



**THEBEMED**  
MEDICAL AID SCHEME

# 2026 Benefit Brochure

## **ENERGY PLAN**

Approved by CMS

Accessible Care • Affordable Prices

## THEBEMED BACKGROUND

Thebemed Medical Aid Scheme is inspired by the vision of the pioneering black-owned Thebe Investment Corporation. The sole shareholder at the time was Batho Batho Trust, a community-based trust which included Nelson Mandela (Chairman), Walter Sisulu and Reverend Beyers Naude as original Trustees and Dr Enos Mabuza as the first Chairman of Thebe. Thebe is driven by a commitment to serve the broader interests of communities at large.

Thebemed Medical Aid Scheme was established on the 12th of September 2002 and is focused primarily on providing healthcare to beneficiaries previously excluded from cover. The Scheme is providing healthcare predominately in the mining, logistics and agricultural industries. Thebemed is driven by a commitment to serve the broader interests of communities at large to provide quality healthcare solutions at affordable and sustainable manner. We provide affordable, accessible, quality medical cover to our low and middle income working class.

We strive to eliminate co-payments and out of pocket payments, while ensuring that necessary benefits are available for the full year and our members do not experience benefit exhaustion before the year end.

We have a high-quality network of contracted healthcare providers with the General Practitioner (GP) being the primary coordinator of care.

Thebemed continues on its growth trajectory with a healthy mix of members. Financially, Thebemed shows a positive net financial result despite some of the high costs cases observed, with our solvency remaining comfortably above the statutory requirement of 25%.





## CHOOSE THE OPTION THAT IS RIGHT FOR YOU

### ENERGY PLAN

#### Comprehensive Care

- Designed for families needing Comprehensive Healthcare Cover.
- Unlimited Private Hospital Cover.
- Comprehensive Healthcare services out of hospital.
- Full cover for chronic medicine for all Chronic Disease List (CDL) conditions including non-CDL benefit for additional chronic conditions.
- Cover for comprehensive healthcare services for maternity.
- Preventative Care tailored for families.

• [PRIVATE HOSPITAL COVER](#) • [CHOICE OF DESIGNATED SERVICE PROVIDER](#) • [CHOICE OF BENEFITS TO SUIT YOUR NEEDS](#)

\*Please visit our website for a full list of our designated service providers.

# ENERGY



## WHAT YOU PAY

| BENEFIT OPTION | INCOME BAND | MAIN MEMBER | ADULT DEPENDANT | CHILD DEPENDANT* |
|----------------|-------------|-------------|-----------------|------------------|
| ENERGY         | R0 +        | R3 490      | R3 300          | R580             |

Each Family Dependant can select their own DSP\* Primary Care Provider at the start of the year. Members are not allowed to change networks during the year.

Premium penalties for persons joining late in life: Applied in respect of persons over the age of 35 years, who were without medical scheme cover for the period indicated hereunder after the age of 35 years as follows:

|  |   |
|--|---|
| 1 - 4 years @ 0.05 multiplied by the relevant contribution   | 5 - 14 years @ 0.25 multiplied by the relevant contribution |
| 15 - 24 years @ 0.50 multiplied by the relevant contribution | 25 + years @ 0.75 multiplied by the relevant contribution   |

“Credible coverage” means any period of verifiable medical scheme membership of the applicant or his or her dependant, but excluding membership as a child dependant, terminating two years or more before the date of the latest application for membership. Any years of credible coverage which can be demonstrated by the applicant or his or her dependant shall be subtracted from his or her current age in determining the applicable penalty.

**ALL BENEFITS WILL BE PRO-RATED FOR MEMBERS ADMITTED DURING THE BENEFIT YEAR. ALL COSTS PAYABLE AT 100% OF NEGOTIATED TARIFF.**

\*Maximum 2 children per family charged

# OUT-OF-HOSPITAL BENEFITS

All benefits are payable at Designated Service Provider (DSP)\* and pre-authorisation.

