

# newsletter

DEAR MEMBER

We have pleasure in presenting our second newsletter for 2009, which includes various interesting articles.



## Registration of a spouse or child

### Remember to register:

- ▶ Your spouse within 30 days of your marriage.
- ▶ Your child within 30 days of birth or adoption.

The registration of the marriage should take place within **30 days** of the date of marriage, which will result in your spouse being registered from the date of marriage. Registration more than 30 days after the marriage will result in your spouse only being registered from the date of application. Normal waiting periods will apply, if applicable, for the registration of a spouse as a dependant.

The registration of the birth or adoption of a child should take place within **30 days** from the date of birth or adoption. Registration of the newborn or newly adopted child outside the 30-day period, will result in the child only being registered from the date of application. Waiting periods will not be imposed on a newborn or newly adopted child.

For more information, please contact the Client Service Department on **0800 003 149**.

SEPTEMBER 2009

## IN THIS ISSUE

- Registration of a spouse or child
- Direct payment into your bank account
- Checking your benefits
- Do we have your e-mail address?
- Cervical cancer
- Health tip – update on the H1N1 Influenza virus (swine flu)
- Medical aid fraud
- Reminder – Preventative Screening Health Risk Assessment (HRA) benefit
- Important contact details

# Direct payment into your bank account

The Society reimburses claims to members with cheques when we do not have your bank account details on record. It is more efficient, safer and quicker if claims are reimbursed by paying the funds directly into a member's bank account. Should you wish to ensure that the Society reimburses claims directly into your bank account, please provide the following bank account details:

- ▶ your membership number
- ▶ name of financial institution
- ▶ bank account number
- ▶ branch code
- ▶ type of account.

You can provide your bank account details to the Society via fax on **011 381 2399** or you can post the required details to **Afrox Medical Aid Society, PO Box 31391, Braamfontein 2017**.

## Do we have your e-mail address?

If you have an e-mail address and still receive your Society communication via the post, please provide your e-mail address and membership number to us at **afrox@mhg.co.za** or contact the Client Service Department on **0800 003 149** to update your profile. This will enable us to provide you with electronic claims statements and notify you via e-mail when your claims have been processed.



[www.afroxmed.co.za](http://www.afroxmed.co.za)



## Checking your benefits

Please ensure that you are aware of your benefits available for each benefit category for the remainder of 2009. You can do this by checking your claims statement, accessing the Customer Online service on the secure website **www.afroxmed.co.za** or by contacting the Client Service Department on **0800 003 149**.



# Cervical cancer

Cervical cancer (cancer of the cervix) is a very common malignant condition in South African women.

According to the Cancer Association of South Africa (CANSA), the vaccinations could eradicate cervical cancer in time.

A doctor can detect abnormal changes at the cervix by performing a gynaecological examination and taking a pap smear. The recently launched vaccines for strains of the human Papilloma virus (HPV), which causes most cases of cervical cancer, have the potential to greatly reduce the prevalence of the disease. According to the Cancer Association of South Africa (CANSA), the vaccinations could eradicate cervical cancer in time.

Currently, the two vaccines that are registered in South Africa are Merck & Co's GARDASIL® and GlaxoSmithKline's Cervarix®. Currently, the private sector price for GARDASIL® is R770 per unit. Since the vaccine has to be injected three times, the total cost could amount to R2 310. Cervarix® is slightly cheaper at R700 per unit, or could amount to R2 100 for the course. This vaccine would only be effective if the individual has not been or is not sexually active.

#### Sources:

Drugs and Therapeutic Committee: Qualsa Healthcare (Pty) Ltd  
[http://www.health24.com/medical/Condition\\_centres/777-792-4101-4106,47126.asp](http://www.health24.com/medical/Condition_centres/777-792-4101-4106,47126.asp)

## Health tip

### Update on the H1N1 Influenza virus (swine flu)

The South African Department of Health opened a H1N1 Influenza hotline in August 2009. The hotline provides members of the public with an opportunity to ask specific questions and request information on the H1N1 Influenza.

Trained personnel on communicable diseases, supported by experts from the Department, operate this line. The hotline number is **0861 DOH CDC** or **0861 364 232**.

