

flexiFED 1  
20

23



**INTERACTIVE** RATES & BENEFITS GUIDE

**GET STARTED**



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# Medical aid members can **build their way**

In a world where consumers demand customisation, Fedhealth Medical Scheme offers our members the chance to build their medical aid their way. By choosing our flexiFED range, members decide how their cover is structured, to suit their needs and pocket.



The most important building blocks of the flexiFED range include:

Use it as a **supercharged hospital plan**, a super-charged **savings plan** or a supercharged **flexible savings plan**

Choose to **reduce** your monthly contribution by either **11% or 25%**

flexiFED plans are **tailored around the member's life stage**

Only pay for the cover needed right now with our **30-day upgrade policy**

We pay more from Risk to stretch day-to-day benefits further

Testament to the fact that we have the expertise and capability to look after our members, Fedhealth boasts a successful **86-year track record in healthcare**, a **Global Credit Rating of AA-** retained for 15 consecutive years, and a **solvency rate of 42.76%** (as at 31 December 2021).

We've made it our mission to take excellent care of the changing health and wellness needs of our members as they go through life, whilst always ensuring the sustainability of the Scheme for all our members.

Join Fedhealth to enjoy the reassurance that you can build your perfect medical aid.



# Unique benefits **paid from Risk**

Take a look at our unique benefits paid from Risk **(and not the member's day-to-day benefit)** to save the member money:



## Upgrades to higher options any time of year

Life happens, right? So whether you are diagnosed with a serious illness, get married or discover that a baby is on the way, Fedhealth will let you upgrade to a higher option that better suits your needs within 30 days of your diagnosis or circumstances changing.



## Unlimited network doctor's visits

On Fedhealth, members can see their GP as often as they need on most options, by either visiting any network GP or a nominated network GP (depending on the option).



## Post-hospitalisation treatment for up to 30 days after discharge from hospital

This means that following a hospital stay, your treatment like physiotherapy, x-rays or pathology is covered by Fedhealth, and not your day-to-day benefit or your own pocket. Excludes follow-up consultations with GPs or specialists.



## Take-home medication

Fedhealth pays for seven days of take-home medication when you're discharged from hospital. The medication must however be dispensed by the hospital, and must reflect on the original hospital account.



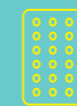
## Specialised radiology

Fedhealth covers specialised radiology such as MRI and CT scans from Risk, whether it's performed in- or out-of-hospital. A co-payment applies to non-PMB MRI/CT scans on all options.



## Trauma treatment at a casualty ward

On Fedhealth, injuries that require medical treatment like stitches or the setting of a fractured bone, are covered whether you're admitted to hospital or not. Authorisation must be obtained within 48 hours and a co-payment of R750 per visit for non-PMBs applies to all options.



## Female contraception

Oral, patches, certain injectables, contraceptive rings as well as IUDs that include the Mirena® are paid for by Fedhealth. It must, however, be prescribed by a GP or gynaecologist and is not applicable to pills prescribed for acne.



## In-hospital dentistry for children under 7

We pay for dentistry performed in-hospital for children up to the age of 7. The hospital account and anaesthetist costs are paid from the in-hospital benefit while the dentist's account comes from day-to-day benefits. Not applicable to flexiFED 1.



## Child rates for financially dependent children

On Fedhealth, you pay child rates for children who still depend on you financially, are unmarried and don't earn more than the maximum social pension up to 27 years of age.





# flexiFED 1

The plan for young and healthy people just starting out in life

Fedhealth's flexiFED 1 option provides solid in-hospital benefits, chronic benefits, screening benefits, and day-to-day benefits paid from Risk. Competitively priced, it's the ideal for young members at the start of their careers who are not yet considering babies.

flexiFED 1 has a Threshold benefit that kicks in once day-to-day claims have reached the Threshold level, as long as all day-to-day claims have been submitted. Certain claims like preventative dentistry will be paid from the Threshold benefit.