## BENEFITS/SERVICES

|  |   |
|--|---|
|  <p><b>GP CONSULTATIONS</b><br/>If Non-DSP* GP is used voluntarily;<br/>25% Co-payment is payable by the member/visit.<br/>Based on internal protocols.</p>  | <p><b>UNLIMITED</b><br/>Any GP within the Thebemed network<br/>100% of Negotiated Tariff<br/>1 Out of Area Visit/beneficiary/year</p>   |
|  <p><b>HELLO DOCTOR CONSULTATIONS</b></p>  | <p><b>UNLIMITED</b></p> <ul style="list-style-type: none"> <li>• Alternative to face-to-face GP consultations</li> <li>• Telephonic consultation access</li> <li>• Access to medical scripts</li> <li>• Available 24 hours a day</li> </ul> <p>Request a call back via Thebemed App or USSD *120*1019#</p>  |
|  <p><b>CASUALTY/EMERGENCY VISITS</b><br/>(Facility fee and Consultations)</p>  | <p>100% of Negotiated Tariff, cover for trauma and emergencies.<br/>Any event outside trauma and emergencies covered subject to a limit of R1 420 /beneficiary year/first visit.</p>  |
|  <p><b>SPECIALIST CONSULTATIONS</b><br/>(Subject to appropriate referral by GP)</p>  | <p>M = 5<br/>M+2 = 6<br/>M+3+ = 8<br/>Limited to 5 visits/beneficiary/year</p> <p><b>NEW</b> Children up to 12 years old can consult a paediatrician.<br/>Gynaecologist consult allowed without a GP referral.<br/>Subject to the annual family limit available.</p> <p>2 Additional Pediatricians consultations for children up to 1 year old without a GP referral.</p> |
|  <p><b>ACUTE MEDICATION</b><br/>(Medication, Injection and Material)</p>   | <p>M = R5 640<br/>M+1 = R 7 710<br/>M+2 = R9 710<br/>M+3+ = R12 310<br/>Per family/year<br/>100% of Negotiated Tariff at DSP* based on generic substitute and Schemes formulary.</p>  |
|  <p><b>PHARMACY ADVISED THERAPY</b><br/>(Over the counter medicines in consultation with pharmacist, restricted to registered Schedule 0, 1 and 2 medicines)</p>   | <p>Limited to R255/Script<br/>Subject to Limit of R1 500/family/year<br/>100% of Negotiated Tariff at DSP* based on generic substitute and Schemes formulary</p>  |
|  <p><b>CHRONIC MEDICATION</b><br/>Subject to:</p> <ul style="list-style-type: none"> <li>• Registration</li> <li>• Pre-authorisation</li> <li>• Internal Treatment Protocols &amp; Medicine Formulary</li> <li>• PMB*</li> <li>• Renewal of prescription every six months</li> </ul> | <p>100% of Negotiated Tariff at DSP* based on generic substitute and Schemes formulary.<br/>Services provided by DSP*</p> <p><b>OTHER CHRONIC (NON-CDL) MEDICINE</b><br/>Limited to R13 320 per family/R4 650 per Beneficiary/year</p> <p><b>CDL/PMB CHRONIC DISEASE LIST MEDICINE</b><br/><b>UNLIMITED</b><br/>Payable first from Other Chronic Medicine.</p>            |
|  <p><b>DENTAL HOSPITAL AND ANAESTHETICS</b></p>  | <ul style="list-style-type: none"> <li>• After Impacted Teeth</li> <li>• Subject to Pre-authorisation</li> <li>• Based on admission protocols</li> <li>• Extensive conservative treatment for children under the age of 5 years and Impacted teeth</li> </ul>   |

# OUT-OF-HOSPITAL BENEFITS

All benefits are payable at Designated Service Provider (DSP)\* and pre-authorisation.

## BENEFITS/SERVICES

|  |  |
|--|--|
|  <p><b>PHYSIOTHERAPY</b><br/>Appropriate referral by GP / Specialist.</p>  | <p><b>IN HOSPITAL:</b><br/>Subject to Admitting GP/ Specialist. Payment up to 3 days, thereafter treatment plan and progress report required.</p> <p><b>OUT OF HOSPITAL:</b><br/>Limited to R4 070/family/year<br/>100% of Negotiated Tariff<br/>Based on internal protocols</p>   |
|  <p><b>RADIOLOGY</b><br/>(Including Radiography, Specialised Radiology and Angiography)<br/>Managed by Request Form as prescribed by the GP and referred Specialist</p>  | <p><b>IN HOSPITAL:</b><br/>Subject to hospitalisation Benefits</p> <p><b>OUT OF HOSPITAL:</b><br/>Limited to R4 060/family/year</p>  |
|  <p><b>MRI/CT SCANS</b><br/>(Subject to Pre-authorisation)</p>   | <p>2 MRI or CT scans/Beneficiary/year<br/>(In or Out of Hospital)<br/>100% of Negotiated Tariff<br/>Based on internal protocols</p>  |
|  <p><b>MEDICAL &amp; ORTHOPAEDIC APPLIANCES</b><br/>Services In and Out Hospital<br/>Subject to:<br/> <ul style="list-style-type: none"> <li>• Pre-authorisation</li> <li>• GP/Specialist Referral</li> <li>• Based on internal protocols</li> </ul> </p>  | <p>Limited to an overall R8 400/family/year<br/>100% Negotiated Tariff<br/>The following Appliance sub-limits are applicable:<br/> <ul style="list-style-type: none"> <li>• Wheelchair: One every 3-year cycle/Beneficiary/year</li> <li>• Speech and Hearing Aid: One every 3-year cycle/Beneficiary/year</li> </ul> </p> |
|  <p><b>PATHOLOGY</b><br/>Managed by Request Form as prescribed by the GP and referred Specialist</p>  | <p><b>OUT OF HOSPITAL:</b><br/><b>UNLIMITED</b><br/>100% of Negotiated Tariff<br/>Based on internal protocols</p>  |
|  <p><b>AUXILIARY AND ALTERNATIVE HEALTHCARE PRACTITIONERS</b><br/>(Includes Chiropractors, Homeopaths, Podiatry, Hearing Aid Acousticians, Audiology, Dieticians, Occupational Therapists, Orthotics and Speech Therapists, Registered Nursing Services and Psychologist)<br/>Appropriate referral by GP / Specialist.<br/>Subject to Treatment Plan and Progress Report from the provider after the 3rd visit</p> | <p><b>OUT OF HOSPITAL:</b><br/>Collective Limit of R4 440 /family/year<br/>100% of Negotiated Tariff<br/>Based on internal protocols</p> <div style="border: 1px solid black; padding: 5px; display: inline-block;"> <p><b>NEW</b>   1 audiology consultation benefit for beneficiaries 12 years and below.</p> </div>     |

