



MEMBER GUIDE
NTSIKA

2025



Hospitalisation

Hospital Accommodation	General Ward, ICU and High Care paid at 100% of Scheme rate at a DSP Hospital. Subject to pre-authorization
GP and Specialist in hospital	Paid at 100% of the Scheme rate except for PMB's which are paid at cost
Theatre Fees	Paid at 100% of Scheme rate
Medication, Materials and Equipment	Paid at 100% of Scheme rate
TTOs (To Take Out Medication)	Discharge medication maximum of 7 days' supply limited to R460 per event
MRI, CT and PET scans	Limited to R13 540 pbpa paid at 100% of the Scheme rate, except for PMB's paid at cost. Subject to pre-authorization protocols and case management
X-rays and Ultrasounds	Paid 100% of the Scheme rate subject to protocols and case management
Pathology in hospital	Paid 100% of the Scheme rate subject to protocols and case management
Maternity Benefit	<ul style="list-style-type: none"> Normal birth limited to 3 days Caesarean Section limited to 4 days Co-payment R6 350 for elective caesarean Subject to Scheme protocols and authorisation. DSP Networks only
Oncology	Paid at 100% of Scheme rate if from a DSP. Subject to pre-authorization and application of ICON Essential treatment protocols
Physiotherapy in hospital <i>(Post - operative physiotherapy within 60 days limited)</i>	Paid 100% of the Scheme rate <i>Post-op treatment to be pre-authorized subject to protocols</i>
Psychiatric Treatment	Limited to 21 days pbpa in hospital. Paid at 100% of Scheme rate except for PMB's paid at cost
Vasectomy	Paid 100% of the Scheme rate unless a PMB
Dialysis	PMB's only and paid at 100% of cost, subject to pre-authorization and protocols
Organ transplants	PMB's only and paid at 100% of cost, subject to pre-authorization
HIV/AIDS Programme	PMB's are paid at 100% of cost. Subject to registration on the programme. Protocols apply
Prosthesis	PMB's only and paid at 100% of cost
Hospice <i>(imminent death regardless of the diagnosis)</i>	PMB cases unlimited. Paid at 100% of cost subject to pre-authorization and protocols

Other Procedures

THE FOLLOWING IN-HOSPITAL PROCEDURES ARE EXCLUDED (EXCEPT FOR PMB'S PAID AT 100% OF COST):

- Dental surgery
- Back and neck surgery
- Hip and knee replacements
- Cochlear implants
- Auditory brain implants and internal nerve stimulators
- Nissen fundoplication (reflux surgery)

- Treatment for obesity, skin disorders and functional nasal problems
- Refractive eye surgery
- Brachytherapy for prostate cancer
- Fibroadenosis

Medical Appliances: Hearing Aids

Paid at 100% of the Scheme rate subject to a limit of R11 590 pbpa. Includes repairs, excludes batteries

Oxygen Treatment

Paid at 100% of cost subject to pre-authorization

Maternity Programme *(subject to registration on the maternity programme before the third trimester of pregnancy)*

- Paid at 100% of cost. Subject to protocols and authorisation. DSP network apply
- 12 ante-natal visits
- Ante-natal pathology for risk screening (*Qualitative bHCG, Blood glucose, HIV status, Syphilis, German measles, Hepatitis B, Anaemia, Blood group, Blood cross-matching*)
- 3 x 2D scans
- 1 post-natal visit
- Vitamins: Limited to R700 per pregnancy

FREE BABY BAG *Loaded with goodies*

Subject to registration on the maternity program before the third trimester of pregnancy

