

A close-up photograph of a young Black couple smiling warmly at the camera. The woman, with her hair in a high bun, is leaning over the man's shoulder. Both are wearing bright yellow t-shirts. The background is a soft-focus outdoor scene with greenery and a clear blue sky. A yellow diagonal line runs from the top left towards the bottom right, separating the image into two main sections.

2027
STANDARD
BENEFIT GUIDE



ABOUT THE STANDARD OPTION

More cover for everyday health. More protection when life takes an unexpected turn. The **STANDARD OPTION** is designed for individuals and families who want dependable healthcare cover across day-to-day, chronic and more serious healthcare needs.

With access to in-person GP consultations, unlimited virtual consultations, unlimited formulary acute and chronic medication,

dentistry, optometry, preventative screenings, and hospital cover, it gives you confidence at every stage of life.

Standard combines comprehensive benefits with convenient ways to access care, creating a strong balance between value and protection. It is reliable family healthcare that's there for the routine, the unexpected and everything in between.

DIGITAL HEALTH MADE SIMPLE WITH UMVUZO HEALTH

Healthcare should fit into your life, not the other way around. Umvuzo Health's digital platforms make it easier to access care, manage your membership and stay connected wherever you are. Whether consulting a healthcare professional, checking your benefits or keeping up with important Scheme information, the support you need is right at your fingertips.

UMVUZO CARE APP

Your doctor's room — in your pocket.

Get professional healthcare advice wherever life takes you. The Umvuzo Care App connects you with healthcare professionals for convenient virtual consultations from home, at work or while travelling.

Whether you need help with a minor health concern, follow-up advice, or guidance on what to do next, quality care is just a few taps away. With unlimited virtual consultations available across Umvuzo Health options, accessing care is easier, faster, and more convenient, without unnecessary travel or waiting in waiting rooms.

Download the Umvuzo Care App and take healthcare with you.



UMVUZO WHATSAPP CHANNEL

Stay connected. Stay informed.

Health information should be easy to find and even easier to understand. The Umvuzo WhatsApp Channel keeps important Scheme information and healthcare updates within reach on the platform you already use daily.

Stay up to date with important announcements, benefit information, reminders, health tips and other useful updates from Umvuzo Health.

It's simple, familiar and designed to keep you connected to the information that helps you get more from your membership.

Scan the QR code to join the Umvuzo WhatsApp Channel today.



UMVUZO HEALTH MEMBER APP

Your membership. Your benefits. Your control.

Place the everyday management of your healthcare in your hands. The Umvuzo Health Member App provides you with convenient, secure access to your membership information whenever you need it.

View your membership card and benefit balances, track claims, request authorisations, and manage your important health information, all in one place. No unnecessary paperwork. No searching for information when you need it most.

It's a simpler way to understand your cover, manage your membership and make the most of your Umvuzo Health benefits.

Download the Umvuzo Health Member App and stay in control.



*Subject to Registrar of Medical Schemes approval

* Please note that the Scheme Rules supersede information contained in this document. Our Scheme Rules can be obtained on www.umvuzohealth.co.za

PRIMARY BENEFITS

NO PRE-AUTHORISATION REQUIRED • DOWNLOAD THE UMVUZO CARE APP TO ACCESS VIRTUAL CONSULTATIONS



GENERAL PRACTITIONERS & NURSES

- » Members have access to **10** in-person consultations per beneficiary at any GP
- » Additional in-person consultations must be accessed through the Umvuzo Digital Platform
- » Unlimited virtual consultations using Umvuzo Care App



MALE HEALTH

- » PSA (for the screening of prostate cancer)
- » Circumcision*
- » Vasectomy*

*** These services must be pre-authorised**



DENTAL CARE

General dentistry which includes the following:

- » **R5 100** per beneficiary per year
- » **Benefit includes:**
 - Dental Consultation
 - Extractions
 - Preventative & Fluoride Treatment
 - Cleaning, Scaling & Polishing
 - Dental Fillings
 - Oral X-rays
 - Crowns & Bridges
 - Emergency Root Canal
 - Wisdom Teeth Extraction (in the dentists' rooms)
 - Dentures



FEMALE HEALTH

- » Oral contraceptives cover of up to **R220** per registered female per month
- » Pap smear
- » Mammogram
- » Laparoscopic Sterilisation*

*** These services must be pre-authorised**



MATERNITY CARE PLAN

A basket of services consisting of the following benefits will be made available to the expectant mother upon registering on the plan.

