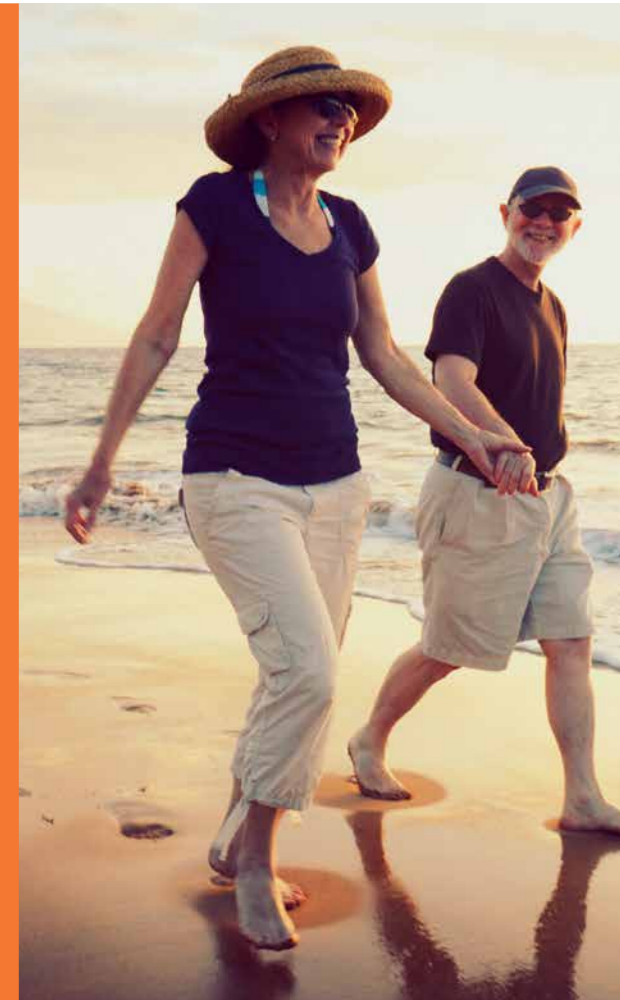




PACE3

Benefit  
Summary  
2019



## PACE3

PACE3 OPTION	COMPREHENSIVE COVER (IN- AND OUT-OF-HOSPITAL)
Recommended for?	You are a mature family with a diverse range of medical needs. As much as you live by the rule that prevention is better than cure you still require comprehensive chronic benefits and excellent hospital cover. The Pace3 option ensures that you can rest easy and know that your family is well covered.
Contribution range	R5 868 - Principal member R4 723 - Adult dependant R1 009 - Child dependant
Savings account/Day-to-day benefits	Savings account available. Day-to-day benefits are available.
Value benefits	No co-payment or automatic self-payment gaps. FP and Specialist consultations. Optometry. Dentistry. Maternity benefits.
Over-the-counter medicine	Available.
Not recommended for?	Young individuals or couples without families will find more value on the Beat range. Also young families needing below the norm cover will find value on Beat3, Pace1, Beat4 and Pace2.

## ⚙ Method of benefit payment

On the Pace3 options in-hospital services are paid from the Scheme risk. Some out-of-hospital services are paid from the annual savings first and once depleted will be paid from the day-to-day benefit. Once the day-to-day benefit is depleted services can be paid from the available vested savings. Some preventative care services are available from the Scheme risk benefit.

## ⚕ In-hospital benefits

### Note:

- All in-hospital benefits referred to in the section below require pre-authorisation. Please contact 080 022 0106 to obtain a pre-authorisation number.
- Clinical protocols, preferred providers, designated service providers (DSPs), formularies, funding guidelines and the Mediscor Reference Price (MRP) may apply.

MEDICAL EVENT	SCHEME BENEFIT
Accommodation (hospital stay) and theatre fees	100% Scheme tariff.
Take-home medicine	100% Scheme tariff. Limited to 7 days' medicine.
Treatment in mental health clinics	100% Scheme tariff. Limited to 21 days per beneficiary.
Treatment of chemical and substance abuse	100% Scheme tariff. Limited to 21 days or R29 240 per beneficiary. Subject to network facilities.
Consultations and procedures	100% Scheme tariff.
Surgical procedures and anaesthetics	100% Scheme tariff.