# OUT-OF-HOSPITAL BENEFITS

All benefits are payable at Designated Service Provider (DSP)\* and pre-authorisation.

## BENEFITS/SERVICES

|   |  |  |   |  |
|---|--|--|---|--|
|   | <b>OPTOMETRY</b>   | Eye Tests, Spectacles or contact lenses are available once every 2 years (based on the date of your previous claim) Benefits are subject to clinical protocols   |   |  |
|   | EYE TESTS  | 1 composite consultation per beneficiary, at a network provider  | OR R420 per beneficiary at a non-network provider   |  |
|   | SINGLE VISION LENSES (CLEAR) OR BIFOCAL LENSES (CLEAR) OR MULTIFOCAL LENSES        | 100% towards the cost of lenses at network rates   | R225 per lens, per beneficiary, out of network  |  |
|   | FRAMES   | 100% towards the cost of lenses at network rates   | R485 per lens, per beneficiary, out of network  |  |
|   | CONTACT LENSES   | 100% towards the cost of base lenses plus group 1 branded lens add-on per multifocal lens. 100% cost of base lenses at a network provider  | R900 per lens, per beneficiary, plus a branded lens add-on of R50 per lens, per beneficiary, out of network.  |  |
|   | FRAMES   | R1 035 per beneficiary at a network provider   | OR R828 per beneficiary at non-network provider   |  |
|   | CONTACT LENSES   | R1 995 per beneficiary. No benefit for Contact Lenses if spectacles are purchased  |   |  |
|   | <b>BASIC DENTISTRY OUT OF HOSPITAL</b>   | You can visit any registered dentist of your choice on the Energy Plan.<br>100% of Thebemed Dental Rates   | To avoid unnecessary co-payments, members can request telephonic or written benefit confirmation prior to treatment.  |  |
|   | DENIS* Managed Care protocols apply to all benefit categories below                |  |   |  |
|   | ORAL EXAMINATION   | 2 consultations per beneficiary per year (once every 6 months)   |   |  |
|   | X-RAYS: INTRA-ORAL & EXTRA-ORAL  | Managed Care protocols apply   | Extra-oral x-ray: 1 per beneficiary in a 3-year period  |  |
|   | PREVENTATIVE CARE  | 2 scaling and polishing treatments per beneficiary per year (once every 6 months)<br>Benefit for fissure sealants: Limited to beneficiaries younger than 16 years of age<br>Benefit for fluoride: Limited to beneficiaries from age 5 and younger than 13 years of age |   |  |
|   | DENTAL FILLINGS  | Managed Care protocols apply   | Benefit for fillings granted once per tooth, every 2 years  |  |
|   | EXTRACTIONS AND ROOT CANAL TREATMENT   | Managed Care protocols apply   |   |  |
|   | PLASTIC DENTURES   | <b>PRE-AUTHORISATION REQUIRED</b><br>1 set of plastic dentures (an upper and a lower) per beneficiary in a 4-year period   |   |  |
|  | <b>SPECIALISED DENTISTRY OUT OF HOSPITAL</b>                                       | Covered at the Thebemed Dental Tariff<br>Managed care protocols apply to all benefit categories below  |   |  |
|   | PARTIAL CHROME COBALT FRAME DENTURES   | <b>PRE-AUTHORISATION REQUIRED</b><br>1 partial frame (an upper OR a lower) per beneficiary in a 5-year period  |   |  |
|   | CROWNS & ORTHODONTICS  | <b>PRE-AUTHORISATION REQUIRED</b><br>Limited to R2 500 per beneficiary/R5 000 per family per year.<br>1 crown per beneficiary per year. Benefit for crowns will be granted once per tooth in a 5 year period   | Benefit for orthodontic treatment is granted once per beneficiary per lifetime up to a specified limit. Orthodontic treatment: Only one family member may commence with treatment in a calendar year; Limited to individuals from age 9 and younger than 18 years of age. On pre-authorisation, cases will be clinically assessed by using an orthodontic needs analysis. Benefit allocation is subject to the outcome of the needs analysis. |  |
|   | PERIODONTICS   | <b>PRE-AUTHORISATION REQUIRED</b><br>Beneficiary must be registered on the Periodontal Programme<br>Limited to conservative, non-surgical therapy only   |   |  |
|   | MAXILLO-FACIAL SURGERY IN THE DENTAL CHAIR AND INHALATION SEDATION IN DENTAL ROOMS | Managed Care protocols apply   |   |  |
|   | MODERATE/DEEP SEDATION IN DENTAL ROOMS   | <b>PRE-AUTHORISATION REQUIRED</b><br>Limited to extensive dental treatment   |   |  |