Additional benefits include female contraceptives paid from Risk, specialised radiology like MRI and CT scans, and upgrades any time of year within 30 days of a life-changing event.

On this option, you can choose one of three ways to structure your day-to-day benefits, or Fedhealth Savings powered by the MediVault:

- Use your flexiFED option as a supercharged hospital plan, and pay for any day-to-day expenses from your own pocket;
- Use it as a supercharged savings plan and we will make a set pool of funds available for day-to-day expenses that you pay back in equal portions over the year; or
- Use it as a supercharged flexible savings plan where you can access day-to-day funds if and when you need it, but only pay for what you use (interest free, over 12 months).

Lastly, you can select a further discount on your medical aid by choosing flexiFED 1<sup>Elect</sup> and saving considerably on your monthly contribution. To enjoy this discount, you will need to pay a R13 800 co-payment for all planned procedures at any private hospital. This co-payment doesn't apply to emergencies.



## DAY-TO-DAY BENEFIT

On this option, day-to-day expenses are first funded from any available Savings the member might have. Once their Savings is depleted, day-to-day expenses can be funded from Fedhealth Savings powered by the MediVault once the member has transferred funds to their Wallet. The amount of Fedhealth Savings available depends on the member's chosen flexiFED 1, 2, 3 or 4 option as well as their family composition. Members can choose to either use their Fedhealth Savings as part of a supercharged savings plan (previously known as the FIXED repayment structure) where they pay it back in equal portions from January each year, OR as part of a supercharged flexible savings plan (formerly known as the FLEXIBLE repayment structure) where they only pay for the portion they use - interest free over 12 months.

Members on this option have a Nominal Savings contribution, which allows them to transfer/retain any accumulated Savings from a previous option/scheme when joining this option. They have the option to top up this Savings Account at any time up to a maximum annual amount of 25% of their gross contribution. Any claim submitted which is not funded from Risk will be funded from the members Savings Account first.

### Threshold benefit

On flexiFED 1, the Threshold benefit pays for limited day-to-day expenses once claims have accumulated to the Threshold level.

### Day-to-day benefits paid by the Scheme

We pride ourselves on paying more from Risk so the members' day-to-day benefit lasts longer.

### Screening benefit

Preventative screenings and assessments like lifestyle screenings, wellness screenings (includes finger prick glucose and cholesterol, blood pressure, waist circumference and body mass index (BMI) and physical screenings are covered from this benefit.

### Savings

The funds in the member's Medical Savings Account (MSA) will be used first when he or she has day-to-day medical expenses.

## CHRONIC DISEASE BENEFIT

This benefit covers chronic conditions on the CDL. It's covered in full up to the Medicine Price List if members use medicine on the formulary and obtain it from one of our preferred providers, Clicks, Dis-Chem, Medirite (and their courier pharmacies Clicks Direct Medicines, Dis-Chem Direct, Medirite Courier Pharmacy) and Pharmacy Direct. Members can however use any pharmacy to obtain their chronic medication. Non-use of a preferred provider may result in a co-payment if the dispensing fee is in excess of 25%/ R27.50 for pharmacies or the agreed courier rate for courier pharmacies.

## IN-HOSPITAL BENEFIT

Members have no overall annual limit for hospitalisation.







# flexiFED 1 Supercharged Hospital Plan

Fedhealth gives you three different ways to structure your day-to-day benefits on our flexiFED options. Here's how:

