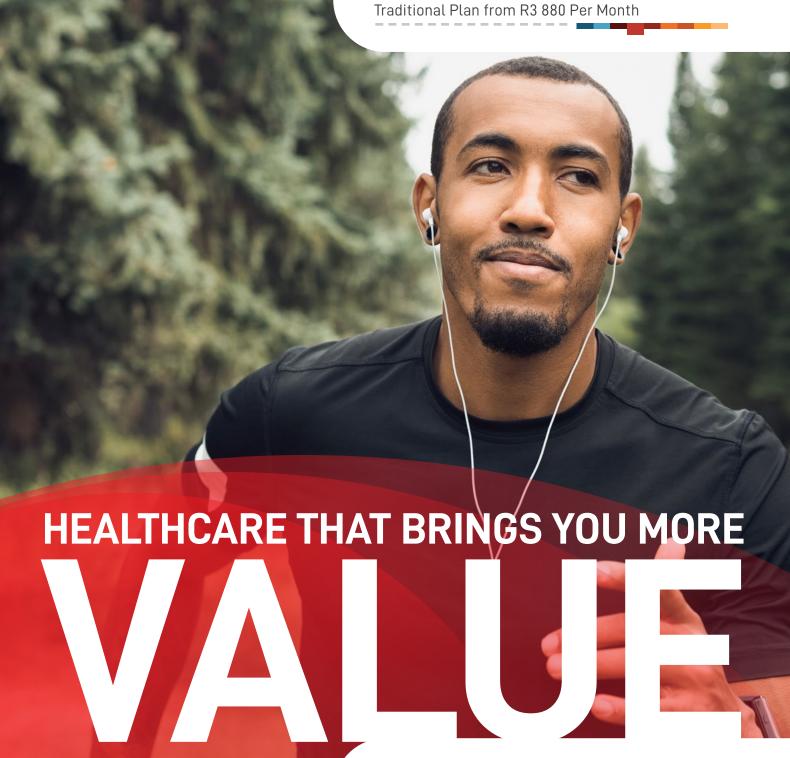
CompCare

Medical Scheme







At CompCare we believe in giving you more. Complete Cover. Committed Care. CompCare.





THE SELFSURE **OPTION**

You're in a good place with a family and a prospering career. You want complete day-to-day cover with comprehensive unlimited hospital benefits in private facilities, and more.

Live life to the fullest.

ADVENTURE SPORTS

are covered.

Keep **YOUR WELLNESS** at heart.

COMPCA

Understanding Your Option

Let's get started on explaining some of the basics of your cover: You pay your contribution and based on that we pay your claims. Claims are incurred when you visit a doctor/dentist/optometrist/specialist, or any other registered healthcare provider, or if you are hospitalised.

Claims are divided into two categories, namely routine or day-to-day, out-of-hospital

claims and in-hospital (otherwise known as major medical risk). Your day-to-day claims are paid from two benefit pools, the Day-to-Day Extender Benefit which covers radiology, pathology, basic dentistry, physiotherapy and biokinetics at a set benefit limit.

All other out-of-hospital benefits are paid from the Day-to-Day Benefit where a specified benefit limit is applicable.

In-hospital claims are settled from the scheme's risk pool. Hospital expenses are unlimited within a Designated Service Provider (DSP) Network of private hospitals, sub-limits may apply to certain specified services.

VISIT YOUR HEALTHCARE U-consult.co.za

CONTROL YOUR DAY-TO-DAY SPENDING

> Out of hospital claims are funded from the Day-to-Day and Day-to-Day Extender Benefit (Risk).

UNLIMITED **HOSPITALISATION**

SELFSURE offers you unlimited cover for in-hospital and hospitalrelated services.

FIND OUT MORE on page 5

Hospital Benefits

FIND OUT

MORE on page 3

KNOW YOUR OPTION

BENEFITS PAID FROM RISK

All PMBs, Wellness and Preventative Care Benefits, Ambulance Services (Netcare 911). 40 Chronic Conditions Covered

FIND OUT MORE on page 7

Wellness Benefits

WELLNESS AND PREVENTATIVE BENEFITS

SELFSURE includes Preventative Care, **Emotional Wellness, Active Lifestyle** Programmes, Women's Health, Kids' Wellness and Men's Health Benefits.