MEDICAL EVENT	SCHEME BENEFIT
Organ transplants	100% Scheme tariff.
Major medical maxillo-facial surgery strictly related to certain conditions	100% Scheme tariff.
Dental and oral surgery	Limited to R15 265 per family.
Prosthesis (Subject to preferred provider, otherwise limits and co-payments apply)	100% Scheme tariff. Limited to R105 458 per family.

We are a Scheme managed by members, for members and will never compromise on quality service to you.

MEDICAL EVENT	SCHEME BENEFIT
Prosthesis - Internal Note: Sub-limit subject to the above prosthesis limit. *Functional: Items utilised towards treating or supporting a bodily function.	Sub-limits per beneficiary: <ul style="list-style-type: none"> <li>*Functional limited to R17 200</li> <li>Vascular R39 453</li> <li>Pacemaker (dual chamber) R56 706</li> <li>Spinal including artificial disc R52 700</li> <li>Drug-eluting stents R17 200</li> <li>Mesh R17 200</li> <li>Gynaecology/Urology R12 900</li> <li>Lens implants R11 030 per lens</li> <li>Joint replacements: <ul style="list-style-type: none"> <li>Hip replacement and other major joints R47 300</li> <li>Knee replacement R55 094</li> <li>Minor joints R20 371</li> </ul> </li> </ul>
Prosthesis - External	Limited to R24 833 per family.
Orthopaedic and medical appliances	100% Scheme tariff.
Pathology	100% Scheme tariff.
Diagnostic imaging	100% Scheme tariff.
Specialised diagnostic imaging	100% Scheme tariff.
Oncology	Oncology programme - make use of Independent Clinical Oncology Network (ICON) as the DSP.
Peritoneal dialysis and haemodialysis	100% Scheme tariff.
Confinements	100% Scheme tariff.
Refractive surgery and all types of procedures to improve or stabilise vision (excluding cataracts)	100% Scheme tariff. Limited to R9 138 per eye.

MEDICAL EVENT	SCHEME BENEFIT
Midwife-assisted births	100% Scheme tariff.
Supplementary services	100% Scheme tariff.
Alternatives to hospitalisation	100% Scheme tariff.
Emergency evacuation	Services rendered by ER24.

We always  
strive to  
exceed your  
expectations.



## Out-of-hospital benefits

### Note:

- Some indicated benefits are paid from the annual savings at 100% Scheme tariff. Once the annual savings account is depleted benefits will be paid from Scheme risk at 100% Scheme tariff (limits apply).
- Should you not use all of the funds available in your medical savings account these funds will be transferred into a vested medical savings account at the beginning of the following financial year.
- Any vested credit in your vested medical savings account may be used for out-of-hospital expenses that are not covered by the Scheme, or should you, for instance, have reached your out-of-hospital or day-to-day overall annual limit or the sub-limits as indicated in your benefit guide.
- Clinical funding protocols, preferred providers, designated service providers (DSPs), formularies, funding guidelines and the Mediscor Reference Price (MRP) may apply.
- If you have a treatment plan for a registered Chronic Disease List (CDL) and/or Prescribed Minimum Benefit (PMB) condition/s, the services in the treatment plan will pay from the applicable day-to-day limit first. Once the limit is depleted, claims will continue to be paid from Scheme risk, up to the maximum quantity specified in the treatment plan.

MEDICAL EVENT	SCHEME BENEFIT
Overall day-to-day limit	M = R17 415, M1+ = R35 911.
FP and specialist consultations	Savings first. 100% Scheme tariff. M = R3 978, M1+ = R8 063. (Subject to overall day-to-day limit)
Basic and specialised dentistry	Savings first. Basic: Preventative benefit or savings account. Limit once savings exceeded. Specialised: Savings account then limit once savings exceeded. Scheme tariff thereafter. Orthodontic: Subject to pre-authorisation. Limited to M = R6 756, M1+ = R12 595. (Subject to overall day-to-day limit)