Ambulance and Emergency Evacuation

Paid at 100% of Scheme rate

Day-to-Day Benefits

UNIVERSAL NETWORK PROVIDER FOR GP, DENTIST, OPTOMETRY AND PHARMACY SERVICES	
Visits to General Practitioner	Unlimited but managed, each beneficiary is required to nominate 3 GPs to consult with. Pre-authorisation needed from the 6 th visit
General Practitioners <i>Out-of-area/network</i>	Limited to 2 visits pbpa limited to a maximum of R1 470 per event (including medicine, pathology and radiology)
Casualty <i>(not resulting in hospitalisation)</i>	Limited to R1 400 pbpa paid at scheme rates
Specialist Visits	<p>Paid at 100% of Scheme rate limited to maximum of 2 visits per beneficiary with maximum of 3 visits per family. Subject to referral by DSP network GP and pre-authorisation of each specialist visit. Limited to:</p> <ul style="list-style-type: none"> Member R2 040 pbpa M+ R4 450 pbpa
Acute Medication	All acute medication will be provided as part of the acute consultation
CDL Chronic Conditions	27 CDL conditions, unlimited if prescribed by DSP network provider and dispensed within network pharmacy or dispensing DSP doctor
Over Counter Medication (OTC)	Paid at 100% SEP limited to R400 pbpa
Basic Dentistry	<p>Two consultations pbpa. at a DSP network:</p> <ul style="list-style-type: none"> Cleaning Fluoride treatment Scaling Polishing Fillings Dental x-rays Emergency root canal treatment Wisdom tooth extraction in rooms
Optometry	<p>1 visit per beneficiary every 2 years. Subject to combined family limit per year of:</p> <ul style="list-style-type: none"> M R3 130 M+1 R3 130 M+2 R4 220 <p>Single vision lenses and frames limited to R1 250 per beneficiary every 2 years subject to combined family limit</p> <p>Bi-focal lenses and frames limited to R1 840 per beneficiary every 2 years subject to combined family limit</p> <p>No benefit for contact lenses</p>
Psychiatry	One consultation pbpa. payable at 100% of Scheme rate. Subject to pre-authorisation
Psychology	Psychotherapy at a psychologist payable at 100% Scheme rate limited to R3 840 pbpa. Subject to pre-authorisation and network referral GP

RADIOLOGY & PATHOLOGY

Basic Radiology	Paid at 100% of Scheme rate, protocols apply. PMB paid at cost
Specialised Radiology	MRI/CT/PET scans limited to R13 540 pbpa. Subject to pre-authorisation and case management. PMB's paid at cost
Pathology	Paid at 100% of Scheme rate, protocols apply

Wellness Benefits

YOUR WELLNESS BENEFITS INCLUDE ACTIVE NURSE BASED DISEASE MANAGEMENT PROGRAMMES	
360° Wellness Check	<p>One consultation pbpa. Limited to R250</p> <ul style="list-style-type: none"> Blood pressure Cholesterol Glucose BMI Waist circumference Exercise plan Healthy meal plan
Flu Vaccines	1 dose pbpa
Emotional Wellness	Register on our Mobile App for more information on our Mental Health programme
Oral Contraceptives and Contraceptive Injections	Limited to R190 pbpm
Pap Smear	1 per adult female every three years
Mammogram	1 per annum for females aged 45 to 54 1 every 2 years for females aged 55+
Prostate Specific Antigen (PSA) Test	1 every 2 years for males aged 45 to 75
Childhood Vaccinations	Paid at 100% of scheme rate Protocols apply

Contributions

INCOME	PRINCIPAL MEMBER	ADULT DEPENDANT	CHILD DEPENDANT
R0 – R10 000	R1 153	R1 153	R486
R10 001 – R15 000	R1 209	R1 209	R547
R15 001+	R1 822	R1 822	R790

FREE FROM THE 4TH CHILD

Membership

WCMAS is a restricted Scheme providing medical aid cover to participating employers. Application forms are available from HR/time offices.

Who is eligible for membership?

Subject to approval by the Board of Trustees, members may apply to register the following as their dependants:

- the spouse or partner of a member who is not a member or registered dependant of another medical scheme irrespective of the gender of either party,
- a child, stepchild or legally adopted child of a member under the age of 21 or a child who has attained the age of 21 years but not yet 26, who is a student at an institution recognised by the Board of Trustees. Should a member elect to cancel the registration of a child between the ages of 21 and 25 years as a dependant of the fund, such child will not be eligible for re-registration as a dependant on the fund at a later date,
- a dependent child who due to a mental or physical disability, remains dependant upon the member after the age of 21.