FIND OUT MORE on page 8

FIND OUT MORE on page 7

THESE BENEFITS ARE SUBJECT TO DAY-TO-DAY* AND DAY-TO-DAY EXTENDER BENEFITS**

DAY-TO-DAY BENEFITS

Benefits are paid @ 100% of the scheme rate unless otherwise specified.









Contact **0861 222 777** or email compcare@universal.co.za or visit our Mobi App.



	Principal Member	Adult Dependant	Child Dependant
Day-to-Day Benefit	R6 000	R4 200	R2 100
Day-to-Day Extender Benefit	R6 000 PB to a maximum of R8 600 PMF		



Specialist pre-authorisation email specauth@universal.co.za

General pre-authorisation email preauthorisation@universal.co.za



REMEMBER!

Always obtain

Sign any documentation ou submit



SPECIALIST REFERRAL PROCESS

A referral from a GP is required before seeking treatment from a specialist, failing which said co-payment on the visit as well as related services. Members are required to notify the Scheme of a specialist visit, prior to booking the consultation by requesting a "Spec Auth". This can be done by contacting the Call Centre or by sending an email to specauth@universal.co.za.

The following information is required:

- Referral letter from the member's GP on the
- Member medical aid number.
- Name of dependent

· Member's correct contact numbers.

contact details.

• Intended date of specialist consultation Specialist's name, practice number and

Should a specialist refer the member to another specialist, the referral letter from the specialist referring to the other specialist needs to be provided (the visit to the first specialist should have been authorised). The member is not required to go back to their GP for another referral letter in this instance

A GP referral is not required in the following instances:

• One Gynaecologist visit per female, over the

- age of 16, per year.
- One Urologist visit per male, over the age of
- Paediatrician consultations for children unde the age of 2
- · Specialist visits during pregnancy.
- Oncologist's consultations, as this will be approved as part of an Oncology Management Programme.
- Ontical and dental specialist consultation (Ophthalmologists and Orthodontists).
- Visits to a Dermatologist. Remember to obtain pre-authorisation for any procedures.
- Where multiple specialist visits have

Auxiliary services^{*}

Audiologists, chiropractors, dietitians, homeopaths (consultations), naturopaths (consultations), speech and occupational therapists, chiropody, podiatry, social workers, physiotherapy** and biokinetics**. Collective sub-limit of R4 300 PMF in and out of hospital.

Surgical and medical appliances*

Specialist*: Paid at 100% of the scheme rate Wheelchairs, crutches, glucometers, hearing aids, artificial eves and external fixators. Pre-authorisation required and sub-limits apply

Optometry

100% of SAOA rate. Limited to R5 700 PMF. Benefit every second year.

Eve test 1 Visit PR

Lenses and contact lenses Limited to R1 000 PB. Subject to optometry limit. Benefit available every second year.

1 Frame PB. Limited to R560 PB. Subject to optometry limit.

Radial Keratotomy and Excimer laser

Subject to optical benefit, pre-authorisation and protocols

Radiology**

Basic radiology

Including black and white X-rays and ultrasound. Joint limit with Pathology, Basic Dentistry, Biokinetics and Physiotherapy (Day-to-Day Extender Benefit).

Specialised radiology MRI, CT, High resolution CT and PET scans.

Combined limit with in-hospital specialised radiology benefit. Limited to R27 200 PMF. A co-payment of R2 500 will apply. Contact 0860 111 090 or email

preauthorisation@universal.co.za

Pathology**

Combined limit with in-hospital benefit and limited to R34 000 PMF. Joint limit with Radiology, Basic Dentistry, Biokinetics and Physiotherapy (Day-to-Day Extender Benefit).

Dentistry**

Basic dentistry

Conservative and restorative. Joint limit with Radiology, Pathology, Biokinetics and Physiotherapy (Day-to-Day Extender Benefit)

Specialised dentistry*

Dentures, crowns, bridgework, metal fillings and inlays.

Subject to Day-to-Day Benefits and protocols. A quotation must be submitted for approval prior to the commencement of treatment. No benefit for orthodontic treatment for patients older than 18 years

A co-payment of R2 000 will apply. Email address for dental authorisation:

dental@universal.co.za

*Exclusions

Apart from the general exclusions of the scheme as listed under the hospitalisation section and related treatment, the following procedures are excluded, unless a PMB: All spinal surgery (including neck), except in the event of acute injury.