MEDICAL EVENT	SCHEME BENEFIT
Medical aids, apparatus and appliances including wheelchairs and hearing aids	Savings first. Limited to R9 460 per family. (Subject to overall day-to-day limit) Limit on wheelchairs of R12 793 per family per 48 months. Limit on hearing aids of R29 348 per beneficiary per 24 months.
Supplementary services	Savings first. Limited to M = R2 430, M1+ = R5 106. (Subject to overall day-to-day limit)
Wound care benefit (incl. dressings, negative pressure wound therapy treatment and related nursing services - out-of-hospital)	100% Scheme tariff. Savings first. Limited to R9 675 per family. (Subject to overall day-to-day limit)
Optometry benefit (PPN capitation provider)	Benefits available every 24 months from date of service. <b>Network Provider (PPN)</b> <ul style="list-style-type: none"> <li>• Consultation - 1 free per beneficiary.</li> <li>• Frame = R825 covered <b>AND</b></li> <li>• 100% of cost of standard lenses (single vision/ bifocal/multifocal/contact lenses).</li> </ul> <b>OR</b> <b>Non-network Provider</b> <ul style="list-style-type: none"> <li>• Consultation - R300 fee at non-network provider</li> <li>• Frame = R550 <b>AND</b></li> <li>• Single vision lenses = R175 <b>OR</b></li> <li>• Bifocal lenses = R410 <b>OR</b></li> <li>• Multifocal lenses = R710 <b>OR</b></li> <li>• Contact lenses = R1 435</li> </ul>
Diagnostic imaging and pathology	Savings first. Limited to M = R3 225, M1+ = R6 396. (Subject to overall day-to-day limit)

## MEDICAL EVENT

## SCHEME BENEFIT

<b>Maternity benefits</b>	100% Scheme tariff. <ul style="list-style-type: none"> <li>• 9 x antenatal consultations at either FP/ Gynaecologist/Midwife.</li> <li>• 1x 2D ultrasound nuchal translucency scan at 10-12 weeks at Gynaecologist.</li> <li>• 1x 2D ultrasound scan at 20-24 weeks at Gynaecologist.</li> <li>• 1x 2D ultrasound scan first trimester at radiologist.</li> <li>• 1x 2D ultrasound scan second trimester at radiologist.</li> <li>• Antenatal iron supplements (9 fills).</li> <li>• Antenatal folic acid (9 fills).</li> <li>• Please ensure that tests you undergo are covered. Tests, including urine dipstick tests and other tests are covered.</li> <li>• 1x post-natal consultation at FP/Gynaecologist/ Midwife.</li> </ul>
<b>Specialised diagnostic imaging</b>	MRI/CT scans: Maximum of 3 scans per beneficiary. PET scan: 1 scan per beneficiary. Subject to pre-authorization.
<b>Rehabilitation services after trauma</b>	100% Scheme tariff.
<b>Oncology</b>	Oncology programme - make use of Independent Clinical Oncology Network (ICON) as the DSP.
<b>Peritoneal dialysis and haemodialysis</b>	Subject to pre-authorization and DSPs.



## Medicine

### Note:

All benefits below may be subject to pre-authorization, clinical protocols, formularies, funding guidelines and the Mediscor Reference Price (MRP).

\* Please note that approved CDL, PMB and non-CDL chronic medicine costs will be paid from the non-CDL limit first. Thereafter, approved CDL and PMB chronic medicine costs will continue to be paid (unlimited) from Scheme risk.

BENEFIT DESCRIPTION	SCHEME BENEFIT
<b>CDL and PMB chronic medicine*</b>	100% Scheme tariff. Co-payment of 25% for non-formulary medicine.
<b>Non-CDL chronic medicine*</b>	19 conditions. 85% Scheme tariff. Limited to M = R13 352, M1+ = R26 703. Co-payment of 25% for non-formulary medicine.
<b>Biologicals and other high-cost medicine</b>	100% Scheme tariff. Limited to R301 000 per beneficiary.
<b>Acute medicine</b>	Savings first. Limited to M = R1 398, M1 + = R3 440. (Subject to overall day-to-day limit)
<b>Over-the-counter (OTC) medicine</b> See benefit option rules	*Member choice: 1. R550 OTC limit OR 2. Access to full PMSA for OTC purchases (after R550 limit) = self-payment gap accumulation.

\*The default OTC choice is 1. R550 OTC limit. Members wishing to choose the other option are welcome to contact Bestmed.