# IN HOSPITAL BENEFITS

All benefits and services are subject to pre-authorisation (0861 84 32 36).

Pre-authorisation is not a guarantee of payment. Scheme rules, formulary, internal protocols and pmb's will be applied where applicable.

## BENEFITS/SERVICES

|  |  |
|--|--|
|  <p><b>HOSPITALISATION</b><br/>(Including accommodation, neonatal intensive care, medical and surgical procedures, medication, consumables and treating specialist costs)</p>                                    | <p><b>UNLIMITED</b><br/>100% of Negotiated Tariff<br/>Based on internal protocols<br/>Based on the Clinical Outcomes and Tariff Negotiations.</p>                                      |
|  <p><b>TAKE-HOME MEDICATION</b></p>  | <p>7 day's supply per beneficiary per hospital stay</p>  |
|  <p><b>BLOOD TRANSFUSION &amp; BLOOD REPLACEMENT PRODUCTS</b></p>  | <p>100% of Negotiated Tariff<br/>PMB* based on internal protocols</p>  |
|  <p><b>RENAL DIALYSIS</b><br/>(Including immune suppressive medication)</p>  | <p>100% of Negotiated Tariff<br/>Based on internal protocols and treatment plan.<br/>Subject to PMB's*.</p>  |
|  <p><b>ONCOLOGY</b><br/>(Radiotherapy, Chemotherapy, and related materials)</p>  | <p>100% of Negotiated Tariff<br/>Based on internal protocols</p>   |
|  <p><b>DIAGNOSTIC INVESTIGATIONS</b><br/>Pathology and Radiology<br/>(Subject to GP/ Specialist referral)</p>  | <p>100% of Negotiated Tariff<br/>Based on internal protocols<br/>Allergy tests</p>   |
|  <p><b>MRI/PET/CAT SCANS</b><br/>Subject to pre-authorisation and Specialist referral required.<br/>PMB* based on internal protocols</p>  | <p>2 MRI or CT scans/beneficiary/year<br/>(In or Out of Hospital)<br/>100% of Negotiated Tariff</p>  |
|  <p><b>AUXILIARY, ALTERNATIVE HEALTHCARE AND PHYSIOTHERAPIST PRACTITIONERS</b><br/>(Includes Dieticians, Occupational Therapists, Physiotherapist and Speech Therapists)<br/>(Referred by treating doctor)</p> | <p>100% of Negotiated Tariff<br/>Based on internal protocols.<br/>Treatment Plan and Progress Report should be submitted during the hospital event to manage the clinical outcome.</p> |
|  <p><b>ORGAN TRANSPLANTS</b></p>   | <p>100% of Negotiated Tariff<br/>PMB* based on Department of Health protocols</p>  |
|  <p><b>PLANNED HOSPITAL PROCEDURES</b></p>   | <p>Covered, at 100% Negotiated Tariff<br/>R8 000 Co-payment for these planned procedures:<br/>Spinal Surgery and Joint Replacements<br/>Subject to internal protocols</p>              |

# IN HOSPITAL BENEFITS

All benefits and services are subject to pre-authorisation (0861 84 32 36).

Pre-authorisation is not a guarantee of payment. Scheme rules, formulary, internal protocols and pmb's will be applied where applicable.

