

Optometry 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

The Optometry Benefit provides cover for eye-care. Your optometry-related healthcare services are subject to the benefit limits available on your network option.

This document explains the Optometry Benefit and gives details on the benefits available to you.

About some of the terms we use in this document

There may be some terms we refer to in the document that you may not be familiar with. Here are the meanings of these terms.

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.

Available Benefits

The optometry benefit includes cover for consultations, lenses, frames, contact lenses and eye surgery.

Consultations and diagnostic procedures

We cover eye tests; single vision, bifocal or multifocal (varifocal), in glass and plastic, and plan zero power lenses; conventional soft contact lenses and disposable contact lenses, up to 100% of the lower of cost or negotiated Scheme Tariff.

Optometry consultations and visits, including diagnostic procedures are limited to two per beneficiary per annum and the following consultations are covered:

- General consultations
- Contact lens consultations related to keratoconus
- Binocular vision consultations
- Low vision consultations

Spectacle lenses, spectacle frames, lens enhancements, tinted lenses for albinism, contact lenses (general) and readers

Cover is limited to R4 720 per beneficiary on a 24-month benefit cycle, with effect from 1 January 2023. Lens enhancements and frames are only covered when claimed in conjunction with clinically appropriate spectacle lenses. General contact lenses are limited to the lenses frames and readers benefit limit of R4 720. There is no benefit for cosmetic enhancements to spectacle lenses and contact lenses.

Contact lenses for keratoconus

Contact lenses for keratoconus are limited to R2 940 per lens per beneficiary and included in the medical and surgical appliances limit of R13 250 per family per annum.

Refractive surgery (such as lasik, radial keratotomy and phakic lens insertion)

We cover refractive eye surgery and all associated services up to a limit of R15 100 per beneficiary per lifetime for both lenses, subject to pre-authorisation and managed healthcare protocols. This limit is a standalone limit and is not subject to the optometry benefit limit.

You can get a 20% discount on frames

You can get a 20% discount on your frames and eyeglass lenses when you visit an optometrist in the Optometry Network. The discount is applied immediately at point-of-sale.

The discount is only applicable to hardware items such as frames, eyeglass lenses and their add-ons. The discount is not available for contact lenses and professional services such as eye examination fees.

Visit sasolmed.co.za under Medical aid > Find a healthcare provider or click on Find a healthcare provider on the Sasolmed app to find a participating optometrist in the network.

How the discount is calculated

The 20% discount is calculated on the Optical Assistant Rate which is a guide optometrists use for billing purposes.

What to do when you pay cash

For cash payments, you get the discount immediately and you pay the amount that is due after the 20% discount has been applied.

Complaints process

You may lodge a complaint or query with Sasolmed directly at **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 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

Members who wish to approach the Council for Medical Schemes for assistance, may do so in writing to: Council for Medical Schemes Complaints Unit, Block A, Eco Glades 2 Office Park, 420 Witch-Hazel Avenue, Eco Park, Centurion, 0157 or via email at complaints@medicalschemes.co.za. Contact centre: 0861 123 267/ website 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**.