## Chronic Conditions List

### CDL

CDL 1	Addison's disease
CDL 2	Asthma
CDL 3	Bipolar mood disorder
CDL 4	Bronchiectasis
CDL 5	Cardiomyopathy
CDL 6	Chronic renal disease
CDL 7	Chronic obstructive pulmonary disease (COPD)
CDL 8	Cardiac failure
CDL 9	Coronary artery disease
CDL 10	Crohn's disease
CDL 11	Diabetes insipidus
CDL 12	Diabetes mellitus type 1
CDL 13	Diabetes mellitus type 2
CDL 14	Dysrhythmias
CDL 15	Epilepsy - severe
CDL 16	Glaucoma
CDL 17	Haemophilia
CDL 18	Hyperlipidaemia
CDL 19	Hypertension
CDL 20	Hypothyroidism
CDL 21	Multiple sclerosis
CDL 22	Parkinson's disease

## CDL

CDL 23	Rheumatoid arthritis
CDL 24	Schizophrenia
CDL 25	Systemic lupus erythematosus (SLE)
CDL 26	Ulcerative colitis

## NON-CDL

Non-CDL 1	Acne - severe
Non-CDL 2	Attention deficit disorder/Attention deficit hyperactivity disorder (ADD/ADHD)
Non-CDL 3	Allergic rhinitis
Non-CDL 4	Eczema - severe
Non-CDL 5	Migraine prophylaxis
Non-CDL 6	Gout prophylaxis
Non-CDL 7	Major depression
Non-CDL 8	Obsessive compulsive disorder
Non-CDL 9	Osteoporosis
Non-CDL 10	Psoriasis
Non-CDL 11	Urinary incontinence
Non-CDL 12	Paget's disease
Non-CDL 13	Gastro oesophageal reflux disease (GORD)
Non-CDL 14	Ankylosing spondylitis
Non-CDL 15	Osteoarthritis
Non-CDL 16	Alzheimer's disease

## NON-CDL

Non-CDL 17	Collagen diseases
Non-CDL 18	Dermatomyositis
Non-CDL 19	Neuropathy

## PMB

PMB 1	Aplastic anaemia
PMB 2	Chronic anaemia
PMB 3	Benign prostatic hypertrophy
PMB 4	Cushing's disease
PMB 5	Cystic fibrosis
PMB 6	Endometriosis
PMB 7	Female menopause
PMB 8	Fibrosing alveolitis
PMB 9	Graves' disease
PMB 10	Hyperthyroidism
PMB 11	Hypophyseal adenoma
PMB 12	Idiopathic thrombocytopenic purpura
PMB 13	Paraplegia/Quadriplegia
PMB 14	Polycystic ovarian syndrome
PMB 15	Pulmonary embolism
PMB 16	Stroke



## Preventative Care benefits

### Note:

Benefits mentioned below may be subject to pre-authorisation, clinical protocols, formularies, funding guidelines and the Mediscor Reference Price (MRP).

PREVENTATIVE CARE BENEFIT	GENDER AND AGE GROUP	QUANTITY AND FREQUENCY	BENEFIT CRITERIA
Flu vaccines	All ages.	1 per beneficiary per year.	Applicable to all active members and beneficiaries.
Pneumonia vaccines	Children <2 years. High-risk adult group.	Children: As per schedule of Department of Health. Adults: Twice in a lifetime with booster above 65 years of age.	Adults: The Scheme will identify certain high-risk individuals who will be advised to be immunised.
Paediatric immunisations	Babies and children.	Funding for all paediatric vaccines according to the state-recommended programme.	
Female contraceptives	All females of child-bearing age.	Quantity and frequency depending on product up to the maximum allowed amount. Mirena device - 1 device every 60 months.	Limited to R2 096 per family per year. Includes all items classified in the category of female contraceptives.
Back and neck preventative programme	All ages.	Subject to pre-authorisation.	Preferred providers (DBC/Workability Clinics). For serious spinal and/or back problems that may require surgery. The Scheme may identify appropriate participants. Based on the first assessment, a rehabilitation treatment plan is drawn up and initiated over an uninterrupted period that will be specified by the provider.
Preventative dentistry (incl. gloves and sterile equipment)	Refer to Preventative Dentistry section for details.		
Haemophilus influenzae Type B vaccine (HIB)	Children 5 years and younger.	1 vaccine at 6, 10 and 14 weeks after birth. 1 booster vaccine between 15 and 18 months.	If the booster vaccine was not administered timeously, the maximum age to which it will be allowed is 5 years.