## BENEFITS/SERVICES

|  |  |   |
|--|--|---|
|    | <p><b>MENTAL HEALTH</b><br/>(Psychiatric Treatment in and out of Hospital)<br/>Appropriate referral by GP/Specialist.<br/>Subject to Pre-authorisation for In and Out of hospital, Treatment Plan Submission &amp; Progress Report from the provider</p> | <p>Limited to R19 160 /family/year<br/>100% of Negotiated Tariff<br/>PMB* 21 Days based on internal protocols.<br/>100% of Negotiated Tariff<br/>Payment up to 3 days for Psychologist charging therapy sessions with or without a psychiatrist in the same admission, thereafter pre-authorization required with treatment plan and progress report.</p> |
|    | <p><b>MATERNITY</b><br/>(Home Delivery: By Registered Midwife)</p>   | <ul style="list-style-type: none"> <li>• Normal, Caesarean &amp; Home Delivery</li> <li>• 100% of Negotiated Tariff</li> <li>• PMB* based on internal protocols</li> </ul> <p>Please refer to the maternity programme on myHealth for additional benefits</p>   |
|    | <p><b>DRUG AND ALCOHOL REHABILITATION</b><br/>(Account will only be paid if the full course of treatment has been completed)</p>   | <p>Limited to 21 days/beneficiary/year<br/>100% of Negotiated Tariff<br/>PMB* Based on internal protocols.<br/>Subject to Contracted Private Facility</p>   |
|    | <p><b>INTERNAL PROSTHESIS &amp; EXTERNAL PROSTHESIS</b></p>  | <p>Limited to an overall R69 400/family/year<br/>100% of Negotiated Tariff and based on internal protocols</p>  |
|    | <p><b>ALTERNATIVES TO HOSPITALISATION</b><br/>Subject to:</p> <ul style="list-style-type: none"> <li>• Pre-authorisation</li> <li>• Case management</li> </ul>   | <p><b>AT STEP DOWN, SUB ACUTE &amp; TERMINAL CARE FACILITIES UNLIMITED</b><br/>100% of Negotiated Tariff<br/>PMB* based on internal protocols</p>   |
|    | <p><b>MAXILLO-FACIAL SURGERY</b></p>   | <p>100% of Negotiated Tariff<br/>PMB* Based on Department of Health protocols</p>   |
|  | <p><b>MEDICAL RESCUE</b><br/>(Ambulance, Medical Emergency Evacuation Transport to Advisory Services)</p>  | <p>100% Negotiated Tariff at DSP*<br/>Subject to Pre-authorisation</p>  |
|  | <p><b>HOME BASED CARE</b></p>  | <p>In lieu of hospitalisation, Subject to clinical indication and pre-authorisation</p>   |

## HEALTH ASSIST

POWERED BY **momentum**  
wellness

Informs members of potential health risks

Supplies a basket of care for those diagnosed with a chronic condition.

Supports members with motivation, coaching, advice, resources and tools to help them achieve their goals.

### BENEFITS/SERVICES

|  |  |   |
|--|--|---|
|  <p><b>YOUTH PROGRAMME</b><br/>Thebemed cares about the social ills such as drug and alcohol abuse, teenage pregnancies and induced abortions that impacts the youth in our communities and designed a programme that will assist in moderating these challenges.<br/>Thebemed's youth programme is aimed at influencing young people's attitudes and behaviours with a view to creating conditions for positive social change. The objective of the programme is to empower the youth with tools to resolve conflicts, make informed decisions and solve problems that impact their health.</p> | <p>2 additional sessions for beneficiaries 12-21 beneficiary/year at registered social worker or psychologist.<br/>No referral required<br/>Limited to R1 260/beneficiary.<br/>100% of Negotiated Tariff.<br/>Contraceptive Benefit<br/>Subject to Oral, injectable, patch only contraceptives only Limited to Universal and Fantasy R179/ script/ month or R2 150 per annum<br/>Energy Limited to R215/ script/ month or R2 580 per annum<br/>IUD(only on Fantasy and Energy)</p> |   |
|  <p><b>THEBEMED MOSADI</b><br/>(All benefits are payable at DSP*)</p>  | <p>1 Pap Smear for Females over 18 years/ beneficiary/year<br/>Mammogram for females over 40 years/ beneficiary/2 years</p>  | <p><b>Contraceptive Benefit</b><br/>Subject to Oral, injectable, patch only contraceptives only<br/>Limited to Universal and Fantasy<br/>R179/ script/ month or R2 150 per annum<br/>IUD (only on Fantasy and Energy)<br/>Energy Limited to R215/ script/ month or R2 580 per annum<br/>100% of Negotiated Tariff at DSP*</p> |
|  <p><b>THEBEMED MONNA</b><br/>(All benefits are payable at DSP*)</p>  | <p>Men's Health Consultation<br/>1 Men's Health Annual Consultation at DSP*<br/>Nominated GP (males over 18 years).<br/>Circumcision<br/>Limited to R1 760/Beneficiary</p>   | <p>Prostate-Specific Antigen (PSA)<br/>1 PSA/beneficiary/2 years for beneficiaries over 40 years<br/>100% of Negotiated Tariff<br/>Internal protocols applicable</p>  |
|  <p><b>MATERNITY BENEFITS</b><br/>(Home Delivery: By Registered Midwife)</p>   | <p>2 Maternity Sonars<br/>Maternity Vitamins limited to R100 per month/female beneficiary based on generic substitute and Schemes formulary.<br/>100% of negotiated Tariff<br/>PMB* based on internal protocols.</p>   | <p><b>With registration on the Thebe Bambino Programme:</b></p> <ul style="list-style-type: none"> <li>• 1 Additional Sonar</li> <li>• 2 Additional Gynaecology visits/pregnancy</li> <li>• 3 Pre or Post Natal Midwife Consultations</li> </ul>  |
|  <p><b>HIV ASSIST</b><br/>Includes Consultations, Counselling, Medication and Pathology Tests. Members encouraged to register on the HIV/AIDS Management Programme</p>   | <p>100% of Negotiated Tariff<br/>Subject to PMB's<br/>Pre-exposure prophylaxis included in the HIV Assist.<br/>Members are encouraged to register on the HIV/AIDS Management Programme.</p>  |   |