- · All joint replacements, except in the event of acute injury.

Limited to R300 per event.

Consultations, procedures

GP*: Subject to Day-to-Day Benefit.

A referral from a GP is required before

specialist has been authorised.

Paid from Day-to-Day Benefit.

for any procedures.

Medicine*

Acute medication

seeking treatment from a specialist except

for services provided by an ophthalmologist.

dermatologist, gynaecologist, oncologist or

urologist (for beneficiaries over the age of 40)

and a paediatrician in respect of children under

the age of 2 years or where multiple visits to a

Please remember to obtain pre-authorisation

Prescription medication - Schedule 3 and higher

generic products. Maximum Medical Aid Price

(MMAP) applies to medication where a generic

A 25% co-payment is applicable on non-

product is available and might result in a

Over the counter medication (OTC)

and materials

HOSPITAL BENEFITS



Benefits are unlimited and paid @ 100% of the scheme rate unless otherwise specified. Overall Annual Limit (OAL) unlimited.

Hospitalisation

Specified elective procedures may have a co-payment (excluding PMBs). Please refer to our website (**compcare.co.za**) for a list of co-payments and exclusions*.

Hospital related accounts

GP visits, specialists, radiology, surgical procedures and blood transfusions.

Medicine in hospital

Medicine upon discharge (TT0)

Surgical procedures out-of-hospital

Organ transplants

PMBs

Pathology

Combined in and out of hospital limit of R34 000 PMF.

WHAT DOES 100% OF SCHEME RATE MEAN?

SCHEME RATE refers to the maximum amounts that a medical scheme will pay for specific treatments and procedures.

100% OF SCHEME RATE means the scheme will pay 100% of what is specified in the Scheme Rules.

Please note that some providers might charge more than what the Scheme will pay for and the member is liable for that shortfall.

PLEASE NOTE: Treatment subject to pre-authorisation, case management, specialist programmes and scheme protocols.

Hospital pre-authorisation process

It's the member's responsibility to make sure that all non-emergency hospital admissions are authorised by either phoning **0860 111 090** or by sending an email to **preauthorisation@universal.co.za**. These must be authorised at least 48 hours prior to admission. The member, doctor

or hospital must contact the scheme for this authorisation. The hospital utilisation management team will need the following details: Name of the patient being admitted, medical aid number, hospital name, date of admission, name and practice number of admitting practitioner, ICD 10 and

procedural codes. A penalty will apply for late requests for authorisations. Emergency admissions must be authorised on the first working day after admission. A penalty will apply, should the member not obtain authorisation. This also applies to oncology treatment.



For hospital account queries email hospitalaccounts@

universal.co.za

Auxillary services in hospital

Physiotherapy, biokinetics, dietitian, etc. Collective limit of **R4 300 PMF** in and out of hospital.

Email **casemanagement@universal.co.za** for pre-authorisation.

Surgical prostheses

Overall limit of **R38 000 PMF.**Sub-limits apply

Specialised radiology

MRI, CT, High resolution CT and PET scans. Combined limit with in-hospital benefit and limited to **R27 200 PMF.** A co-payment of **R2 500** will apply.

Radial Keratotomy and Excimer laser

Subject to optical benefit, pre-authorisation



for risk benefits

Procedure (Non-PMB)

The following procedural co-payments are payable on specified elective procedures (excluding PMBs)

Overall Annual Limit (OAL)

Proctoscopy	R4 000
Nasal or sinus endoscopy	R4 000
Functional nasal surgery and septoplasty	R9 000
Hysteroscopy	R4 000
Flexible sigmoidoscopy	R4 000
Arthroscopy	R6 000
Minor gynaecological laparoscopic procedure	R4 000
Dental	R4 000
Excision lesion- benign and malignant	R4 000
Joint replacements- arthroplasty	EXCLUDED
Conservative back and neck treatment- spinal cord injections	EXCLUDED
Laminectomy and spinal fusion	EXCLUDED
Nissen fundoplication- reflux surgery	R19 500

Hysterectomy, except for cancer	R14 000
Laparoscopic hemi colectomy	R5 200
Laparoscopic inguinal hernia repair	R4 400
Laparoscopic appendectomy	R4 400
Adenoidectomy, myringotomy- grommets, tonsillectomy	R3 750
Laparoscopy, hysteroscopy, endometrial ablation	R9 000
Colonoscopy	R4 000
Gastroscopy	R4 000
Cystoscopy	R4 000

R38 000

RISK BENEFITS 🕀



Prescribed minimum benefits (PMBs)*

All PMBs are defined in the Medical Schemes Act No 131 of 1998.