PREVENTATIVE CARE BENEFIT	GENDER AND AGE GROUP	QUANTITY AND FREQUENCY	BENEFIT CRITERIA
Mammogram	Females 40 years and older.	Once every 24 months.	Scheme tariff is applicable.
PSA screening	Males 50 years and older.	Once every 24 months.	
HPV vaccinations	Females of 9-26 years old.	3 vaccinations per beneficiary.	Vaccinations will be funded at MRP.
Bone densitometry	All beneficiaries 45 years and older.	Once every 24 months.	
Pap smear	Females 18 years and older.	Once every 24 months.	Can be done at a gynaecologist or FP. Consultation paid from the available savings/consultation benefit.

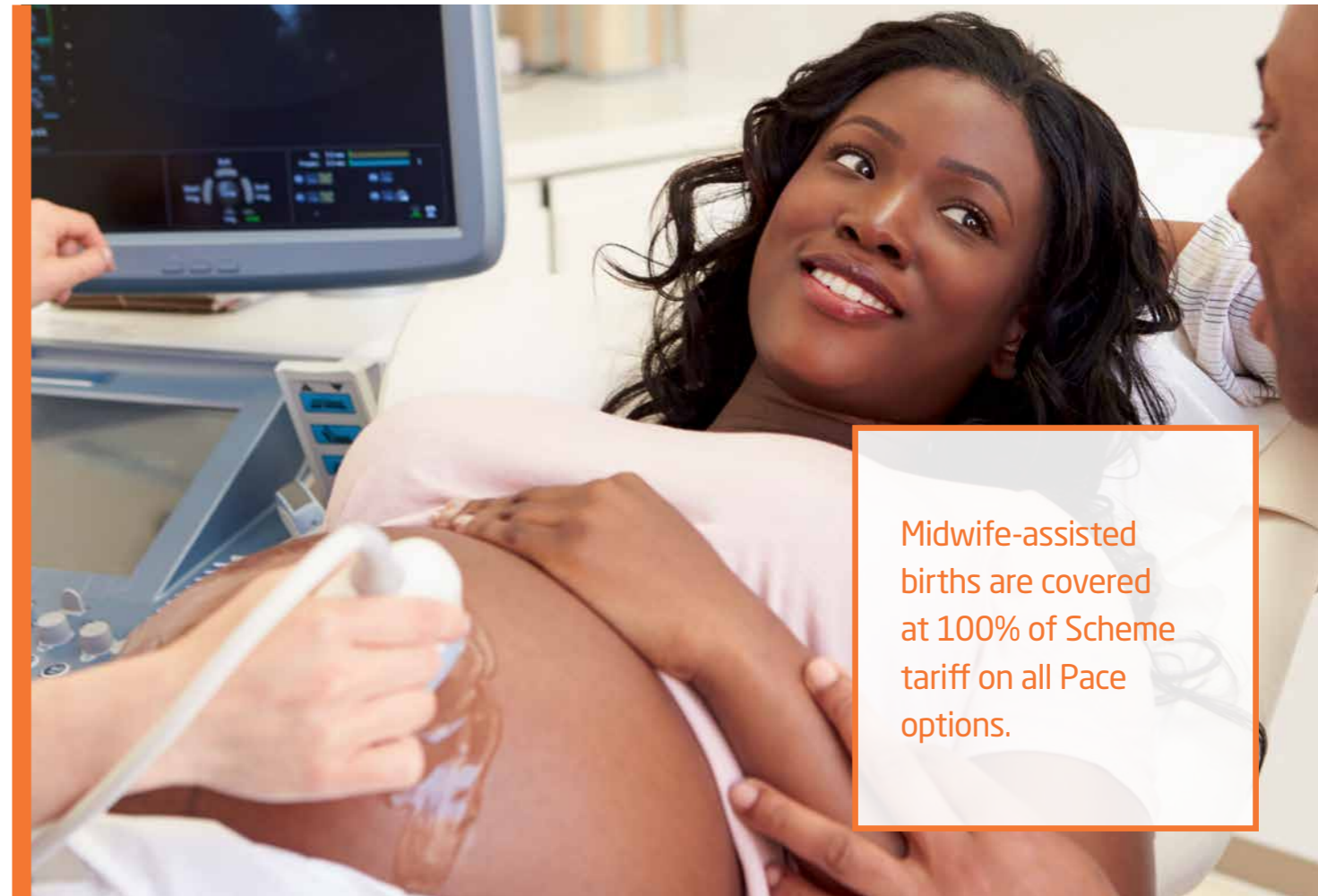
Bestmed Wellness Programme

**Health Risk Assessment (biometric screening) at contracted pharmacy. 1 per beneficiary per year (age 21+).**

- Fitness assessment at a contracted biokineticist: 1 per beneficiary per year (age 13+), thereafter 3 biokineticist consultations per beneficiary per year. Pre-approval required.
- Nutritional assessment: 1 per beneficiary per year (age 18+), thereafter 3 dietician consultations per beneficiary per year. Pre-approval required.
- Occupational therapy assessment: 1 per beneficiary per year (ages 3-13 years).
- Baby growth assessment: At a contracted pharmacy clinic, 3 per beneficiary per year (ages 0-35 months).

**Note: Completing your Health Risk Assessment unlocks the other Wellness Programme benefits.**

Disclaimer: General and option specific exclusions apply. Please refer to [www.bestmed.co.za](http://www.bestmed.co.za) for more details.



Midwife-assisted births are covered at 100% of Scheme tariff on all Pace options.

## Maternity Care programme

Finding out you are pregnant comes with a whole lot of emotions, questions and information. Sometimes just knowing where to start and which information you can trust can be a challenge.