## Use it as a **supercharged** hospital plan only

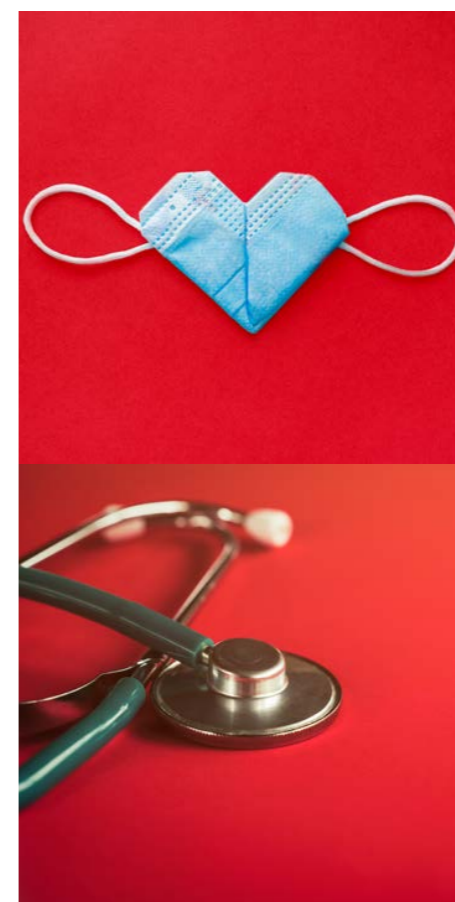
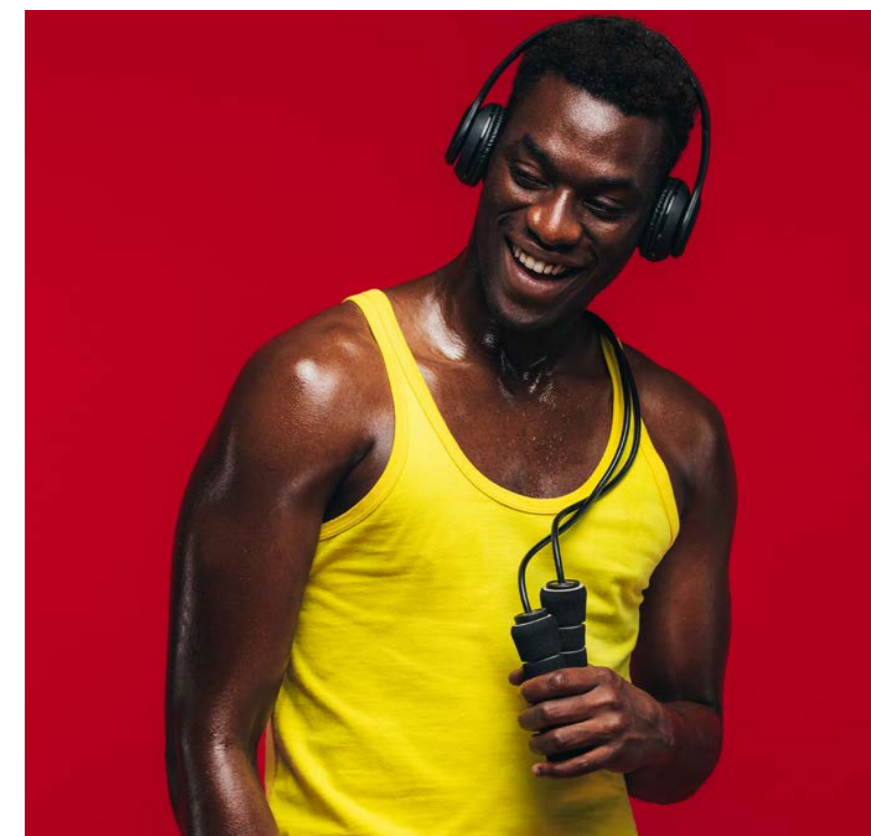
If you want to keep your contributions as low as possible while ensuring complete peace of mind should you be admitted to hospital, the flexiFED supercharged hospital plan is perfect for you.

## Why do we call it a **“supercharged”** hospital plan?

Because unlike other hospital plans that only pay for hospital related expenses, our flexiFED plans go further by covering you for a range of day-to-day benefits as well. These include unlimited cover for female contraceptives, unlimited cover for trauma treatment in a casualty ward (with a co-pay), unlimited cover for MRI/CT scans (with a co-pay), 7 days' supply of take-home medicine post-discharge, 30-day post hospital benefit, unlimited GP consults and dentistry. Certain plans offer even more built in day-to-day benefits for things like optometry, maternity, childhood benefits and mental health... all at no additional cost to the member.