Organ transplants, renal dialysis and plasmapheresis are paid in terms of PMB protocols

COVID-19 benefit

Members who have tested positive for COVID-19 will have access to the following benefits in addition to the Prescribed Minimum Benefits:

- Pulse oximeter (R780 PMF)
- Nebulizer (R520 PMF)
- Thermal Thermometer (R420 PMF)

Pre-authorisation and managed care protocols apply.



Emergency medical transport services: Netcare 911 - 082 911

Emergency care

What to do in the event of an emergency: Call the emergency medical services provider, Netcare 911 on 082 911.

Please note: To avoid a 25% co-payment, authorisation needs to be obtained at the time of the emergency, or within 24 hours thereafter.

Please see emergency events below*:

- Emergency roadside assistance and ambulance transportation.
- Hospital emergency room/Casualty emergency visits resulting in a hospital admission will be paid from the in-hospital benefit.
- Hospital emergency room/Casualty emergency visits as a result of physical injury caused by an external force will be paid in full
- Hospital emergency room/Casualty emergency visits not requiring admission will be paid from your Day-to-day Benefit.
- Emergency search and rescue.
- Refer to Kids Wellness benefits for additional emergency care related

Preventative care*

- GP wellness consultation: One per year, excludes procedures. Limited to tariff codes 0190/1/2 and diagnosis codes (ICD10) Z00.0 or Z00.1.
- · Health check: Blood pressure, blood sugar, cholesterol, BMI and waist circumference -One measurement PB over the age of 18 years, limited to R230 per event. Only at DSP pharmacy.
- · Rapid HIV tests.
- · Preventative malaria medication when required.
- Flu vaccine: One PB.
- Tetanus vaccine: One vaccination when required.
- Glaucoma test: One PB.
- Colorectal cancer screening: One bowel cancer screening test every two years for beneficiaries between the ages of 45 and 75.

Oncology and speciality care*

- · Unlimited oncology including chemotherapy and radiotherapy at the scheme's oncology DSP.
- Biological agents and specialised medication - limited to R160 000 PMF per year (25% co-payment on non-PMB medicine).

Contact 0860 111 090 or email oncology@universal.co.za for preauthorisation and any oncology related queries (not account related).

- · Wound care in lieu of hospitalisation.
- · Oxygen home ventilation.
- Home nursing visits limited to 25 days PMF.
- · Step-down nursing facilities, hospice and rehabilitation.

Email alternativecare@universal.co.za for pre-authorisation.

Chronic medication*

40 Chronic conditions are covered.

27 of the 40 chronic conditions include conditions from the Chronic

13 of the conditions are referred to as non-CDL conditions. 27 CDL chronic conditions – unlimited benefit with no co-payments or

levy if the medicine is listed on the scheme's formulary and the price of the medicine is equal to or less than the reference price of the product. **13 non-CDL medicines** – paid from the Day-to-day Benefit. A 25% co-payment will apply if medicine is not on the formulary.

Phone 0860 111 900 to register your chronic condition or register on the Mobi App. Contact 0860 222 555 or email address@compcare.co.za for pre-authorisation.

Chronic condition and medicine registration process

In order to receive the chronic medication benefit, members must register their chronic medicine prescriptions with Universal. To register your chronic medicine prescription with Universal, either you, your doctor or pharmacist will be required to contact Universal telephonically on 0861 222 777 or send an email to chronicmedicine@universal.co.za. The completion of chronic medication application forms are no longer a requirement.

Conditions covered:

Ankvlosina spondylitis

Chronic renal failure Congestive cardiac failure

Hormone replacement therapy

Multiple sclerosis Mvasthenia gravis Paget's Disease of the Bone Parkinson's disease Pemphigus

Live life to the fullest.