- » 3 Visits to the GP or Gynaecologist
- » Additional blood and urine tests as required
- » 2 x 2D Ultrasound Scans
- » Prenatal supplements (iron, calcium and folic acid) for the duration of the pregnancy, subject to the formulary and a maximum value of **R300 per month**
- » Maternity Bag

Benefits will be prorated or apportioned according to the stage of the pregnancy at the time of registration.



INVESTIGATIONS

These services are available as referred by treating healthcare provider as per protocol:

- » Basic Radiology (X-rays)
- » Soft Tissue Ultrasound
- » Pathology (blood tests)



OPTOMETRY

Available every 24 months at PPN accredited network providers:

- » **1 consultation** per beneficiary
- » Frame limited to **R1 380** per beneficiary
- » 100% of the costs of clear lenses (single/bi-focal/multi-focal)
- » Contact lenses limited to **R2 150**

Over 93% of optometrists are already on the PPN Network.

Using a non-network provider will result in reduced benefits for consultations, frames and lenses.



PREVENTION & SCREENINGS

Members can access the screening and preventative benefits through any pharmacy that offers these services:

- » Flu Vaccine
- » Glucose Test (finger prick)
- » Cholesterol (finger prick)
- » Blood Pressure
- » BMI & Waist Circumference
- » Rapid HIV Test

SECONDARY BENEFITS

PRE-AUTHORISATION REQUIRED • SCHEME RATES APPLY



SPECIALIST VISITS

- » **10 visits per family per year**
 - Must be referred by the treating GP and be clinically necessary.
 - Pre-authorisation is required before accessing the specialist
 - Follow-up visits must be pre-authorised
 - Services covered include consultation and special investigations



APPLIANCES (ORTHOPAEDIC/ SURGICAL/MEDICAL)

- » **R14 040** per family per year
 - Back/leg/arm/neck support
 - Crutches
 - Surgical footwear post surgery
 - Diabetes and stoma aids continually essential to support the medical treatment
 - Wheelchairs- benefit available once every 5 years



EMERGENCY MEDICAL SERVICES

- » Netcare 911
- » Medical and Hospital Logistics Services
- » Emergency Road and Air Evacuation
- » 1 Medicine Bag per family upon joining
- » 1 Medicine Bag Refill per year

It is important to call only **Netcare 911** for emergency medical services to avoid out-of-pocket expenses.



EMERGENCY/AFTER HOUR VISITS

- » **5 after-hour visits per family** per year for incidents that occur at times when the treating GP is closed (in the evenings, after hours on weekends or public holidays)
- » Medication prescribed will be sufficient for a 3-day supply
- » An incident is defined as a condition not requiring hospitalisation or specialist intervention but clinically validates a consultation and/or a procedure room intervention and/or medication.



MEDICATION (FORMULARY)

- » Acute Medication prescribed by specialist will be covered in accordance to treatment guidelines
- » Chronic Medication will be covered as set out under CDL conditions



SUPPLEMENTARY BENEFITS (NO PRE-AUTHORISATION REQUIRED)

- » **R8 520** per family per year
 - Occupational Therapy
 - Dieticians
 - Speech Therapy & Audiology
 - Physiotherapy, Chiropractors and Biokinetics
 - Podiatry
 - Psychology
 - Homeopathy
 - Nurse visits covered up to **R210** per visit
 - Social and Community Workers

Maximum 60 minutes per consultation



MENTAL WELLNESS (NO PRE-AUTHORISATION REQUIRED)

- » 24/7 Hotline & WhatsApp Support for immediate mental health assistance
- » Therapist Consultations online or in person (**subject to available Supplementary Benefits**)
- » Group & Family Support for trauma, chronic illness, or major life changes
- » Digital Wellness Tools including coping guides, resilience content, and meditations.



