

Sasolmed disputes process

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.

How to file a complaint with Sasolmed

The steps to follow are:

1. Call the call centre on **0860 002 134** and speak to a service consultant or email enquiries@sasolmed.co.za. Remember to ask for a reference number. You will receive feedback within 24 to 48 hours.
2. If the complaint is not resolved, you can send the query to the consultant's team leader and/or a Client Relationship Manager.
3. If the matter is still not resolved, you may escalate the query to the Scheme's Fund Manager and then the Principal Officer. At this level, a benefit request may be referred to the Scheme's own Medical Advisory Panel for their consideration.
4. If the decision made by the Medical Advisory Committee is not acceptable, you can ask the Scheme's Board of Trustees to review the decision.

Declaring a dispute

Once you have exhausted all internal processes of the Scheme, you may declare a dispute. The Scheme will then call together its Disputes Committee to decide on the matter.

The Disputes Committee is an independent body that looks at all the facts of the dispute before making a fair decision.

The process works like a legal arbitration.

1. You will be given the first opportunity to set out the details of your case.
2. A representative of the Scheme will then have an opportunity to respond.
3. The Disputes Committee will make their decision and let you know.

If you are not satisfied with the ruling of the Scheme's Disputes Committee, you can file a formal complaint directly with the CMS. The CMS will then make a ruling based on submissions from all parties involved.

What is the Council for Medical Schemes?

The CMS is a statutory body established in terms of the Medical Schemes Act 131 of 1998 to provide regulatory oversight to the medical scheme industry. The CMS's vision is to promote vibrant and affordable healthcare cover for all.

How to submit a complaint to the Council for Medical Schemes?

Complaints regarding Sasolmed can be submitted by letter, fax, email or in person at the CMS Offices from Mondays to Fridays (08:00 to 17:00). The complaint form is available from www.medicalschemes.co.za.

Your complaints should be in writing, detailing the following: full names, medical scheme name, membership number, benefit option, contact details and full details of the complaint with any documents or information that substantiate it.

Their aim is to provide a transparent, equitable, accessible, expeditious, as well as a reasonable and procedurally fair dispute resolution process. The CMS will send a written acknowledgement of complaint within three working days of its receipt, providing the name, reference number and contact details of the person who will be dealing with a complaint.

In terms of Section 47 of the Medical Schemes Act 131 of 1998, a written complaint received in relation to any matter provided for in the Act will be referred to the medical scheme. The medical scheme is obliged to provide a written response to the CMS within 30 days.

The CMS' Customer Care Centre and Complaints Adjudication Unit also provides telephonic advice and personal consultations, when necessary.

Contact the CMS

Customer Care Centre 0861 123 267 (CMS)

Reception

Tel: 012 431 0500

Fax: 012 430 7644

General enquiries

Email enquiries:

information@medicalschemes.co.za

www.medicalschemes.co.za

Complaints

Fax: (086) 673 2466

Email: complaints@medicalschemes.co.za

Postal address

Private Bag X34

Hatfield

0028

Physical address

Block A, Eco Glades 2 Office Park 420 Witch-Hazel Avenue

Eco Park

Centurion

0157