ADVENTURE SPORTS

are covered

Active lifestyle programmes*

- Fitness Assessment and exercise prescription: Access to the Universal Network of biokineticists for annual fitness assessment, virtual consultations, exercise prescription and regular monitoring.
- · Nutritional assessment and healthy eating plan: Access to the Universal Network of dietitians for annual assessment, virtual consultations, healthy eating plan prescription and regular monitoring.
- · Cover for injuries resulting from professional and adventure sports.

Emotional wellness*

- Psychiatric treatment in hospital subject to pre-authorisation and protocols.
- Psychology: non-psychiatric admissions - Limited to R2 600 PMF.
- · Alcoholism, drug dependence and narcotics - PMB Only.
- Psychiatry Limited to the Day-to-Day Benefit
- Clinical psychologists Limited to the Day-to-Day Benefit.
- Psychosocial counselling benefit Paid from risk. Unlimited telephonic counselling sessions through the Universal Wellness Care Centre, with an option for referral to one-on-one sessions with qualified psychologists, social workers or registered counsellors to a maximum of 3 referral sessions PB per year.

Kids' wellness*

- Baby Wellness visits, childhood immunisations, school readiness assessments, pre-school eye and hearing screening, a dental screening, and one additional emergency room visit limited to R1 300 per event for children < 6 years.
- Unlimited GP consultations and basic dentistry for children < 6 years once dayto-day benefits are depleted.
- Initial Occupational Therapy consultation • Kid's fitness assessment and exercise
- **prescription** programme · Kid's nutritional assessment and healthy
- eating programme

Men's health'

Preventative Care:

- · Access to your doctor for a physical examination.
- Prostate specific antigen (PSA) blood test, paid from risk. One test per male beneficiary over the age of 40 per annum.

Women's health:

• Antenatal classes: Limited to 12 antenatal classes and R950 per pregnancy, including

PTO for what you need

to know

- Antenatal visits: Limited to 12 ante-natal visits with a GP, midwife or specialist. Maternity bag issued on registration on maternity programme.
- Confinements: Includes 2 x 2D ultrasound pregnancy scans. Members can opt for a 3D scan which will be paid at the rate of a
- Fitness Assessment and Exercise **prescription:** Access to the Universal Network of biokineticists for annual fitness assessment, virtual consultations, exercise prescription and regular monitoring.
- Nutritional assessment and healthy eating plan: Access to the Universal Network of dietitians for annual eating plan prescription and regular

One additional assessment per pregnant women per pregnancy.

- Contraceptives limited to R2 950 PB for oral contraceptives (RP applies) or
- HPV (Cervical Cancer) vaccine
- Papsmear: One test per female over the age of 18 per annum
- Mammogram: One test per female beneficiary over the age of 35 every



*Scheme protocols apply

THE BENEFITS.



Choosing CompCare gives you access to market-leading preventative and wellness benefits that guarantee maximum value that meet your budget. Here's some more reasons to choose CompCare...

01 WE'RE ONE OF THE TOP SCHEMES IN SOUTH AFRICA This is proven by our solid 43-year track record and solvency levels of

more than 49%, which makes us one of the most financially stable schemes in SA.

02 WIDE RANGE OF OPTIONS

Get the value you deserve and choose the perfect option to fit not only your personal lifestyle, needs and budget, but also that of your employees. Our efficiency discounted options ensure savings on contributions of up to 25% when choosing Dis-Chem pharmacies for chronic medication and Netcare hospitals for planned, elective procedures.

03 BENEFITS THAT BOOST YOUR ACTIVE LIFESTYLE*

At CompCare healthy eating and sports nutrition programmes, as well as fitness assessments and exercise prescription programmes with access to registered biokineticists and exercise facilities, come as part of the deal.

04 WOMEN'S HEALTH*

Mammograms, HPV (cervical cancer) vaccination and contraceptives.

05 MEN'S HEALTH*

Prostate checks and PSA blood test.

06 KIDS HEALTH*

Baby wellness visits, childhood immi assessments, pre-school eye, hearing and dental screening, occupational therapist visits for children, a fitness assessment and exercise prescription programme, as well as a nutritional assessment and healthy eating plan. Kids under 6 get unlimited visits to the

07 THE SCHEME FOR ADVENTURE

you total peace of mind when participatir in extreme and adventure sports.