Registration and de-registration of dependants

A member may apply for the registration of his or her dependants at the time that he/she applies for membership or as follows:

- A member must register a newborn or newly adopted child within 30 days of the date of birth or adoption of the child, and increased contributions shall then be due as from the first day of the month following the month of birth or adoption and benefits will accrue as from the date of birth or adoption,

- A member who marries subsequent to joining the Scheme must within 30 days of such marriage register his or her spouse as a dependant. Increased contributions shall then be due as from the date of marriage and benefits will accrue as from the date of marriage.
- Students that are accepted as child dependants shall be recognised as such for periods of not more than twelve (12) months at a time.
- When a dependant ceases to be eligible to be a dependant, he shall no longer be deemed to be registered as such for the purposes of the Scheme Rules or entitled to receive any benefits, regardless of whether notice has been given.
- Members shall complete and submit the application forms required by the Scheme together with satisfactory evidence to the employer who in turn will submit same to the Scheme.
- The Scheme may require an applicant to provide the Scheme with a medical report in respect of any proposed beneficiary in respect of a condition for which medical advice, diagnosis, care or treatment was recommended or received within the twelve-month period ending on the date on which an application for membership was made.
- No person may be a member of more than one medical scheme or a dependant of more than one member of a particular scheme. The membership will terminate if he or she becomes a member or a dependant of a member of another medical scheme.
- Maximum benefits are allocated in proportion (pro-rata) to the period of membership calculated from date of admission to the end of the financial year.

Membership cards

Every member shall be furnished with a membership card containing membership number, date of joining, identity number/s and names of all registered dependants.

A member must inform the Scheme within 30 days of the occurrence of any event which results in any one of his or her dependants no longer satisfying the conditions in terms of which he may be a dependant e.g. divorce or child dependant full time employed or married (this is not the complete list). The Scheme does not provide cover for divorced spouses even if the divorce settlement decrees that the member is liable for cover.

Personal Information

We support the POPI Act (Protection of Personal Information Act) which is structured to protect the individual's right to privacy. In light of the above we have in our call centre implemented security checks which must be adhered to before information may be provided. It is important to make sure that all your membership details are correctly **updated**, e.g. contact numbers, e-mail addresses, postal addresses and banking details. Please contact your Employer's HR Department or should you be a CAWM member our membership department on 013 656 1407.

The member undertakes to **update** his /her personal information as soon as reasonably practicable after changes have occurred. This will ensure that the records of WCMAS contain information that is accurate and up to date.

The personal information of the member and his / her dependants will be **retained** as part of the records of WCMAS for as long as required by the Medical Schemes Act, the Scheme Rules, the South African Revenue Service and any other applicable legislation and to provide medical scheme services to the member and his / her dependants.

Your monthly statements, tax certificates, and others

COMMUNICATION VIA E-MAIL OR POST

Electronic communication via e-mail is the preferred way of communication. Members with e-mail addresses will receive - mail statements and correspondence only unless the member has requested **WCMAS** to send a hardcopy to the member's postal address as well. Members not receiving their statements via e-mail who wishes to receive it electronically must ensure that **WCMAS** has their correct e-mail address. Changes to their e-mail addresses and any queries regarding the process can be e-mailed to wcmas@wcmas.co.za. The Scheme encourages members to use this cost saving and reliable facility.

BANKING DETAILS

For security reasons no cheques are issued to members. Members must ensure that the Scheme has correct banking details for refunds/payments due to them. The following documentation is required: Copy of ID, bank statement (stamped) or a bank letter (stamped and signed) not older than three months or a cancelled cheque and the EFT form.

CHANGE OF BANKING AND ADDRESS DETAILS OF MEMBER

A member must notify the Scheme within 30 days of any change of banking, address details (including e-mail) and contact numbers. The Scheme shall not be held liable if a member's rights are prejudiced or forfeited as a result of the member's neglecting to comply with the requirements of this Rule.

INFORMATION AT YOUR FINGERTIPS

Members are again encouraged to visit the Scheme's webpage at www.wcmas.co.za

A once off registration is required to enable you to fully make use of our website. Once you have registered and logged onto our website you will have access to the following information:

- **Frequently asked questions**
- Confirmation of membership 24 hours a day, 7 days a week
- Request a **new membership card**
- View registered **dependants** linked to your membership
- See if any **current suspensions** exist on your membership
- View any **chronic diseases** registered
- View and send a message to WCMAS to **update your contact details**
- Print a **membership certificate**
- Print your latest **tax certificate**
- View any **new medical claims** received by WCMAS pending payment
- View **medical claim statements** for the past 6 months.
- View your MSA balance
- Find our **contact details**, including a street map to easily locate our offices
- See who our **Board of Trustee members** are, and have access to the **WCMAS Annual Reports**
- Read our monthly **newsletters** to members and medical practices
- Find out about the scheme's **Benefits and Rules** for members, and what our subscription costs are and
- List of DSPs

Preventative Care and Wellness Programme

WCMAS offers a preventative care and wellness programme for early detection of health risks. Benefits are reflected under the Additional Wellness benefits column. Your wellness benefit includes active nurse based disease management programmes.

