

**Members  
Newsletter 3  
August 2018**



**Comprehensive &  
Midmas Options**  
013-656 1407  
[www.wcmas.co.za](http://www.wcmas.co.za)  
wcmas@wcmas.co.za



**TAX CERTIFICATES – 2018**

Members may download their 2018 Tax certificates via the website portal. [www.wcmas.co.za](http://www.wcmas.co.za)



**CHRONIC MEDICATION REGISTRATIONS**

Members are encouraged to please ensure that their chronic medication has been correctly registered. This will ensure that the medication is paid from the risk pool account and not your medical savings account.

Chronic medication will be allowed 2x from your medical savings account in order to provide you with an opportunity to register it correctly and thereafter it will be rejected.

Your doctor/pharmacist must call SwiftAuth Medikredit on their toll free number 0800 132 345 to register the chronic medication.



**REFUNDS TO MEMBERS**

The Scheme still 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,
- Tariff values,
- Diagnosis with ICD10 codes.

**We need all the following information on a fully specified account.**

Receipts/proof of payment will be returned if not accompanied by a specified account.

Claims older than 4 months are stale and will be rejected.

**DO YOU KNOW WHAT YOUR BENEFITS ARE?**

Members are encouraged to read their Member Guides to acquaint themselves of all their benefits available during a financial year.



**WCMAS MOBILE APP**

The WCMAS Mobile APP is now also Available From the Google Play Store or the iTunes Store on your smartphone where you just need to search for WCMAS



You will have access to your Scheme information such as:-

- View your medical aid card,
- Request a new medical aid card,
- Membership certificates,
- Tax certificates,
- Monthly statements,
- MSA balances,
- Email contact with the Scheme,
- Plus important contact and emergency numbers



**What does my Medical Option not fund?**

Member are advised that expenses incurred in connection with any of the following will not be paid by the Scheme: -

- All costs for operations, medicines, treatment and procedures for cosmetic purposes,
- Holidays for recuperative purposes,
- Purchasing of medicines not registered with the Medicines Control Council, toiletries and beauty preparations and slimming products,
- Charges for appointments which a beneficiary fails to keep,
- Costs for services rendered by persons not registered with a recognised professional body constituted in terms of an Act of Parliament,
- Any institution, nursing home or similar institution not registered in terms of any law,
- Costs for use of gold in dentures.



We cannot effectively communicate with our members if information on record is incorrect.

Please remember to update your contact details (e.g. cell numbers and e-mail or mailing addresses) banking details and personal information (e.g. identity numbers, names and surnames)



Keep us Updated!



wcma@wcma.co.za

### PRO-RATA BENEFITS – DID YOU KNOW?

Beneficiaries admitted during the course of a financial year are entitled to the benefits set out in the relevant benefit option chosen, with the maximum benefits being adjusted in proportion to the period of membership calculated from the date of admission to the end of the particular financial year.

### LIVE YOUR BEST LIFE! COUNSELLING SUPPORT ALWAYS THERE TO SUPPORT YOU. The Universal Telephonic Psychosocial Counselling Service!

Are you or your family members in need of counselling support? All beneficiaries are provided with access to the following service: -

- Unlimited confidential telephonic psychosocial counselling,
- Available 24/7/365
- Provided by registered counselling professionals (psychologists, social workers and registered counsellors)

This service is provided as part of your medical scheme's wellness benefits at no cost to you. It is offered to support you in addressing a wide range of personal and work related stressors:-

- Relationship stressors
- Trauma
- Anxiety and/or depression
- Bereavement and loss

Contact: 0800 390 003 or send a "PLEASE CALL ME" to \*134\*952#



Universal Care

### RAND MUTUAL CLAIMS (IOD'S)



Employed members are Reminded To inform the Scheme and providers in the event of an IOD case. All claims are to be referred to Rand Mutual Claims and cannot be claimed from the Scheme.

### MEMBERSHIP CARDS

Are you using the correct new membership card for the Option that you are registered on?



Please contact us to ensure that you are!

wcma@wcma.co.za or 013-656 1407

Please destroy the old medical card format as it has become invalid.

### GENERIC MEDICATION

Choosing generics helps stretch your benefits!

#### Why should I use generics?

- They have the same active ingredients in the same strength and dose as original branded medicine.
- Generic medicine has the same effect as branded medicine.
- You get maximum value from you benefits because it is cheaper.
- Recent VAT changes mean everything will get more expensive.

#### Fast facts about generics

- Generic medicine has to pass the same strict manufacturing tests and government quality standards.
- Generic does not mean a lower standard of quality.

What has WCMAS Staff been up to? GTR 2018 The Staff & Co managed a successful water point at the Great Train Race that was held on an incredibly freezing cold Saturday morning 18<sup>th</sup> August 2018. What a team!



The Team



Ready for action!