthesis	R30 680 PB	R32 214 PB	
Optical	Multifocal lenses covered up to a limit of R2 500 per beneficiary every 24 months, inclusive of optometric examination, frame and pair of lenses. Frames outside of the Prime Cure range up to the value of R800. Any frames selected that are more than this will be paid out of pocket.	I Pair of spectacles per beneficiary per 24-month period inclusive of optometric examination and pair of lenses, limited to R2 500 pb. Frames range up to the value of R840. Any frames selected that are more than this will be paid out of pocket.	
Maternity Programme	Antenatal vitamins are covered up to R115 per month, for a maximum of 9 months	Antenatal vitamins are covered up to R120 per month, for a maximum of 9 months	
Acute Medication: Contraceptives	No benefit	R2 210 PMF. Script limit of R170 per month.	

#### **SHUTTLE BENEFIT GUIDE 2025**

Enclosed / attached is the Shuttle 2025 benefit guide for your perusal. You can also download / view a copy of the benefit guide as well as other valuable information regarding Suremed Health directly on our website at <u>www.suremedhealth.co.za</u>. Please ensure that you review the benefit guide to have a better understanding of the cover you have. If you would like to change options, please return the option change form by 30 November 2024 to membership@suremedhealth.co.za.

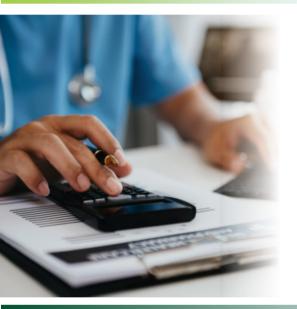
Please note that as the Shuttle option contributions are income based you are **required as an existing member to complete an income verification form by 30 November 2024.** All completed forms can be sent to <u>membership@suremedhealth.co.za</u>

# Hello Doctor



**Hello Doctor** is a unique, mobile health solution that gives people direct access to expert health advice and information from panels of registered doctors – 24 hours a day, 7 days a week. They use technology that is easily accessible to all – your smart phone. **Suremed Health** members have access to this service at no extra cost and we would like to encourage you to use it. **Download the App today, it's FREE to use.** All information can be found <u>www.hellodoctor.co.za</u> .You can also contact them at 087 230 0002 or info@hellodoctor.com

### MEDICAL AID RATES VS. DOCTOR RATES



Does the difference in rates between what doctors' charge and what your medical aid covers confuse you?

# Are you aware that you are able to negotiate fees with all the members of the surgical team when going for an operation?

You are entitled to know what a provider is charging prior to any services being rendered to ensure that you can make an informed decision relating to your healthcare. You need to also remember that those working with your doctor might not charge medical aid rates even if your doctor does. Please ask your doctor what their assistant(s), anesthesiologist, and other service providers charge.

Please do not hesitate to contact Suremed if you require a quotation for your procedure. Our customer care team can provide you with a detailed quote of what the Scheme will cover. This will enable you to negotiate with your provider.

# WITH THANKS

The Board of Trustees of **Suremed Health** would like to take this opportunity to thank you for your support in 2024, as well as wish you a safe and enjoyable festive season.

Yours sincerely

#### JOHAN JANSE VAN RENSBURG

**Principal Officer** 

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## **Contact Details**

Customer Care / Hospital Authorisations: 086 008 0888

Email: info@suremedhealth.co.za

www.suremedhealth.co.za