



Witbank Coalfields Medical Aid Scheme

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Please like our page to receive regular important updates



Newsletter 3 – July 2017

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 is 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**

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.



That uneasy or anxious feeling – We have all experienced bouts of anxiety or panic attacks, perhaps before delivering a presentation or writing an exam. When it is ongoing or extreme and affects normal functioning, it will require medical treatment/intervention.



Under Pressure



High Blood pressure is the biggest risk factor for heart disease, but as it has no symptoms, it goes largely undiagnosed.

Lifestyle is a vital part of blood pressure management, but in many patients, this will not be enough, and they require antihypertensive medication. It is important to note that this is a chronic medication that will have to be taken seven days a week. Even younger people should have their blood pressure checked regularly, so that early intervention can prevent future damage.

LIFESTYLE MEASURES

- Reducing salt intake and caffeine;
- Taking in only moderate amounts of alcohol;
- Becoming more active;
- Managing stress effectively;
- Avoiding smoking, and
- Taking medication as prescribed by a qualified health professional

Claims notification via e-mail

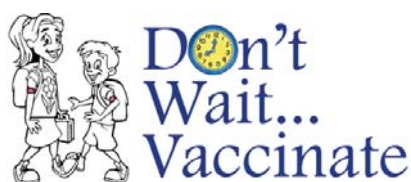
Members with e-mail addresses would have received a WCMASStatement@wcmas.co.za which is a claims notification prior to a month-end run. This service has been introduced to advise members that a claim has been received and processed for payment on their behalf. The information will be reflected on the detailed claims remittance advice distributed after the actual payment run. This statement indicates claim processed from the Risk Pool and Medical Savings Account. This will also assist in identifying any fraudulent claims that may have been received. We would like to encourage all our members who have access to an e-mail address to advise the Scheme so that they too may benefit from this service. wcmas@wcmas.co.za

Rejections on Pathology and Radiology claims

Members are advised that should a pathology or radiology claim be rejected by the Scheme for payment, it will be a valid rejection that the service provider incorrectly billed. We would like to advise our members **not** to settle the rejected account of the laboratories or radiology practices.

VACCINATIONS

Vaccines do play a pivotal role and will more so in the next two to three decades in combating illnesses and anti-microbial resistance alike. Parents are encouraged to visit their nearest clinic or speak to their doctor and ensure that their children's vaccinations are up to date.



USEFULL INFO:

DIABETES APP



The CDE Diabetes Management Program (DMP) have developed an App as a resource for patients with diabetes to provide them with information, suggested actions and support. To download the CDE Club App, search "CDE Club App" on Google play store or Apple App store.

DEADLINE FOR SUBMISSION OF CLAIMS

Please remember to submit your claims before the 4th month after the date of service in order to qualify for benefits. Claims older than **4 months** will be considered stale and will not be considered for benefits.

Orthopaedic Appliances

Members are again reminded that two quotations are required for requests for major out of hospital appliances e.g. artificial limb.

MEDICAL CLAIMS & REFUNDS

The Scheme often receives accounts from members which *cannot* be processed for payment or refund due to *incorrect or insufficient details*. To ensure that claims are being paid correctly and timeously, the following details must be clearly indicated on all accounts:-

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

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



For Hospital / Oncology and Chronic Disease Management authorisations or procedures members are

to contact Universal Care on **0861 486 472**

Members are also reminded to always present their membership cards and identity documents on admission to hospital