## Your supercharged hospital plan includes the following benefits:

In-hospital benefit overview	>	<a href="#">More info</a>   <a href="#">Benefit table</a>
Chronic benefit overview	>	<a href="#">More info</a>   <a href="#">Benefit table</a>
Screening benefit overview	>	<a href="#">More info</a>   <a href="#">Benefit table</a>
Cancer cover overview	>	<a href="#">More info</a>   <a href="#">Benefit table</a>
Maternity and childhood benefit overview	>	<a href="#">More info</a>   <a href="#">Benefit table</a>
Mental Health benefit overview	>	<a href="#">More info</a>   <a href="#">Benefit table</a>



[How much will I pay? >](#)



# flexiFED 1 Supercharged

Fedhealth gives you three different ways to structure your hospital cover options. Here's how:

## Use it as a **supercharged** hospital plan only

If you want to keep your contributions as low as possible while ensuring comprehensive hospital cover, a supercharged hospital plan is perfect for you.

## Why do we call it a **“supercharged”** hospital plan?

Because unlike other hospital plans that only pay for hospital related expenses, this plan also covers a range of other benefits as well. These include unlimited cover for female contraceptives, unlimited cover for MRI/CT scans (with a co-pay), 7 days' supply of take-home medicine and dental cover. Certain plans offer even more built in day-to-day benefits for things like gym membership at an additional cost to the member.

## Your supercharged hospital plan includes the following benefits:

In-hospital benefit overview	>
Chronic benefit overview	>
Screening benefit overview	>
Cancer cover overview	>
Maternity and childhood benefit overview	>
Mental Health benefit overview	>

## UNLIMITED PRIVATE HOSPITAL COVER



On flexiFED 1, members must use:

### FEDHEALTH NETWORK HOSPITALS\*

*Co-pay of R7 800 applies if not used for planned hospital procedures.  
flexiFED 1 members may be treated at ANY hospital in an emergency, but will be moved to a network hospital once stabilised or face the co-pay.*

### This benefit covers:



**Hospital account**



**Doctors and Specialists**  
e.g. anaesthetists  
Fedhealth Network GPs and Specialists covered in full - non-network GPs and Specialists covered up to Fedhealth Rate.



**Other healthcare providers**  
e.g. X-rays



**Certain procedures at day wards, day clinics and doctor's rooms**  
Fedhealth Day Surgery Network must be used to avoid co-pay.



**270 hospital-based PMB conditions**  
DSPs and referrals may apply to avoid co-pay.

**Pre-authorization** must be obtained for all planned hospital admissions.

**EMERGENCIES:** members must obtain authorisation within 2 working days after hospital admission.

An emergency is unexpected, requiring immediate treatment to avoid lasting damage to organs, limbs or other body parts, or death.



# flexiFED 1 Supercharged H

Fedhealth gives you three different ways to structure your day-to-day options. Here's how:

## Use it as a **supercharged** hospital plan only

If you want to keep your contributions as low as possible while ensuring complete peace of mind, a supercharged hospital plan is perfect for you.

## Why do we call it a **“supercharged”** hospital plan?

Because unlike other hospital plans that only pay for hospital related expenses, our flexiFED plans offer a range of additional benefits as well. These include unlimited cover for female contraceptives, unlimited cover for trauma cover for MRI/CT scans (with a co-pay), 7 days' supply of take-home medicine post-discharge, dental cover for dentistry. Certain plans offer even more built in day-to-day benefits for things like optometry, which is an additional cost to the member.

