

Dear Suremed Health Member

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.surementhealth.co.za](http://www.surementhealth.co.za) or contact our customer care team for any queries at [info@surementhealth.co.za](mailto:info@surementhealth.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	R1 265	R1 265	R675
R9 000 - R13 000	R1 660	R1 660	R865
R13 001 - R17 000	R2 390	R2 390	R1 225
R17 001 - R30 000	R2 545	R2 545	R1 290
R30 001 plus	R2 710	R2 710	R1 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 <i>(tariffs and co-payments as per brochure)</i>	2024	2025
<b>Hospitalisation alternatives (Step-down facilities and hospice)</b>	R12 255 PMF	R12 867 PMF
<b>Dental Surgery</b>	Limited to trauma, < 7 years and impacted 3rd molars	Limited to trauma, <12 years and impacted 3rd molars
<b>GP Visits</b>	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
<b>Specialised Radiology</b>	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.
<b>Internal Prosthesis</b>	R30 680 PB	R32 214 PB
<b>Optical</b>	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.	1 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.
<b>Maternity Programme</b>	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
<b>Acute Medication: Contraceptives</b>	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 [www.suremedhealth.co.za](http://www.suremedhealth.co.za). 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](mailto: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 [membership@suremedhealth.co.za](mailto:membership@suremedhealth.co.za)

## 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 [www.hellodocor.co.za](http://www.hellodocor.co.za). You can also contact them at 087 230 0002 or [info@hellodocor.com](mailto:info@hellodocor.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

SUREMED HEALTH

## Contact Details

Customer Care / Hospital Authorisations: 086 008 0888

Email: [info@suremedhealth.co.za](mailto:info@suremedhealth.co.za)

[www.suremedhealth.co.za](http://www.suremedhealth.co.za)