Contributions

Contributions are calculated on an employee's monthly basic rate of pay. It is collected monthly and paid by the employer by no later than the 3rd day of each month.

A WCMAS member's monthly contribution is based on his or her monthly income, pension (including income from investments, fixed deposits and retirement annuities); due on the day of the month or agreed pension payment run dates. Survival Certificates: It is compulsory for all WCMAS CAWM members to complete and return to the Scheme an annual survivor certificate before 31 July every year.

Members remain liable at all times for payment of contributions to the Scheme, irrespective of whether he/she receives financial assistance from the employer towards a subsidy.

Late payments

Where contributions or any other debt owing to the Scheme are not paid on the due date, the Scheme shall have the right to suspend all benefit until payments up to date..

Waiting periods and late joiner penalties

The Scheme may impose upon a person in respect of whom an application is made for membership or admission as a dependant, and **who was not a beneficiary of a medical scheme for a period of at least 90 days preceding the date of application** a general waiting period of up to 3 months and a condition-specific exclusion of up to 12 months.

Condition specific exclusions can also be applied to members who were members of a previous scheme for less than 2 years and general waiting periods to members who were on a previous medical scheme for more than 2 years.

The law also provides that a late joiner penalty may be imposed on a member or his/her adult dependant in certain circumstances when the applicant joins the scheme for the first time from the age of 35 years.

The late joiner penalty will depend on the number of uncovered years and is calculated as a percentage of the monthly contribution applicable to the late joiner.

EXAMPLE:

Member applied to join the Scheme on the 1st June 2011.

- He had previous medical cover 1971 – 1981 and again 1981 – 1990.
- Total monthly contribution = R2 500 of which R2 000 is risk and R500 is MSA.
- Member's age = 65 years old. Creditable coverage is 19 years (number of years covered by medical aid as an adult).

65 years – (35 + 19) = 11 years not covered. Therefore, penalty band 5-14 years applies which = 25%. Member premium = Risk+MSA+Penalty. R2 500 + (25% x R2 000) = R3 000 contribution payable.

Penalty Bands	Maximum penalty
1 - 4 years	0.05 x contribution excluding MSA
5 - 14 years	0.25 x contribution excluding MSA
15 - 24 years	0.50 x contribution excluding MSA
25+ years	0.75 x contribution excluding MSA

Designated Service Provider (DSP) and Managed Care Programmes

Members are required to obtain medical services from the Universal Network of Service Providers. Please contact Universal on **0803 628 677** to obtain details of the DSP Network.

The Scheme also has Universal Hospital Case Management, HIV, pre-authorisation and Chronic Disease Management and Oncology Managed Care Programmes in place.

Co-payments and other charges to members.

MEDICAL SERVICES IN EXCESS OF MEDICAL SCHEME RATES (NON-PMB)

Members must please note that more and more providers of medical services charge fees in excess of the Medical Scheme Rates. WCMAS only pays fees up to the Scheme Rates. Where the Scheme has paid the Scheme Rates directly to a supplier who has charged in excess of the Scheme Rates, the excess amount must be paid directly to such supplier by the member. The amount to be paid will appear **in bold** in the **"member to pay provider"** column on members' monthly remittance advices. It remains the responsibility of members who need to have operations to enquire beforehand from the relevant doctors whether they charge in excess of the Scheme Rates or not. If in excess, members need also to arrange settlement of the account directly with the suppliers of medical services.

Members are reminded that should a doctor or specialist use any disposable products during a procedure, the member will be liable for the cost. Disposable items are regarded as an exclusion from benefits. The Scheme will only consider conventional methods for procedures.

