

November 2023  
Prime plan

Dear Member

## **2024 BENEFITS FOR WORKING MEMBERS AND PENSIONERS**

Transmed hereby presents the Fund's benefits for 2024. Accompanying this letter is your benefits guide, which will assist you in understanding how to best manage your medical benefits based on your chosen plan.

### **Changing your plan**

Should your current benefit plan no longer meet your and your family's healthcare needs or budget, you may consider changing your plan. Members may change their benefit plan once a year with effect from 1 January. Please refer to the benefits guide for more details about the plan change process. A plan selection form has been enclosed for you to complete, should you wish to change your benefit plan for 2024.

The completed form must reach the Fund by no later than 31 December 2023.

Please read the information provided carefully before confirming your benefit plan for 2024.

### **Benefit changes 2024**

All benefits will be retained on this plan for 2024.

Selected appliances and prostheses limits have been increased in line with the current cost of appliances and prostheses.

Should you require assistance or clarity with any benefits, please call our customer service department on 0800 450 010 and speak to our customer service agents, who will gladly assist you.

### **Contribution increases 2024**

The Prime plan consists of a very small group of members and continues to be under significant pressure due to the high claims costs experienced.

Following extensive review and consideration of alternative options, the Fund has decided to continue with the plan, but is required to implement a 15% contribution increase for 2024 to maintain the same level of benefits currently provided on this plan.

Please refer to the contribution tables in the enclosed benefits guide.

*Please note that these benefit and contribution changes are still subject to approval by the Council for Medial Schemes.*

### **Child dependant contributions for students**

Members are reminded that child dependants who are 21 to 24 years of age, are studying at an accredited learning institution and still dependent on the principal member, qualify for child dependant contribution rates.

*Continued overleaf*

### **24-hour pre-authorisation service**

Transmed would like to remind you of the 24-hour pre-authorisation service (toll free on 0800 225 151) to direct you to appropriate treatment facilities during an emergency and when admission is required. This service is available every day for all admissions and after hours, weekends and public holidays in case of emergencies.

### **Ambulance service**

In case of a medical emergency when an ambulance is required, please contact Europ Assistance on 0800 115 750. This service is available 24 hours a day, seven days a week.

### **Hello Doctor**

Hello Doctor is a mobile-based service that provides you with direct access to qualified doctors for health advice and information on your phone, tablet or computer.

If you need medical advice, request a call or chat by logging in via our app or website. Alternatively, dial \*120\*1019# and follow the prompts. For technical support, send a WhatsApp to +27 73 778 4632.

### **Changes to your banking and contact details**

Kindly ensure that Transmed has your latest banking and contact details and alert the Fund if any of your details change.

It is critical for Transmed to have up-to-date details of members on our system to facilitate communication.

### **In closing**

On behalf of the Board of Trustees, I would like to wish you and your family a healthy and prosperous 2024.

Yours faithfully



**PETRUS WASSERMANN**  
PRINCIPAL OFFICER