

General Medical and Surgical Appliances Benefit 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

This document tells you more about how the General Medical and Surgical Appliances Benefit works.

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
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 received from hospitals, pharmacies, healthcare providers and other providers of relevant health services.

The General Medical and Surgical Appliances Benefit at a glance

The General Medical and Surgical Appliances Benefit has an overall limit of R13 250 per family and includes the following categories of appliances:

- Blood pressure monitors
- Foot orthotics
- Glucometers
- Incontinence products
- Nebulisers
- Walking aids
- Wheelchairs
- Contact lens for keratoconus

- CPAP and BiPAP appliances for sleep apnoea
- CPAP replacement masks
- CPAP humidifiers.

We cover appliances up to the Scheme Tariff for hiring or buying general medical or surgical aids as prescribed by a healthcare provider.

General medical and surgical appliances with sub-limits

Certain appliances have sub-limits which are included in the overall limit:

Blood pressure monitors	Limited to R1 030 per family every 24 months from 1 January 2023
Foot orthotics	Limited to R5 000 per beneficiary per year
Nebulisers	Limited to R1 140 per family every 24 months from 1 January 2023
Walking aids	Limited to R1 480 per family every 24 months from 1 January 2023
Contact lens for keratoconus	Limited to R2 940 per lens per beneficiary per year
CPAP and BiPAP appliances for sleep apnoea	Limited to one per beneficiary every 36 months from 1 January 2022
CPAP replacement masks	Limited to one per beneficiary per year
CPAP humidifiers	Limited to one per beneficiary every 24 months from 1 January 2023

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**.