Medicine Benefits

CHRONIC MEDICINE BENEFITS

Chronic medicine benefits are Subject to Benefit Management Programme, MMAP and Reference Pricing and paid from the Risk Pool Account.

PMB AND 26 CDL CONDITIONS (100% BENEFIT)

(PMB = Prescribed Minimum Benefits)
(CDL = Chronic Disease List)
(MMAP = Maximum Medical Aid Price)

PRESCRIBED MEDICINE

Prescribed medicine must be prescribed, administered and / or dispensed by a practitioner legally entitled to do so. Benefits are subject to managed care protocols and processes, the Scheme's medicine benefit management program, formulary and DSP's.

EARLY REFILL ON MEDICATION IF OUT OF THE COUNTRY/OVER SA BORDERS

Members are reminded that should they be overseas or across the country borders for an extended period of time to request their early refill on chronic/acute medication at least 5 days before their departure. They may contact the Chronic Medicine Programme on **0860 111 900**.

DISPENSING DOCTORS

Dispensing doctors are required to register at the Scheme for direct payment for medicine dispensed to members. Members will be liable for the account of medicine dispensed by a doctor not registered as a DSP and dispensing doctor at the Scheme.

GENERIC REFERENCE PRICING & MMAP

MMAP refers to the maximum medical aid price. MMAP is the maximum price that WCMAS will pay for specific categories of medicine for which generic products exist. Although some generic products may be priced above MMAP, there are always products available that are below generic reference price. Your pharmacist can assist you by dispensing a product below MMAP so that you can avoid a co-payment. To check for generic medication on the MediKredit website www.medikredit.co.za click on scheme protocols.

In Hospital and pre-authorisation treatment

Benefit 100% at scheme rates for Private Hospitals. Pre-authorisation must be obtained at the Scheme's Case Managers at Universal pre-authorisations, subject to pre-authorisation

Authorisation must be obtained at least 72 hours before hospitalisation except for emergency or involuntary admission.

PRE-AUTHORISATION CAN BE OBTAINED BY ONE OF THE FOLLOWING:

- Print and complete the hospital authorisation form from our website – www.wcmas.co.za, and email or fax to Universal pre-authorisations at preauthorisation@universal.co.za
- Phone Universal Hospital pre-authorisation on **0861 486 472**
- HIV Programme diseasemanagement@universal.co.za
- Oncology Programme oncology@universal.co.za

IN HOSPITAL TREATMENT BENEFITS INCLUDE THE FOLLOWING:

- Ward fees
- ICU
- Step-down
- High Care
- Theatre fees
- Medical Appliances (e.g. back braces)
- Theatre and ward drugs
- Material

What to do in case of an emergency

- Contact **ER24** for ambulance on **084124**
- **ER24** call centre can also assist with medical advice
- Should Service Provider require proof of membership - can log onto the website 24/7 www.wcmas.co.za via the service provider Portal, or the member may log onto the website via the member portal and follow the prompts.

Prescribed Minimum Benefits (PMB)

Prescribed Minimum Benefits (PMBs) are defined in the Regulations to the Medical Schemes Act and must be provided to all beneficiaries of a medical scheme. The diagnosis, medical management and treatment of these benefits are paid according to specific treatment plans subject to therapeutic algorithms, protocols, formularies and DSP's. Should services for a PMB not be available at a DSP, arrangements will be made at another setting. Members must ensure that ICD10 codes are reflected on all accounts so that the correct allocations to relevant benefits can be made.

It is noted that some doctors charge exorbitant fees for PMB conditions and we could encourage members to first obtain a quotation before proceeding with the procedure.

List of chronic conditions (CDL) covered under PMB's:

- Addison's disease
- Chronic Obstructive Pulmonary Disorder
- Hypertension
- Asthma
- Diabetes Insipidus
- Hypothyroidism
- Bipolar Mood Disorder
- Diabetes Mellitus Type 1
- Multiple Sclerosis
- Bronchiectasis
- Cardiac Failure
- Diabetes Mellitus Type 2
- Parkinson's Disease
- Cardiomyopathy Disease
- Dysrhythmias
- Rheumatoid Arthritis
- Chronic Renal Disease
- Epilepsy
- Schizophrenia
- Coronary Artery Disease
- Systemic Lupus Erythematosus
- Glaucoma
- Crohn's Disease
- Haemophilia
- Ulcerative Colitis
- Hyperlipidaemia
- HIV/Aids

Register chronic conditions at:

chronicmedicine@universal.co.za

0860 111 900

Practice to register condition and treatment plan. ICD10 codes to be indicated..

