

19 October 2010

Dear Healthcare Professional,

Transfer of former Gen-Health members to Medshield, 13 October 2010: Important information

With reference to the press release from the Council for Medical Schemes on 14 October 2010, we are pleased to announce that Medshield Medical Scheme will provide a home for all former Gen-Health members from 13 October 2010.

How will my patients be affected?

Medshield is currently in the process of ensuring that all former Gen-Health members are issued with their new Medshield membership numbers and cards.

It is important to note that Medshield will not be taking on any history related to the members and any claims with a treatment date of 13 October 2010 and thereafter will have to be submitted with the new Medshield membership number. Medshield will be sending members more information on all the services that they offer together with the new Medshield membership card(s).

Will members' benefits and options change?

Yes, former Gen-Health members will be loaded on the existing Medshield options and will have pro-rated benefits from 13 October 2010 as follows:

- **Gen-Health Basic Plan to Medshield Standard Option**
- **Gen-Health Cover Plus to Medshield 80% Plan**
- **Gen-Health Primary Cover to Medshield Essential CareCross Options**

With regards to 2011, Medshield Medical Scheme is committed to ensuring that the benefits change as little as possible, however as is standard practice in all Medical Schemes, annual adjustments and amendments may be made. Members will be given adequate notice in accordance with the Medical Schemes Act.

Important NEW contact details from 13 October 2010

Address for the submission of member claims	PO BOX 4346 Randburg 2125
Provider call centre	086 000 2120
Emergency call centre	086 100 6337
Website address	www.medshield.co.za
Chronic Benefit Management	cmm@medscheme.co.za 086 010 0608
Hospital Pre-Authorisation	preauth@mso.co.za 086 000 2121

Claims processing and payments:

All claims for a treatment date of up to and including 12 October 2010 have to be submitted to Gen-Health.

Claims with a treatment date of 13 October 2010 and thereafter have to be submitted to Medshield Medical Scheme.

Internet access

Healthcare Professionals will still be able to access their personal and patient's details online by simply going to www.medshield.co.za and logging in with your current Medshield credentials.

Hospital Authorisations

No hospital authorization history will be taken on and members will be required to re-apply for any hospital authorization approved by Gen-Health prior to 12 October 2010.

Medshield contracts the management of these services to Medical Services Organisation (MSO).

For any new or updated hospitalization authorization requirements from **13 October 2010**, please contact MSO on the details as set out above.

Chronic Medicine Authorisation

No chronic authorization history will be taken on by Medshield and member will be required to re-apply for any chronic medicines in accordance to the member's available benefits and Medshield Scheme rules.

Medshield contracts the management of these benefits to Medscheme Health Risk Solutions (MHRS) Information on Medshield's designated service providers will be communicated shortly.

For any new or updated chronic authorization requirements from **13 October 2010**, please contact MHRS on the details as set out above.

Please be assured that all effort will be made to minimize inconvenience to members and service providers.

Yours sincerely,



Duduza Khosana

Executive Principal Officer

Medshield Medical Scheme