Pregnant members and dependants have access to the Maternity Care programme. The programme provides comprehensive information and services and was designed with the needs of expectant parents and their support network in mind. We aim to give you support, education and advice through all stages of your pregnancy, the confinement and postnatal (after birth) period.

### After registering on this programme and going for a Health Risk Assessment (HRA) you will receive:

- A welcome pack containing an informative pregnancy book about the stages of pregnancy.
- Discount vouchers.
- A beautiful baby bag. (Sent by month 5 of your pregnancy. You will receive an SMS.)
- Various baby items.
- Access to a 24-hour medical advice line.
- Benefits through each phase of your pregnancy.

### How to register:

Send an e-mail to [maternity@bestmed.co.za](mailto:maternity@bestmed.co.za) or call us on 012 472 6243. Please include your contact details (postal/delivery addresses), your medical scheme number and your expected delivery date in the e-mail. Go for a Health Risk Assessment (HRA) at any network pharmacy to finalise your registration.

## Preventative dentistry

### Note:

Services mentioned below may be subject to pre-authorization, clinical protocols and funding guidelines.

DESCRIPTION OF SERVICE	AGE	FREQUENCY
General full-mouth examination by a general dentist (incl. gloves and use of sterile equipment for the visit)	Above 12 years. Under 12 years.	Once a year. Twice a year.
Full-mouth intra-oral radiographs	All ages.	Once every 36 months.
Intra-oral radiograph	All ages.	2 photos per year.
Scaling and/or polishing	All ages.	Twice a year.
Fluoride treatment.	All ages.	Twice a year.
Fissure sealing	Up to and including 21 years.	In accordance with accepted protocol.
Space maintainers	During primary and mixed denture stage.	Once per space.

Disclaimer: General and option-specific exclusions apply. Please refer to [www.bestmed.co.za](http://www.bestmed.co.za) for more details.