## Your supercharged hospital plan includes the following benefits:

<b>In-hospital benefit overview</b>	>	More info
<b>Chronic benefit overview</b>	>	More info
<b>Screening benefit overview</b>	>	More info
<b>Cancer cover overview</b>	>	More info
<b>Maternity and childhood benefit overview</b>	>	More info
<b>Mental Health benefit overview</b>	>	More info

## In-hospital benefit

flexiFED 1 has an unlimited in-hospital benefit. Pre-authorisation must be obtained for all planned hospital admissions. For emergencies, authorisation must be obtained within two working days after going to hospital.

- The in-hospital benefit covers hospital costs and accounts from doctors, specialists e.g. the anaesthetist and the X-ray department.
- It also covers selected procedures in day wards, day clinics and doctor's rooms. Members must use facilities on the Fedhealth Day Surgery Network to avoid a R2 200 co-payment.
- Members must use a hospital on the Fedhealth Hospital Network. If they use any other hospital, they will have to pay a co-payment of R7 800 on the hospital account.

### Cover for hospital admissions

- The hospital account is covered from the in-hospital benefit.
- Specialists and GPs on the Fedhealth network are covered in full. Specialists and GPs not on the Fedhealth network are covered up to the Fedhealth Rate.
- Referral by a medical practitioner and pre-authorisation are required for physiotherapy, covered up to the Fedhealth Rate.

### Prescribed Minimum Benefits (PMBs)

PMBs are a basic level of cover for a defined set of conditions.

By law, all medical schemes are required to cover the treatment of 270 hospital-based conditions and 27 chronic conditions, i.e. the Chronic Disease List (CDL), in full without co-payment or deductibles, as well as any emergency treatment and certain out-of-hospital treatment.

This means that all schemes must provide PMB level of care at cost for these conditions. In order for members to get funding in full, schemes are allowed to require members to use Designated Service Providers (DSPs) and apply formularies and managed care protocols.

- Fedhealth uses network specialists, network GPs and network hospitals for the provision of PMBs.
- Members must use a Fedhealth Network Specialist and a nominated network GP in order for the cost to be refunded in full.
- Should you not use these DSPs for PMB treatment, the Scheme will reimburse treatment at the non-network rate.
- Co-payments are applicable to the voluntary use of non-DSPs. Referral must be obtained from a Fedhealth Network GP for consultations with Fedhealth Network Specialists. If referral is not obtained, there will be a co-payment on specialist claims paid from the Risk benefit. Co-payments are option dependent.

**Please note:** Qualification for reimbursement as a PMB is not based solely on the diagnosis (condition), but also on the treatment provided (level of care). So although a member's condition may be a PMB condition, the Scheme would only be obliged to fund it in full if the treatment provided was considered PMB level of care.

### Co-payments on certain procedures

For some treatments and procedures, members must pay an amount out of their own pocket. Co-payments apply to the hospital account and/or certain procedures, depending on the option.

### What qualifies as an emergency?

- An emergency is when the condition is unexpected and requires immediate treatment. This means that if there is no immediate treatment, the condition might result in lasting damage to organs, limbs or other body parts, or even in death.
- Members on network hospital options can get treatment for emergency medical conditions at any hospital, but once their condition has stabilised and they can be safely transferred to a network hospital, the co-payment will apply if they opt not to be transferred.







WELCOME TO  
FEDHEALTH

UNIQUE BENEFITS  
PAID FROM RISK

FLEXIFED 1  
OVERVIEW

**FLEXIFED 1  
SUPERCHARGED  
HOSPITAL PLAN**

FLEXIFED 1  
SUPERCHARGED  
SAVINGS PLAN

FLEXIFED 1  
SUPERCHARGED  
FLEXIBLE SAVINGS PLAN

PROGRAMMES  
AND WELLNESS  
INITIATIVES

CONTRIBUTIONS  
& BENEFIT TABLES

CONTACT  
DETAILS

# flexiFED 1 Supercharged Hospital Plan

Fedhealth gives you three different ways to structure your day-to-day benefits on our flexiFED options. Here's how:

## Use it as a **supercharged** hospital plan only

If you want to keep your contributions as low as possible while ensuring complete hospital coverage, a supercharged hospital plan is perfect for you.