08 UNLIMITED ONCOLOGY

unlimited cancer treatment programm subject to our treatment protocols at our designated service provider (DSP)

09 MENTAL HEALTH

Unlimited professional telephonic emotional health and wellbeing support, around-theclock, and referrals for one-on-one counselling should this be required.

10 SUPERIOR SERVICES AND BENEFITS

Delivered through our partnership with leading Healthcare Administrator, Universal Healthcare Administrators

*Scheme protocols apply

REASONS

to choose

CompCare.

MEDICAL COVER WITHOUT THE CO-PAYS:

You can get more with CompCare by using our extensive network of Healthcare providers. Avoid co-payments and out of pocket payments by using one of the following Universal Healthcare Networks:

- Hospital
- Oncology
- Pharmacy
- Biokineticists
- Dietitians
- Psychosocial counsellors

GLOSSARY

Adult Dependant Child Dependant CDL Chronic Disease List Designated Service Provider Maximum Medical Aid Price OTC Over the Counter Medicine Principal Member PR Per Beneficiary

PMB Prescribed Minimum Benefits Per Member Family

PMF RP Reference Pricing

SAOA South African Optometric Association TL Threshold Level

To Take Out (Medicine taken on discharge from hospital)



OUR NEW APP IS ON ITS WAY!

> Keep in control of your medical scheme with the CompCare App. Simple, seamless and super convenient, the App makes it quick and easy for you to check anything from claims to benefits, and where your closest doctor is. Download the Mobi App on your smart device using the Google Play Store (Android users) or the Apple App Store (IOS users).

Watch out for up and coming communications regarding the

launch date!

The power of your medical scheme is in your hands. Our **NEW and IMPROVED** Member App is your mobile gateway to information, allowing you to view and edit your medical scheme option, benefits and claims anywhere, anytime!

MOBILE

CLAIMS

Submit new claims and view your claims history

HOSPITAL PRE-AUTHORISATION

Submit new pre-auth requests and view your hospital pre-auth history.

OUERY

Submit queries and view important contact details.

MEMBERSHIP CARD

See a digital version of your Membership Card so you're never caught without it again! You can even send it on as and when needed.

BENEFITS

View all your benefits, annual limits and your available balances

AND MUCH MORE

Request your Tax or Member Certificates. See all your registered Chronic Conditions, register new conditions, update your scripts and apply for an extended supply. Access your personal details, your dependant details and your scheme details. You can also search for Network Specialists in your area.

THE SELFSURE OPTION

Healthcare That Keeps Pace With Your Life

Contributions Effective from 1 January 2022

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Monthly	Principal Member	Adult Dependant	Child Dependant			
Contribution	R3 880	R3 880	R971			
Annual Benefit Amounts for 2022						
Day-to-Day Benefit	R6 000	R4 200	R2 100			
Day-to-Day Extender Benefit		R6 000 PB	R8 600 PMF			

A child dependant is a dependant who is under the age of 21 years or a full time student up to the age of 27 years. An adult dependant is a dependant who is 21 years or older. These rates are only applicable to the main member and a maximum of three child dependants.

Contact details

CompCare

Universal Place, 15 Tambach Road, Sunninghill Park, Sandton

PO Box 1411, Rivonia, 2128

Tel: 0861 222 777 Email: compcare@universal.co.za

Website: compcare.co.za

Complaints escalated to the Council for Medical Schemes:

Tel: 0861 123 267

Email: complaints@medicalschemes.com Web: medicalschemes.com

Administered by



This brochure is a summary of the benefits of CompCare Medical Scheme. All information relating to the 2022 CompCare Medical Scheme benefits and contributions are subject to formal approval by the Council for Medical Schemes. On joining the Scheme, all members will receive a detailed member brochure, as approved. The final registered Rules of the Scheme will apply.

All limits are pro-rated when a member or a beneficiary joins the scheme during the year, calculated from the date of registration to the end of that financial year. If you leave the Scheme before the year is up and have used all the funds in your savings account, you will owe the Scheme the advanced portion of the Medical Savings account you have used as it is a pro-rated benefit allocated in advance for the full benefit year. This summary is for information purposes only and does not supersede the rules of the Scheme. In the event of a discrepancy between the summary and the rules, the rules will prevail.