### Abbreviations

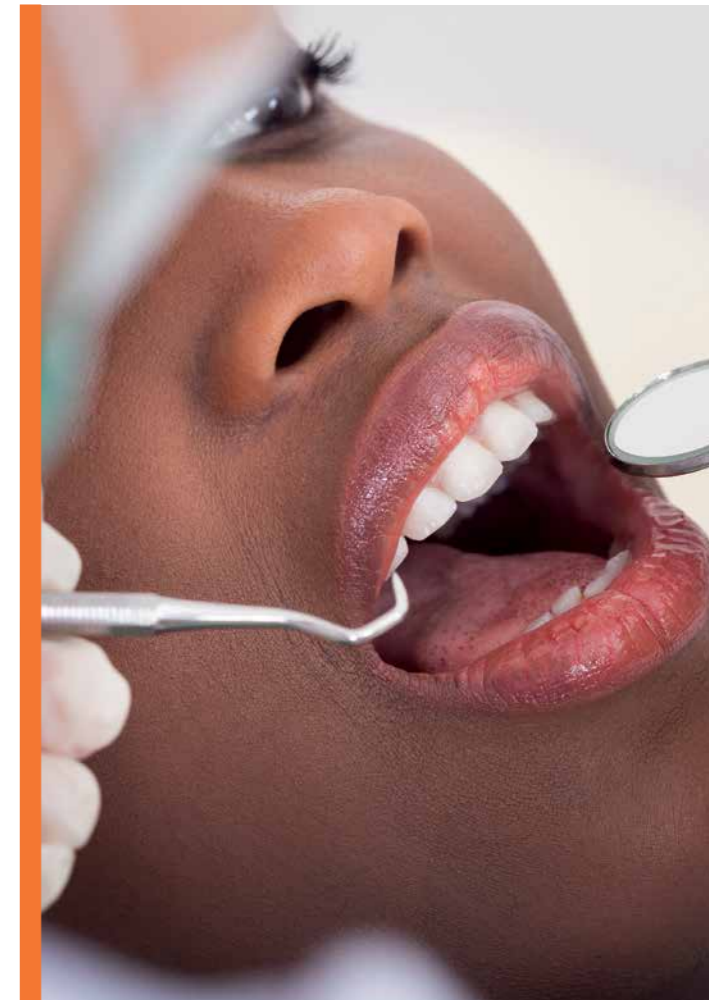
CDL = Chronic Disease List; DBC = Documentation Based Care (back rehabilitation programme); FP = Family Practitioner or Doctor; HPV = Human Papilloma Virus; M = Member; M1+ = Member and family; MRI/CT Scans = Magnetic Resonance Imaging/ Computed Tomography Scans; MRP = Mediscor Reference Price; NPWT = Negative Pressure Wound Therapy; PET Scan = Positron Emission Tomography Scan; PMSA = Personal Medical Savings Account; PPN = Preferred Provider Negotiators; PSA = Prostate Specific Antigen.

## Contributions

	PRINCIPAL MEMBER	ADULT DEPENDANT	CHILD DEPENDANT*
Risk amount	R5 046	R4 062	R868
Savings amount	R822	R661	R141
<b>Total monthly contribution</b>	<b>R5 868</b>	<b>R4 723</b>	<b>R1 009</b>

\*You only pay for a maximum of four children. All other children can join as beneficiaries of the Scheme free of charge.

You can save money by obtaining pre-authorization for planned, in-hospital medical procedures in advance.







**086 000 2378**



**service@bestmed.co.za**



**012 472 6500**



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#### **HOSPITAL AUTHORISATION**

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E-mail: [authorisations@bestmed.co.za](mailto:authorisations@bestmed.co.za)

#### **CHRONIC MEDICINE**

Tel: 086 000 2378

E-mail: [medicine@bestmed.co.za](mailto:medicine@bestmed.co.za)

Fax: 012 472 6760

#### **CLAIMS**

Tel: 086 000 2378

E-mail: [service@bestmed.co.za](mailto:service@bestmed.co.za) (queries)

[claims@bestmed.co.za](mailto:claims@bestmed.co.za) (claim submissions)

#### **MATERNITY CARE**

Tel: 012 472 6243

E-mail: [maternity@bestmed.co.za](mailto:maternity@bestmed.co.za)

#### **WALK-IN FACILITY**

Block A, Glenfield Office Park,  
361 Oberon Avenue, Faerie Glen,  
Pretoria, 0081, South Africa

#### **POSTAL ADDRESS**

PO Box 2297, Arcadia,  
Pretoria, 0001, South Africa

#### **ER24**

Tel: 084 124

#### **INTERNATIONAL TRAVEL INSURANCE (BRYTE INSURANCE)**

Tel: 0860 329 329 (RSA only) during  
office hours / 084 124 after hours

E-mail: [er24@brytesa.com](mailto:er24@brytesa.com)

Claims: [travelclaims@brytesa.com](mailto:travelclaims@brytesa.com)

#### **BESTMED HOTLINE, OPERATED BY KPMG**

Should you be aware of any fraudulent, corrupt or unethical practices involving Bestmed, members, service providers or employees, please report this anonymously to KPMG.

**Hotline:** 080 111 0210 toll-free from any Telkom line

**Hotfax:** 080 020 0796

**Hotmail:** [fraud@kpmg.co.za](mailto:fraud@kpmg.co.za)

**Postal:** KPMG Hotpost, at BNT 371,  
PO Box 14671, Sinoville,  
0129, South Africa

For a more detailed overview of your benefit option and to receive a membership guide please contact [service@bestmed.co.za](mailto:service@bestmed.co.za).

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