TERMINAL AND WOUND CARE

- » **R8 000** per family per year
 - The cost for all services related to care for a terminal condition that do not conform to acute admission or services

HOSPITAL BENEFITS

UNLIMITED • PRE-AUTHORISATION REQUIRED • SCHEME RATES APPLY • ACCESS TO ALL HOSPITAL GROUPS



HOSPITAL ADMISSION

- » All admissions to hospital must be pre-authorised
- » In the case of a proven, life-threatening emergency, admission will automatically be granted for an initial period of 24 hours



GENERAL

- » Consultations (GPs and Specialists)
- » Treatment
- » Surgical Procedures and Operations
- » Non-surgical Procedures
- » Anaesthesia for Surgical Procedures
- » Medication administered during a hospital stay
- » Hospital Apparatus



ACCOMMODATION

- » General Ward
- » High Care
- » Intensive Care Unit (ICU)



INTERNAL MEDICAL AND SURGICAL PROSTHESES

- » Vascular Prosthesis (valve replacements, pacemakers, stents and grafts) **R42 360**
- » Functional Items and Recuperative Prosthesis (K-wires, plates, screws, lenses, slings and hearing aids*) **R14 040**
- » Joint Replacements **R47 460**
- » Major Musculoskeletal Prosthesis and Spinal Procedures **R28 500**

***Hearing aids are subject to a 3-year cycle per pair**



BLOOD TRANSFUSION

- » **100% of the cost**, including the cost of:
 - Blood
 - Apparatus
 - Operator's Fee



INVESTIGATIONS

- » Radiology (X-rays)
- » Pathology (blood tests)
- » Non-oncology Radiotherapy
- » Medical Technology (mammogram)



SCANS (IN & OUT OF HOSPITAL)

- » **2 scans per family per year**
 - RT Scan
 - MRI Scan
 - CAT Scan



DISCHARGE MEDICATION

- » **7 days' supply** of acute or chronic medication



MENTAL HEALTH

- » Subject to PMBs
- » Hospital-Based Mental Health Management has up to 3 weeks cover per year OR
- » Up to 15 Outpatient Psychotherapy contacts per year



ONCOLOGY (CANCER)

- » Members are required to register with the Cancer Management Programme
- » A total treatment plan benefit will be allocated based on Scheme Treatment Guidelines
- » Treatment must be obtained at Designated Service Providers (DSPs) and will be funded at negotiated tariffs according to the treatment protocols

YANDISA UMVUZO BENEFIT



The Yandisa Benefit is a:

- » A pre-authorised benefit extender for specific items (not services), that can extend cover for certain items under exceptional circumstances.
- » Factors taken into account in the granting of this benefit will include, but are not limited to clinical, functional and financial factors and intended purpose.
- » The benefit must be applied for by completing the prescribed form (available on www.umnvuzohealth.co.za) and submitting relevant substantiated documentation to be reviewed by the Clinical committee and then authorised, if approved.
- » The benefit is limited to **R50 000** per family per year.

Please note: This is not a gap cover and excludes primary care benefits and any other services.

DISEASE MANAGEMENT



ACTIVE DISEASE MANAGEMENT PROGRAMME

- » Our Disease Management Programme provides structured treatment plans that aim to help our members diagnosed with chronic conditions better manage their health, and maintain and improve quality of life.
- » The main aim of our programmes is to reduce the potential risks associated with a chronic condition and to promote optimum wellness.