#### What is H1N1 Influenza?

H1N1 Influenza is a respiratory disease caused by the influenza viruses that regularly affect pigs. People do not normally get swine flu, but human infections have been known to happen. The World Health Organisation has determined that the H1N1 Influenza is contagious and is spreading from human to human. When infected people cough or sneeze, infected droplets get on their hands, drop onto surfaces, or are dispersed into the air. Another person can breathe in contaminated air, or touch infected hands or surfaces, and be exposed.

#### Protect yourself from H1N1 Influenza

- ▶ Avoid touching your mouth and nose.
- ▶ Clean hands thoroughly with soap and water, or cleanse them with an alcohol-based hand wash on a regular basis (especially if touching the mouth and nose, or surfaces that are potentially contaminated).
- ▶ Avoid close contact with people who might be ill.
- ▶ Reduce the time spent in crowded settings if possible.
- ▶ Improve airflow in your living space by opening windows.

- ▶ Practice good health habits including adequate sleep, eating nutritious food and keeping physically active.

### Other health tips

Preventing the spread of germs is the most effective way of combating the virus. Observing basic hygiene practices will not only reduce the risk of catching common influenza, but also your risk of passing it on to others.

- ▶ Always carry tissues.
- ▶ Cover your coughs and sneezes.
- ▶ Throw used tissues in a bin.
- ▶ Always wash your hands.

Practice basic hygiene

#### Sources:

<http://www.who.int/csr/disease/swineflu/en/index.html>  
<http://www.doh.gov.za/docs/pr-f.html>



## Medical aid fraud

Please note that should you for whatever reason terminate your membership of the Society, you would thereafter not be entitled to utilise any of the Society's benefits. Those members, who have terminated their employment with the employer for any reason other than retirement, will no longer be entitled to remain a member of the Society. The date of termination from the Society will coincide with the last day of employment with the employer. Obtaining treatment or utilising any of the Society's benefits after this date may be considered fraudulent. We therefore encourage members to make arrangements to register on an alternative medical scheme to avoid any complications after the termination of your membership from the Society.



## Reminder

### Preventative Screening Health Risk Assessment (HRA) benefit

The Society would like to advise members to utilise the Preventative Screening (HRA) benefit that was introduced for all principal members on the Base Plan, with effect from 1 January 2009.

The service consists of a consultation with a doctor, which includes the following tests:

- ▶ blood sugar
- ▶ blood pressure
- ▶ Body Mass Index (BMI)
- ▶ cholesterol.

These tests will help to enable doctors to provide an early and precise diagnosis and treatment of any condition discovered.

**Remember: Prevention is the first step in staying healthy.**

## IMPORTANT CONTACT DETAILS

### ADDRESS FOR CLAIMS SUBMISSIONS

Afrox Medical Aid Society  
PO Box 31391  
Braamfontein  
2017

### IN-PERSON ENQUIRIES

101 De Korte Street  
Braamfontein  
2001

### CLIENT SERVICE CALL CENTRE

Tel: 011 703 3010 or Toll-free: 0800 003 149  
Fax: 011 381 2399  
E-mail: [afrox@mhg.co.za](mailto:afrox@mhg.co.za)  
Website: [www.afroxmed.co.za](http://www.afroxmed.co.za)

### METROPOLITAN HEALTH GROUP/KPMG FRAUD HOTLINE

Toll-free: 0800 200 564

### CHRONIC MEDICATION

Direct Medicines: 0861 444 405

### EMERGENCY RESCUE SERVICES

Netcare 911 – Toll-free: 082 911

### HOSPITAL RISK MANAGEMENT (PRE-AUTHORISATION)

Toll-free: 0861 888 302  
E-mail: [afroxhrm@qualsa.co.za](mailto:afroxhrm@qualsa.co.za)

### PMB – CARE PLAN QUERIES

E-mail: [afroxpmb@qualsa.co.za](mailto:afroxpmb@qualsa.co.za)

### AID FOR AIDS

Tel: 0860 100 646  
Fax: 0800 600 773  
E-mail: [afa@afadm.co.za](mailto:afa@afadm.co.za)  
Website: [www.aidforaids.co.za](http://www.aidforaids.co.za)