

Cover for MRI and CT scans 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

A magnetic resonance imaging (MRI) scan produces detailed two-or three-dimensional images of organs inside the body, for example, the spine or brain. A computed tomography (CT) scan is a special radiography method that uses a computer to incorporate x-ray images into detailed two- or three-dimensional images. MRI and CT scans are specialised imaging techniques used to diagnose illness or injury in the body and in certain circumstances, to stage disease and monitor treatment response.

This document gives you more information about how Sasolmed covers you for MRI and CT scans. We explain how we cover MRI and CT scans done in-hospital and out-of-hospital, including how we cover multigated acquisition (MUGA) scans, radio isotope studies and CT colonography (virtual colonoscopy).

Other scans or x-rays used to investigate body systems or organs are not included in this document.

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

MRI and CT scans Benefit

The in-hospital and out-of-hospital MRI and CT scans benefit is limited to the specialist radiology limit of R25 600 per family and is paid at 100% of the Scheme Tariff. Cover for MRI and CT scans is subject to pre-authorisation and managed healthcare protocols. For in-hospital MRI and CT scans, specific authorisations are required in addition to any authorisation that may have been obtained for hospitalisation.

This benefit includes:

- CT scans
- MUGA scans
- MRI scans
- Radio isotope studies

CT colonography (virtual colonoscopy)

The benefit for CT colonography is subject to the specialised radiology limit of R25 600 per family and further limited to one virtual colonoscopy per beneficiary per year. Claims will be paid at 100% of the Scheme Tariff, subject to pre-authorisation and managed healthcare protocols. CT colonography is restricted to the evaluation of symptomatic patients only.

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**.