## Why do we call it a **"supercharged"** hospital plan?


Because unlike other hospital plans that only pay for hospital related expenses, this plan also covers day-to-day benefits as well. These include unlimited cover for female contraceptives, unlimited cover for MRI/CT scans (with a co-pay), 7 days' supply of take-home medicine, dental, and vision. Certain plans offer even more built in day-to-day benefits for things like gym membership at an additional cost to the member.

## Your supercharged hospital plan includes the following benefits:


In-hospital benefit overview	>
<b>Chronic benefit overview</b>	>
Screening benefit overview	>
Cancer cover overview	>
Maternity and childhood benefit overview	>
Mental Health benefit overview	>

## CHRONIC MEDICATION BENEFIT X

**This benefit covers:**




**27 Prescribed Minimum Benefit conditions**  
Paid from formulary. Preferred provider must be used.



**Chronic Disease List conditions**  
Covered in full if preferred provider and medicine on formulary are used.

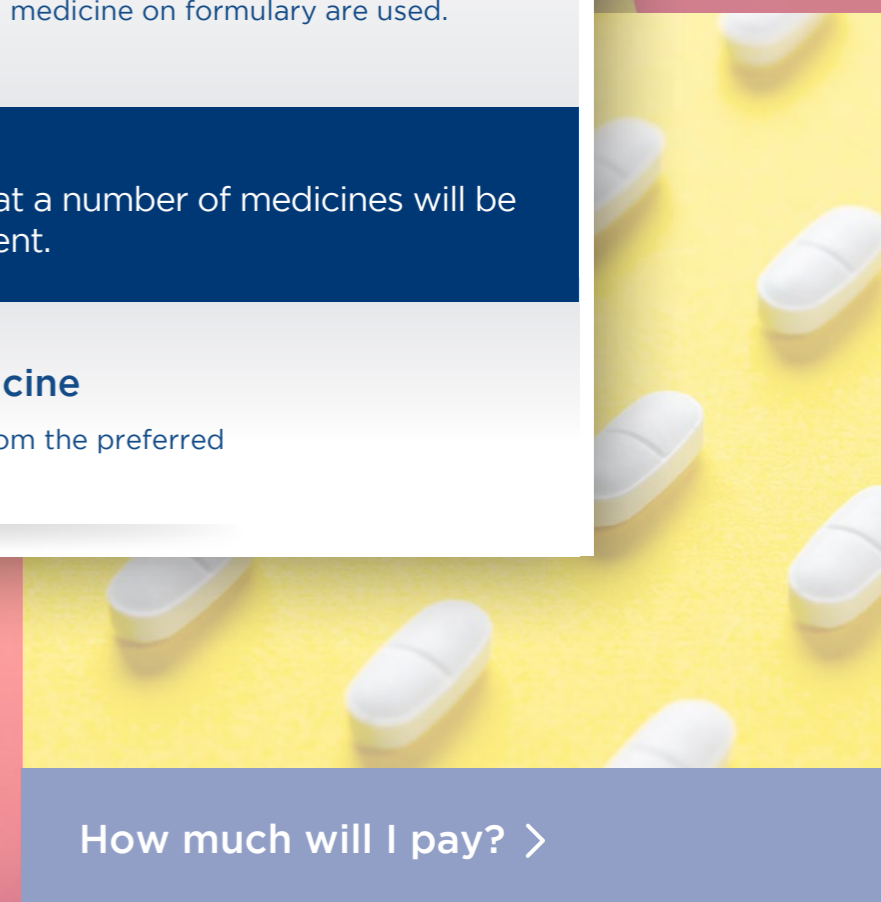
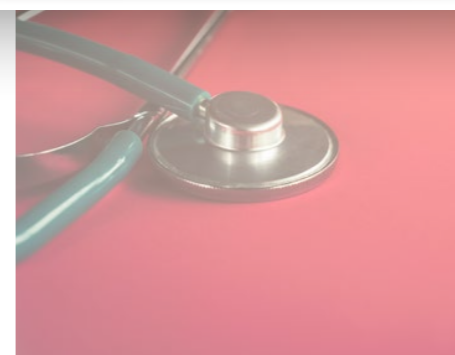
**Medicine Price List (MPL)**  
MPL is a reference price list that is set at a level to ensure that a number of medicines will be available without any co-payment.