Exclusions

Unless otherwise provided for or decided by the BOT, with due regard to the prescribed minimum benefits, expenses incurred in connection with any of the following will not be paid by the Scheme:

- Costs of whatsoever nature incurred for treatment of sickness condition or injuries for which any other party is liable.
- Costs in respect of injuries arising from professional sport, speed contests and speed trials subject to PMB.
- Costs for operations, medicines, treatment and procedures for cosmetic purposes unless medically necessary.
- Holidays for recuperative purposes.
- Purchase of patent medicine, toiletries, beauty preparations, baby foods, household remedies and contraceptives and apparatus to prevent pregnancy.
- Costs for obesity, willfully self-inflicted injuries, infertility, artificial insemination, gold in dentures or as an alternative to non-precious metals in crowns.
- Charges for appointments which a member or dependant fails to keep.
- Costs for services rendered by persons not registered by a recognised professional body constituted in terms of an Act of Parliament.
- Services rendered whilst a waiting period or condition specific condition was excluded.
- Bandages, cotton wool, patented foods, tonics, slimming preparations, drugs advertised to the public.

Fraud and Ethics Hotline

The Vuvuzela Hotline, is an independent service provider appointed by Witbank Coalfields Medical Aid Scheme (WCMAS) to provide and manage the WCMAS Fraud and Ethics Hotline.

Fraud and Ethic Hotline's provide a third-party anonymous and confidential whistle blowing reporting service for you to report potential fraud, corruption, misappropriation of resources or any other unethical conduct.

In an environment of increasing fraud and corruption, and declining ethical values, hotlines are a necessity in organizations fight against theft, misconduct, abuse, bribery and dishonesty.

The Hotline provides seven (7) reporting channels, Free Call telephone, email, mobile application, Website, SMS, fax and post available in all eleven (11) official South African languages, 24 hours a day, 7 days a week, 365 days a year, for you to voice your concerns and report incidents of Fraud or Corruption.

Whatever preferred reporting channel is used, your anonymity is guaranteed and information treated confidentially in line with the Protected Disclosure Act (Act 26 of 2000).

The Hotline's highly secured environment, systems and processes can provide you with the peace of mind that your concerns are dealt with, confidentially, securely and professionally.

HOW IT WORKS

- Whistleblower reports incident via preferred reporting channel
- Our Agent interviews caller using an approved questionnaire to compile an incident report
- Each incident report allocated a unique reference number
- Incident report reviewed by Team leader and Manager
- Incident report is password protected and distributed to designated recipient within 24 hours.
- Incident report sent to investigators for investigation
- Investigators provide updates and feedback to Fraud Hotline on progress of the investigation

- Fraud Hotline provides updates to whistle blower
- Investigation can take up to 21 days working days
- Reported incident could result in a conviction

Toll Free Number: 0800 212 174

Email: wcmas@thehotline.co.za

Website: www.thehotline.co.za/report
(Use 0800 212 174 to report)

SMS: 30916

Mobile App: Vuvuzela Hotline
(Use 0800 212 174 to report)

Available in all eleven (11) official South African languages, 24 hours a day, 7 days a week, 365 days a year.

Abuse of privileges, false claims, misrepresentation and non-disclosure of factual information.

The Board may exclude from benefits or terminate the membership of a member or dependant whom the Board finds guilty of abusing the benefits and privileges of the Scheme by presenting false claims or making a material misrepresentation or non-disclosure of factual and relevant information. In such event he/she may be required by the Board to refund to the Scheme any sum which, but for his or her abuse of the benefits or privileges of the Scheme, would not have been disbursed on his or her behalf.

No person may be a member of more than one medical scheme or a dependant of more than one member of a particular scheme. The membership will terminate if he or she becomes a member or a dependant of a member of another medical scheme.

No person may claim or accept benefits in respect of himself/herself or any of his/her dependants from any medical scheme in relation to which he/she is not a member or dependant.