# HEALTH ASSIST

Informs members of potential health risks

Supplies a basket of care for those diagnosed with a chronic condition.

Supports members with motivation, coaching, advice, resources and tools to help them achieve their goals.

## BENEFITS/SERVICES

|  |   |   |
|--|---|---|
|  <p><b>HEALTH ASSIST</b><br/>Limited to referral from a DSP* GP &amp; Specialist<br/>100% Of Negotiated Tariff.<br/>Test to be done at DSP Pathologist</p> | <p>Health Risk Assessment Test (Cholesterol, Blood Pressure, Body Mass Index (BMI), Lifestyle assessment:<br/>1 Test/beneficiary/year (over 18 years).<br/>Available at DSP Pharmacy without a DSP GP referral.</p> |   |
|  <p><b>GLUCOSE TEST</b></p>  | <p>1 Test/beneficiary/year for beneficiaries over 12 years</p>  |   |
|  <p><b>FLU VACCINE</b></p>   | <p>1 Vaccine/beneficiary/year for beneficiaries over 12 years</p>   |   |
|  <p><b>COLON CANCER BLOOD TEST</b></p>   | <p>1 Test/beneficiary/year for beneficiaries over 50 years<br/>100% of Negotiated tariff</p>  |   |
|  <p><b>PNEUMOCOCCAL VACCINATION</b></p>  | <p>1 Pneumococcal Vaccination per beneficiary over 50 years and per beneficiary registered on the chronic programme once every 5 years.</p>   |   |
|  <p><b>BONE DENSITY</b></p>  | <p>1 Bone Density scan over 50 years/beneficiary/year<br/>Limited to R1 800/beneficiary</p>   |   |
|  <p><b>DIETICIAN CONSULTATION</b></p>  | <p>2 consultations/R1 200/beneficiary/every 6 months<br/>BMI: above 35 for beneficiaries over 12 years</p>  |   |
|  <p><b>BIOKINETIC CONSULTATION</b></p>  | <p>1 consultation R300 per beneficiary/year<br/>Subject to Dietician consultation first and submission of health indicators and outcomes to the scheme<br/>BMI: above 35 for beneficiaries over 12 years</p>        |   |
|  <p><b>CHRONIC DISEASE</b><br/>Disease Management Basket of Care</p>   | <p>Subject to Disease Management protocols and to register on the disease management programme</p>  |   |
|  <p><b>MYPLAN2BWELL</b><br/><a href="http://www.thebemed.co.za/myhealth">www.thebemed.co.za/myhealth</a></p>   | <ul style="list-style-type: none"> <li>• Rate your health</li> <li>• Choose your goal &amp; register for e-coaching</li> <li>• Personalise your meal</li> <li>• Design your fitness plan</li> </ul>                 | <ul style="list-style-type: none"> <li>• Track your results</li> <li>• 1 Membership/beneficiary/year for beneficiaries over 18 years</li> <li>• Subject to online registration</li> </ul> |
|  <p><b>TELEPHONIC SUPPORT</b><br/>08002BWELL (0800 229 355)</p>  | <p>UNLIMITED</p> <ul style="list-style-type: none"> <li>• Trauma &amp; Short Term Counselling (Relationship, Family, Health, Lifestyle)</li> </ul>  | <ul style="list-style-type: none"> <li>• 24 hours a day / 7 days a week</li> </ul>  |



EDUCATE



IDENTIFY



DIAGNOSE



TREAT



SUPPORT



Hello Doctor lets you talk to a doctor on your phone, anytime, anywhere.

Just request a call.

Available in all official South African languages



Download the app



Request a call

Dial \*120\*1019# from your phone and follow the prompts to request a call.

Works on all phones

- Expert advice from qualified doctors over the phone.
- Send a Call Back request from the Thebemed App, and a doctor will call you back.

