**Umvuzo Health – Broker Training Test 1**

Full name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Instructions**

* *Please note that this test is not a group test and should thus be completed in complete silence.*
* *Test 1 consists of 16 questions, please answer all the below question*
* *The pass score for the overall tests is 80%*
1. **In your own words, what do you think sets Umvuzo Health apart from other schemes?**

**2 points**



****

1. **True or false: Umvuzo Health is run by a rich American family with the help of their friend?**
2. **point**



1. **True or false: Umvuzo Health is not subjected to the CMS rules?**
2. **point**

****

1. **True or false: Umvuzo Health subscribes to the Medical Schemes Act, No. 131 of 1998?**

**1 point**

****

1. **Umvuzo Health has a generous Medical Savings Account?**

**1 point**

****

1. **What is the difference between an open and a closed scheme? Which of these does Umvuzo fall under and why?**

 **5 points**

****

****

****

****

1. **Name the five sectors which Umvuzo Health works with?**

 **5 points**

****

****

1. **Name five things you need to know to effectively assist a member in choosing the right option.**

 **5 points**

****

****

****

****

****

1. **Define the Digital platform consultation on Umvuzo Health?**

**6 points**

****



1. **Do members on the Ultra-Affordable Value and Activator options make use of any private hospital?**

 **1 point**

****

****

****

1. **What is the income bracket for Ultra-Affordable members?**

**1 point**

****

1. **Name 5 changes uMvuzo medical aid has implemented in 2024 benefits?**

**5 points**



****



1. **Which options are classified as the fee for service options?**

**5 points**

****





1. **Mr. Willem tested positive for COVID 19 and has fully recovered, how many COVID tests does Umvuzo pay for per beneficiary and why?**

**2 points**





1. **Who is the Ultra-affordable option aimed at? Motivate your answer?**

**4 points**

****

****

****

1. **A prospective member who is over the age of 50 years and has four chronic conditions can only be placed on the lower option because of?**

**1 point**

****

1. **What is the difference between the Ultra Affordable options and the Standard option?**

**3 points**

****

****

****

**TOTAL: 50 points**

**Umvuzo Health – Broke Training Test 2**

1. **Are crowns and bridges covered on the Ultra Affordable option and from which benefit do they come from?**

**2 points**

****



1. **Mrs. Mahlangu is 2 weeks pregnant, should she register on the maternity program, or should she wait until her Standard Option specialist visits are exhausted?**

**3 Points**

****

****

****

1. **What is the registration process for maternity care plan?**

**3 points**

****

****

****

1. **Mr. Nku joined on the Standard option, a week later, he went to see a specialist, making use of his 10 specialist visits, and he later finds out that his account has rejected. What process should he have followed? 5 points**

****

****

****

****

****

1. **Ms. Gwebu is excited that she can now join a medical aid, which dependent(s) can she add on as her dependents?**

**4 points**









1. **Mr. Koloi has been successfully added as an Umvuzo member, how long will it take for him to get his membership card and medicine bag? 5 points**

****

****

****

1. **What is the age limit for a child dependent on the on uMvuzo health??**

**2 points**

****

****

****

1. **When filling in the application form, why must the member fill in his ID/Passport number on the top right corner of the application form? 2 points**







1. **What happens if a member hand in an incomplete form? How does that affect me a temp?**

**2 points**





1. **Is the disclosure form important? If yes, WHY?**

**5 points**

****

****

****

****

1. **On the attached application form, assist Mrs. Ledwaba to fill in her application form:**
* **Prudence Ledwaba**
* **She is Married,**
* **3 kids, 2 Sons &Daughter**
* **ID No.: 851204 0789 08 6,**
* **Works for Simba and her pay point is TCCO,**
* **Would like to be on the Supreme option,**
* **Stays at 15697 Vilakazi Street, The Willows, 0040,**

mthuthuzelig@medismart.co.za

* **012 845 0000,**
* **Home language: Isizulu,**
* **Banks with Absa: savings, 485320484, branch code Pretoria: 09453,**
* **She was previously Hospitalized as part of her mental health and Epilepsy condition.**
* **Start date requested 01/01/2024.**

**13 points**

1. **What will happen to Mr. Mwale disclosure form?**

**3 points**



****

****

**Total: 50 points**

**Umvuzo Health – Broker Training Test 3**

1. **What is the pre-authorization process?**

**4 points**

****

****

****

****

****

1. **How do you register on the Chronic Program (All options)?**

 **5 points**







1. **Once my application form has been successfully loaded and I have disclosed that I have a chronic condition, what process should I follow to access my medication?**

**3 points**

****

****

****

1. **From which option and benefit are metal base dentures covered from**?

 **1 point**

 ****

1. **Umvuzo Health covers \_\_\_\_\_\_\_\_ day’s supply for TTO medication?**

**1 point**



1. **Are spinal and head or brain scans covered on the Ultra Affordable option? Explain 2 points**



1. **How often can a member change or upgrade their option annually? From when the change will be effective?**

**2 points**





1. **Which emergency medical services do we make use of? 1 point**



1. **What is the Umvuzo Health 24/7/365 call Centre number? 1 point**



1. **In pairs, explain the benefits of the digital platform ?**
2. **points**
3. **In a 3-minute presentation, highlight the top Umvuzo Health benefits**

 **25 points**

**Total: 50**

**Grand total: 150 points**

**Passed or not?**