

Cover for diagnostic endoscopies 2024

Who we are

Sasolmed (referred to as 'the Scheme'), registration number 1234, is a non-profit organisation registered with the Council for Medical Schemes. Discovery Health (Pty) Ltd (referred to as 'the Administrator') is a separate company and an authorised financial services provider (registration number 1997/013480/07). Discovery takes care of the administration of your membership for the Scheme.

Overview

Endoscopies also called scopes are used to investigate certain medical and surgical conditions like gastric ulcers, reflux, infections, and abnormal growths. You can have a scope done in your healthcare provider's rooms, in hospital as part of an approved admission or at a day clinic facility.

When we refer to scopes and how we cover them, we refer to diagnostic gastrointestinal scopes namely gastroscopy, colonoscopy, sigmoidoscopy, and proctoscopy. These are all used to investigate the digestive system.

This document also explains how we cover scopes, non-surgical procedures and tests by GPs, specialists, and clinical technologists.

You must contact us to preauthorise your scope

It is important to call and tell us about your scope as soon as you know about it. This is so you understand, depending on the procedure you're having done and where the scope will be done, whether a co-payment or upfront deductible payment will apply.

About some of the terms we use

Here is a list of some of the terms that you may not be familiar with, along with their meanings:

TERMINOLOGY	DESCRIPTION
Co-payment	Sasolmed pays service providers at the set Scheme Tariff. If the service providers charge more than the Scheme Tariff, the outstanding amount will be for your own cost.
Cover	Cover refers to the benefits you have access to and how we pay for these healthcare services such as consultations, medicine, and hospitals, on your network option.
Scheme Tariff	This is a tariff we pay for healthcare services from hospitals, pharmacies, healthcare providers and other providers of relevant health services.

Cover for diagnostic endoscopies

Sasolmed covers diagnostic endoscopies from the Non-surgical Procedures and Tests Benefit.

In-hospital non-surgical procedures and tests

In-hospital non-surgical procedures and tests by GPs, specialists, and clinical technologists, including pre-authorised sleep studies for evaluation of central sleep apnoea (overnight polysomnogram and CPAP titration) are covered unlimited at 100% of the Scheme Tariff and at 150% for specialists. All in-hospital benefits are subject to an associated hospital pre-authorisation being in place.

Out-of-hospital non-surgical procedures in healthcare providers rooms

Out-of-hospital non-surgical procedures and tests by GPs, specialists and clinical technologists are covered at 100% of the Scheme Tariff for:

- 24-hour oesophageal pH studies
- breast fine-needle biopsy
- cystoscopy
- prostate-needle biopsy

At 200% of the Scheme Tariff for:

- colonoscopy
- gastroscopy
- sigmoidoscopy
- proctoscopy

- flexible nasopharyngolaryngoscopy



Deductible member co-payments on out-of-hospital GP and specialist consultations will be waived where these non-surgical procedures and tests are performed in healthcare providers rooms.

Complaints process

You may lodge a complaint or query with Sasolmed directly on **0860 002 134** or send an email to enquiries@sasolmed.co.za

If your query or complaint is not resolved to your satisfaction, address a complaint in writing to the Principal Officer at the Scheme's registered address. Please be sure to include the reference number obtained through your direct contact with the Scheme.

Should your complaint still remain unresolved, you may lodge a formal dispute by following the Sasolmed internal disputes process, which is explained on the website at sasolmed.co.za

You may, as a last resort, approach the Council for Medical Schemes for assistance: Council for Medical Schemes Complaints Unit, Block A, Eco Glades 2 Office Park, 420 Witch-Hazel Avenue, Eco Park, Centurion, 0157 / **0861 123 267** / complaints@medicalschemes.co.za / www.medicalschemes.co.za

Contact us

You can find other important information on our website at sasolmed.co.za or contact us on **0860 002 134**.