CHRONIC MEDICINE MANAGEMENT

We cover treatment and medication for the following 27 CDL PMB conditions:

- » Addison's Disease
- » Asthma
- » Bipolar Mood Disorder
- » Bronchiectasis
- » Cardiac Failure
- » Cardiomyopathy
- » Chronic Obstructive Pulmonary Disorder
- » Chronic Renal Disease
- » Coronary Artery Disease
- » Crohn's Disease

- » Diabetes Insipidus
- » Diabetes Mellitus Types 1 & 2
- » Dysrhythmias
- » Epilepsy
- » Glaucoma
- » Haemophilia
- » HIV
- » Hyperlipidaemia
- » Hypertension
- » Hypothyroidism
- » Multiple Sclerosis
- » Parkinson's Disease

- » Rheumatoid Arthritis
- » Schizophrenia
- » Systemic Lupus Erythematosus
- » Ulcerative Colitis

We encourage all our members living with a chronic condition to register on the relevant Disease Management Programme to benefit from this coordinated care, personalised attention and ongoing support.

All Prescribed Minimum Benefits (PMBs) are covered according to Scheme Rules, Protocols and Formularies.

WHAT IS THE MONTHLY COST?



MAIN MEMBER

R3 370.00



PER
ADULT DEPENDANT

R3 200.00



PER
CHILD DEPENDANT

R1 022.00

MONTHLY CONTRIBUTIONS

SINGLE MEMBER



CONTRIBUTION
R3 370.00

DUAL PARENT FAMILY

CONTRIBUTION



R6 570.00



R7 592.00



R8 614.00



R9 636.00

SINGLE PARENT FAMILY

CONTRIBUTION



R4 392.00



R5 414.00



R6 436.00



R7 458.00

IMPORTANT CONTACT INFORMATION

Alenti Office Park, Building D, 457 Witherite Road,
The Willows, Pretoria, 0040
PO Box 1463, Faerie Glen, 0043

Medical emergency services (Netcare 911):	082 911
24-hour Pre-authorisation Call Centre:	0861 083 084
Hospital and Specialist Please Call Me:	060 070 2352
Pre-authorisation email address:	auth@rxhealth.co.za
Chronic Disease registration:	chronic@rxhealth.co.za
Maternity Care Plan registration:	maternity@rxhealth.co.za

www.umvuzohealth.co.za

HOW DO I GET A PRE-AUTHORISATION NUMBER?

- » Call us on **0861 083 084**
- » E-mail: **auth@rxhealth.co.za**
- » We will access your medical history immediately and assist you with obtaining any information you may need

PLEASE BE READY TO SUPPLY THE FOLLOWING INFORMATION WHEN REQUESTING PRE-AUTHORISATION

To ensure there are no delays to your request, please ensure you have on hand the following:

- » Your membership number,
- » The referral letter from the doctor,
- » ICD-10 code (in other words the diagnosis code),
- » The name and practice number of your referring doctor,
- » The name and practice number of the specialist to whom you are referred, and
- » Any other related documents as may be required.

Once your request has been processed and approved, you will then be sent your authorisation number on your mobile by SMS and email where applicable.

Administrative and Client services are attended to during business hours from:

MONDAYS TO FRIDAYS

08:00 - 17:30

SATURDAYS

08:00 - 13:00

PLEASE BE READY TO SUPPLY THE FOLLOWING INFORMATION WHEN CALLING UMVUZO HEALTH

- » Umvuzo Health membership number
- » Surname
- » South African ID number
- » Passport number (if you are from a neighbouring country)

Client Service Call Centre:	0861 083 084
Client Service Please Call Me:	060 070 2095
WhatsApp:	060 070 2094

Head Office Tel: **012 845 0000**

Fax: **086 670 0242**

E-mail: **info@umvuzohealth.co.za**

COUNCIL FOR MEDICAL SCHEMES

Tel: **0861 123 267**

E-mail: **support@medicalschemes.co.za**

complaints@medicalschemes.co.za

Website: **www.medicalschemes.co.za**



Find us on Facebook: Umvuzo Health