Other Information

MEDICAL CLAIMS REQUIREMENTS

The Scheme receives accounts from members which cannot be processed for payment due to incorrect or insufficient details.

To ensure that your claims are being paid correctly and timeously within 4 months after service date, you are requested to ensure that the following details are clearly indicated on your accounts:

- Medical aid number
- Member details
- ICD10 codes
- Patient details
- Service dates
- Service codes
- Diagnosis

REFUNDS & STALE CLAIMS

Should members first pay their accounts before submitting it to the Scheme for a refund, they must ensure that the account is fully specified and proof of payment is submitted together with the claim. In order to qualify for benefits, any claims must, unless otherwise arranged, be signed and certified as correct and must be submitted to the Scheme not later than the last day of the fourth (4th) month following the month in which the service was rendered. Any claims older than this will be for the member's own account.

SECTION 32 MSA

The rules of a medical scheme and any amendment thereof shall be binding on the medical scheme concerned, its members, officers and on any person who claims any benefit under the rules or whose claim is derived from a person so claiming.

Disputes

Members are encouraged to explore the Scheme's dispute resolution process prior to lodging any complaints with the CMS.

Disputes resolution at Scheme level:

- A complaint can be lodged in terms of the medical scheme rules to the Scheme Principal Officer in writing either via facsimile on **0866 277 795** or via e-mail to wcmas@wcmas.co.za

- Should the member's complaint warrant further investigation then the member may address the complaint to the Board of Trustees in writing either via facsimile **0866 277 795** or via e-mail to wcmas@wcmas.co.za and marked for the attention of the Chairperson
- Final submission can be sent to the Schemes Disputes Committee in writing either via facsimile **0866 277 795** and via e-mail at wcmas@wcmas.co.za and marked for the attention of the Disputes Committee



COUNCIL FOR MEDICAL SCHEMES

Private Bag X34
HATFIELD
0028

Share Call number: **0861 123 267**

www.medicalschemes.com

support@medicalschemes.com

complaints@medicalschemes.com

Legend

M	member
M+	member with dependants
pbpa	per beneficiary per annum
p.f.p.a	per family per annum
PMB	prescribed minimum benefits
Financial Year	1 January to 31st December
MSA	Medical Savings Account
DSP	Designated Service Provider
SR	Scheme Rates
PPO	Preferred provider pharmacies
CDL	Chronic Disease List
TTO	To take out i.e. medicines taken out of hospital when discharged
ADL	Additional Disease List as per Annexure L of the Scheme Rules



084 124

WCMAS

013 656 1407

WCMAS Please Call Me

066 516 3574 (Office hours only)

WCMAS Facsimile

0866 277 795

Hospital Pre-Authorisation

0861 486 472

Disease Management Programme

0861 486 472

Chronic Medicine Registration

0800 132 345

chronic@medikredit.co.za

ER24 Ambulance

084 124

Oncology Programme

0861 486 472

Emotional Wellness Programme

Dial 013 656 1407 and press 5

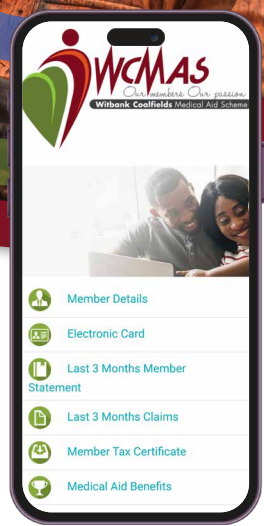
WCMAS Building

Corner OR Tambo & Susanna Street

PO Box 26, Emalahleni, 1035

Introducing the New WCMAS Mobile App!

WCMAS is thrilled to announce the launch of its brand-new mobile app, designed to enhance your member experience with exciting features that make accessing your benefits easier than ever. From checking your claims and benefits to finding nearby healthcare providers, the app puts everything at your fingertips, ensuring seamless support and convenience.



The WCMAS app will be available for download starting on January 1st, 2025. Be sure to scan the QR code below to be among the first to experience this innovative tool!



wcmas@wcmas.co.za

S25°52'23.7" E29°14'23.6

www.wcmas.co.za

These are the abbreviated benefits, for detailed Schemes Rules please visit the Schemes Website. Please note that the Scheme Rules supersede information contained in this document. SUBJECT TO CMS APPROVAL