## ABBREVIATIONS AND DEFINITIONS

|                         |  |
|-------------------------|--|
| BHF                     | - Board of Healthcare Funders  |
| BMI                     | - Body Mass Index  |
| DSP                     | - Designated Service Provider  |
| NON-DSP                 | - Service Providers that fall outside of the DSP List  |
| CO-PAYMENT              | - Payment that needs to be made to service providers that are not on the DSP* list, including certain planned hospital procedures and services to specialists not referred |
| CDL                     | - Chronic Disease List   |
| DENIS                   | - Dental Information Systems   |
| GP                      | - General Practitioner   |
| ICD10                   | - International Statistical Classification of Disease and Related Health Problems  |
| PMB                     | - Prescribed Minimum Benefits  |
| PPN                     | - Preferred Provider Negotiators   |
| THEBE BAMBINO PROGRAMME | - Thebemed's Maternity Programme   |
| VCT                     | - Voluntary Counselling and Treatment  |

## CHRONIC DISEASE LISTING

Chronic medication for the following disease listing is considered as Prescribed Minimum Benefits (PMBs)\*.

- Addison's Disease
- ADHD
- Allergic Rhinitis
- Asthma
- Bipolar Mood Disorder
- Bronchiectasis
- Cardiac Failure
- Cardiomyopathy
- Chronic Renal Disease
- Chronic Obstructive Pulmonary Disease
- Coronary Artery Disease
- Crohn's Disease
- Depression
- Diabetes Insipidus
- Diabetes Mellitus Type I
- Diabetes Mellitus Type II
- Dysrhythmias
- Epilepsy
- Erythematous
- Gastro-oesophageal reflux disease
- Glaucoma
- Gout
- Haemophilia
- Hyperlipidaemia
- Hypothyroidism
- Hypertension
- Incontinence
- Multiple Sclerosis
- Osteoarthritis
- Parkinson's Disease
- Psoriasis
- Rheumatoid Arthritis
- Schizophrenia
- Systemic Lupus
- Ulcerative Colitis

# EXCLUSIONS & LIMITATIONS

The scheme will pay in full, without co-payment or use of deductibles, the diagnosis, treatment and care costs of the prescribed minimum benefits as per regulation 8 of the Act. Furthermore, where a protocol or a formulary drug preferred by the scheme has been ineffective or would cause harm to a beneficiary, the scheme will fund the cost of the appropriate substitution treatment without a penalty to the beneficiary as required by regulation 15H and 15I of the Act.

Expenses incurred with any of the following will not be paid by the scheme, except where included as Prescribed Minimum Benefits:

