

Witbank Coalfields Medical Aid Scheme  
P O Box 26, Witbank, 1035



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### Hospital authorisation procedures for members



All WCMAS hospital authorisations **must** be obtained from Universal Health Care and **no longer** MHS, either telephonically or via e-mail. The new contact details are as follows:

All Hospital Authorisations to be obtained 72 hours prior to admission: 0861 486 472 or [preauthorisation@universal.co.za](mailto:preauthorisation@universal.co.za)

MRI/CT/PET Scans and Nuclear medicine/Isotope authorisations:

0861 486 472 or [preauthorisation@universal.co.za](mailto:preauthorisation@universal.co.za)

Oncology Authorisations:

0861 486 472 or [oncology@universal.co.za](mailto:oncology@universal.co.za)

Please note that it is **no longer necessary** to obtain an authorisation for the following in rooms procedures: Colonoscopy, Sigmoidoscopy, Colposcopy Cone biopsy, Circumcisions, Drainage of superficial abscesses, Excision of skin lesions, Fine needle aspirations of breast lumps or Lesions, Gastroscopy

Nasal cautery, Radiofrequency ablation of varicose veins (VNUS), or Removal of foreign body: eye / Nose / Oesophagus / Ear / Skin.

CERTIFICATE OF FITNESS – OVER 60 YEARS OF AGE

**All patients who over the age of 60 years that require any surgery must provide Universal Health Care with a certificate of fitness prior to the admission.**

The Scheme is pleased to announce the implementation of **New Active Nurse Based Disease Management Programs** for Diabetes, Asthma, HIV/Aids, Maternity, etc. which is to be Case Managed by Universal.

### Chronic Disease Management Programmes

WCMAS offers a care and support programme for ALL members of WCMAS who are diagnosed with Chronic conditions such as Asthma, Chronic obstructive pulmonary disease, Cardiac failure, Diabetes Mellitus and HIV/AIDS.

The care and support programme is delivered by specially trained nurses from the Universal Care Disease Management Programme. The aim of the Disease Management programmes is to ensure that you remain healthy and that you have access to the most appropriate care for managing your chronic condition(s).

- The nurses from the Disease Management Programme will call you regularly and give you personalised one-on-one attention.
- They will make sure you understand your chronic condition and how to manage it.
- They will give you advice on lifestyle, exercise, diet and emotional support.
- The nurses will also track the progress of your condition, and advise you of how often you need to see your doctor and what tests your doctor will do to monitor your progress.
- The nurses will encourage you to be compliant with your treatment, doctor visits and explain what tests you need to have done at each doctor visit.
- The nurses will not inform anyone about your condition without your consent.
- The nurses are available to answer any questions you may have about your chronic condition and can be called if you need information or support.

So, if you have one of these chronic conditions listed above, please register on the Disease Management Programme to receive a total treatment plan that includes -

- Confidentiality
- Guidance and support
- Education and information
- Counselling and health and compliance monitoring

Contact details Universal Care Disease Management Programme  
Tel: 086 148 6472, select option 2 or via e-mail: [diseasemanagement@universal.co.za](mailto:diseasemanagement@universal.co.za)

### **NEW MEMBERSHIP CARDS & GUIDES – 2017**

Please ensure that you have received the new 2017 membership card and membership guide for all members which were mailed early in the new year. An electronic version of the guide is also available from our website – [www.wcmas.co.za](http://www.wcmas.co.za)



**You are advised that upon receipt of your new membership card to please destroy the old one as it will become invalid.**

Oncology Management Programme

If you or a family member has been diagnosed with any cancer, WCMAS offers an Oncology Management Programme. As soon as the cancer has been diagnosed, your treating doctor must send a treatment plan to the Oncology Management Programme to register you on the programme.

All oncology treatments must be authorised for payment as oncology. The specially trained clinical staff at the Oncology programme will review your treatment plan and ensure that you get the most appropriate care for the management of your cancer. If you need support and advice regarding your treatment you may contact the Oncology Programme.

The oncology programme offers:

- Confidentiality
- Advice and support for your oncology condition
- Review of oncology treatment to ensure you receive the appropriate care
- Pre-authorisation of your oncology treatment

Contact details Universal Oncology Management Programme Tel: 086 148 6472, select option 3 oncology management or e-mail: [oncology@universal.co.za](mailto:oncology@universal.co.za)

WELLNESS BENEFIT (HRA) Health Risk Assessment

WCMAS would like to encourage all our members and their registered dependants to undergo their annual wellness check up's.

1 Visit per beneficiary per year, @ DSP clinic and paid **from Risk**. Tests include blood pressure, cholesterol, blood sugar, BMI, healthy meal plan and exercise plan.

Combined set of tests @ R175 (including VAT)

NAPPI 722764001 - WCMAS Health Risk Assessment

Effective Date: 01/01/2017

**DSP's:** All pharmacies that charge our tariffs, with no charges to members *and will send result files to the scheme*. Current DSP's: **Clicks**, **Dis-Chem** and **Script Savers**



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Psychosocial Counselling Benefit

The Universal Wellness Care Centre team is there for you when you need them most. The team provides all WCMAS members on the Comprehensive, Midmas and Ntsika options with access to the Universal psychosocial counselling benefits, which offers confidential, professional consultation and referral services to address any personal, social or work-related concerns that may affect your overall health and wellbeing.

- 24/7/365 telephonic psychosocial support and advisory services - toll free number 0800 390 003 or send a "Please Call Me" to \*134\*952#
- Unlimited free access to telephonic counselling support
- Based on assessment of need, maximum of three face-to-face counselling sessions per annum
- Accessing the benefit has no impact on your day-to-day benefits.

New Applications - Unabridged Birth Certificates

Due to the risk of possible fraud, it has become necessary for the Scheme to implement a ruling on all new applications for membership on the Scheme to include copies of the child/ren's unabridged birth certificates which must reflect both the mother and father's information. This will apply to the following: -

- Newborn registrations,
- New member – child different surname (if previously on a medical aid, the membership certificate required) – can accept but must submit the unabridged certificate within 3 months,
- Late registration of child – 30 days after main member's registration (irrespective same surname or not)
- Traditional birth certificates will only apply to a new member's application where the child has the same surname as the member and is older than 5 years of age.

HELP US TO KEEP IN TOUCH

We don't want you to miss out on any communication, so please advise us if your contact details change. We encourage you to sign up and receive your Scheme correspondence (including your claims statement and other member communication) electronically. You will receive communication faster and also contribute to a "greener" environment. To sign up please register on [www.wcmas.co.za](http://www.wcmas.co.za).

**MVA Third Party Claims**

The Scheme's appointed attorneys for third party claims are Marais Basson Inc Attorneys. The Scheme will settle such claims provided the member furnishes the Scheme/Marais Basson Inc Attorneys with a letter of undertaking that if successful the Scheme will be refunded any monies recovered from any source of insurance fund.

Should a member appoint his own attorney, he/she is requested to furnish the Scheme attorneys Marais Basson Inc Attorneys with the full contact details. Their contact number is 013-690 3968/9.