1. Treatment or operations for cosmetic purposes including Blepharoplasties, Genioplasties, Rhinoplasties, Otoplasties, removal of tattoos, Labial frenectomies for patients over the age of 8 years old, etc.
2. Treatment for obesity including Liposuction, tummy tuck, Bariatric Surgery, etc.
3. Cosmetic breast reduction and reconstruction, refractive surgery and human growth hormones
4. Treatment for infertility or artificial insemination limited to Prescribed Minimum Benefits in State Hospitals
5. Holidays for recuperative purposes
6. Services rendered by persons not registered with a recognised body in South Africa constituted in terms of any law
7. Purchase of medicines and proprietary preparations, including but limited to:
  - Bandages and aids
  - Nutritional / food supplements including patented baby foods and special formulae
  - Acne treatment including Roaccutane and Diane, refer to Scheme
  - Toning and slimming products
  - Domestic and biochemical remedies
  - Vitamins except when prescribed for prenatal conditions, children under 12 years. Including people living with HIV/AIDS and registered on the programme
  - Aphrodisiacs
  - All soaps and shampoo (medicated or otherwise)
  - Anabolic steroids
  - Contact lenses preparations
  - Medicines and preparations advertised to the public and readily available without prescription, except where indicated in relevant benefit option
8. Examinations for insurance, visas, employment, school camps and similar purposes
9. Services rendered during any waiting periods that are imposed on the member or any dependant joining the scheme
10. Travel costs other than in an ambulance for emergency service to hospital only
11. Appointments not kept and fees for writing prescriptions
12. Non-PMB claims resulting from war, invasion, act of foreign enemy, hostilities, warlike operations (whether war be declared or not) civil war, rebellion, revolution, insurrection, military or usurped power; wherever a member has been participating
13. Convalescent or recuperative homes or clinics for the aged and chronically ill including frail care based on managed care protocols.
14. Loss of libido, including Viagra and Caverject
15. Acupuncture, reflexology and aromatherapy
16. Ante- and Postnatal exercise, except under Prescribed Minimum Benefits and Post-natal visits at registered nurse once registered on the Bambino Programme
17. Osseo-integrated tooth implants
18. X-rays performed by anyone other than a registered Radiologist, Radiographer, Registered Radiographer Assistant or Dentist
19. Benefits for medical expenses incurred outside the borders of South Africa is a scheme exclusion.
20. Complications arising from procedures or / and condition which is a scheme exclusion
21. Revision of scars Keloid removal except for burns and functional impairment
22. All expenses incurred due to elective Caesarean surgery out of protocol are not covered by the Scheme
23. Purchase or hire of medical, surgical or other appliances or devices not provided for in the rules or protocols or not scientifically proven. Including appliances to treat headaches, autopsies, back rests and chair seats, beds and mattresses, blood pressure monitors, electronic toothbrushes, humidifiers, pain relieving machines (e.g. TENS and APS)
24. Erythropoietin unless pre-authorised
25. Gender re-alignment
26. Uvulopalatopharyngoplasty
27. Hyperbaric oxygen treatment except for Prescribed Minimum Benefits
28. Organ donations to anyone other than a member or dependent of the scheme
29. Exclusions listed under "Dental Benefit Exclusions Summary", available on request from Scheme
30. Positron Emission Tomography (PET) scans where applicable
31. Alternative Health Practitioners (Osteopathy; Registered Counsellors; Reflexology; Phytotherapy; Therapeutic massage therapy)
32. 3D and 4D Maternity scans
33. MRI scans ordered by a general practitioner, unless there is no reasonable access to a specialist
34. X-rays performed by chiropractors
35. Chiropractor and Podiatry benefits in hospital
36. Sleep therapy
37. Bilateral gynaecomastia
38. Stethoscopes and sphygmomanometers (blood pressure monitors)
39. CT colonography (virtual colonoscopy) for screening
40. MDCT Coronary Angiography for screening
41. Epilation – treatment for hair removal
42. Facet joint injections and percutaneous radiofrequency ablations
43. Organs and haemopoietic stem cell (bone marrow) donations to any person other than to a member or dependent of a member on this Fund
44. Counselling by Registered Counsellors and/or Art Therapist. Subject to Prescribed Minimum Benefits
45. Allergy screening panels and/or desensitisation except when pre-authorised in-hospital and subject to managed care protocol.
46. Arch supports and chair seats
47. Beds and mattresses
48. Insulin pumps except for children 7 years or younger with frequent documented events of hypo and hyperglycemia
49. Blepharoplasties unless causing demonstrated functional visual impairment and pre-authorised
50. Persons attending on behalf of another registered beneficiary or main member at a registered healthcare services provider
51. Visiting a healthcare service provider with the sole purpose of obtaining a sick certificate without any treatment received
52. Maternity Bag is not available for mothers after birth, that did not register on the Bambino Programme
53. Biokinetics in and out of hospital, except under Health Assist benefit and protocol rule or when authorised under the Back treatment protocol

### General Disclaimer

This brochure is a marketing aid. The registered Scheme Rules will always take precedence and available on request.

Note that Thebemed may specify certain principles relating to the use of your benefits.

In terms of the Medical Schemes Act, medical schemes may apply waiting periods and/or late joiner penalties to new members joining the Scheme. If we do apply a late joiner penalty to your membership, we will let you know before we activate your cover.

## PREFERRED SERVICE PROVIDERS

|  |   |  |   |                                      |                                       |
|--|---|--|---|--------------------------------------|---------------------------------------|
|  | <b>Call Centre</b>  | callcentre@thebemed.co.za<br>086 184 3236          |  | <b>Call Centre WhatsApp</b>          | 086 184 3236                          |
|  | <b>Hospital &amp; Specialised Radiology Pre-Authorisation</b> | hospauth@thebemed.co.za<br>specauth@thebemed.co.za |  | <b>Chronic Medication</b>            | chronic@thebemed.co.za                |
|  | <b>Wellbeing</b>  | wellbeing@thebemed.co.za                           |  | <b>Complaints</b>                    | complaints@thebemed.co.za             |
|  | <b>Membership</b>   | Membership@thebemed.co.za                          |  | <b>Claims</b>                        | claims@thebemed.co.za                 |
|  | <b>Emergency Service for Netcare 911</b>                      | 086 063 8227                                       |  | <b>Optical authorisation for PPN</b> | 086 110 3529                          |
|  | <b>Dental authorisation for DENIS</b>                         | 086 010 4933                                       |  | <b>Thebemed Fraud Hotline</b>        | thebemed@tip-offs.com<br>080 000 0436 |



Thebemed is live on WhatsApp.  
Chat to us on 0861 84 32 36



Confirm benefits



Send a claim



Claims



Get a document



Get pre-authorisation



**THEBEMED**  
MEDICAL AID SCHEME

Thebemed is administered by Momentum TYB.

**momentum** |  **TYB**

Thebemed Medical Aid Scheme | Meersig Building, 269 West Ave, Centurion 0163 | 7 Lutman Street, Richmond Hill, Gqeberha, 6001.

Website: [www.thebemed.co.za](http://www.thebemed.co.za) Call Centre: 0861 84 32 36

Momentum Health | Meersig Building, 269 West Ave, Centurion 0163