**Obtaining chronic medicine**  
Members must obtain chronic medicines from the preferred providers

[More info](#) | [Benefit table](#)

[More info](#) | [Benefit table](#)



[How much will I pay? >](#)



# flexiFED 1 Supercharged Hospital Plan

Fedhealth gives you three different ways to structure your day-to-day costs. Here's how:

## Use it as a **supercharged** hospital plan only

If you want to keep your contributions as low as possible while ensuring complete peace of mind, our supercharged hospital plan is perfect for you.

## Why do we call it a **“supercharged”** hospital plan?

Because unlike other hospital plans that only pay for hospital related expenses, our flexiFED 1 covers a range of benefits as well. These include unlimited cover for female contraceptives, unlimited cover for travel, cover for MRI/CT scans (with a co-pay), 7 days' supply of take-home medicine post-discharge, dental and dentistry. Certain plans offer even more built in day-to-day benefits for things like optometry, which would be an additional cost to the member.

## Your supercharged hospital plan includes the following benefits:

In-hospital benefit overview	>	More info
<b>Chronic benefit overview</b>	>	More info
Screening benefit overview	>	More info
Cancer cover overview	>	More info
Maternity and childhood benefit overview	>	More info   Benefit table
Mental Health benefit overview	>	More info   Benefit table

## Chronic medicine benefit

### Prescribed Minimum Benefit (PMB) conditions

All options have a benefit for the 27 chronic conditions on the PMB Chronic Disease List (CDL). The benefit covers medication for the list of CDL conditions paid from a formulary and must be obtained from a preferred provider.

### Chronic Disease Benefit

This benefit covers the conditions on the CDL.

### Chronic Disease List

Conditions on the CDL are covered in full, provided members use the Scheme's preferred providers as well as medicine on the basic formulary. If the medicine on the formulary is not used, the member will have to pay a 40% co-payment on the cost of the medicine.

### Medication for additional chronic conditions

flexiFED 1 does not cover medicine for additional chronic conditions.

### The Medicine Price List (MPL)

Medication will be covered at the MPL rate up to the limits as specified on the chosen option. MPL is a reference price list that benchmarks each product against generically similar products. It does not restrict the member's choice, but limits the amount the Scheme will refund for each product. The MPL reference price is set at a level to ensure that a number of medicines will be available without any co-payment.

### Obtaining chronic medicine

- Can obtain chronic medicine from any preferred provider pharmacies namely Clicks, Dis-Chem and Medirite, and the following courier pharmacies: Clicks Direct Medicines, Dis-Chem Direct, Medirite Courier Pharmacy and Pharmacy Direct.
- These preferred provider pharmacies ensure price certainty for members when obtaining medication.
- Members may also use any other pharmacy including independent pharmacies, however if a dispensing fee in excess of 25%/ R27.50 is charged, the member will have to pay the difference.

How much will I pay? >



# flexiFED 1 Supercharged Hospital Plan

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## Why do we call it a **“supercharged”** hospital plan?

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Your supercharged hospital plan includes the following benefits:


In-hospital benefit overview	>
Chronic benefit overview	>
<b>Screening benefit overview</b>	>
Cancer cover overview	>
Maternity and childhood benefit overview	>
Mental Health benefit overview	>


## SCREENING BENEFIT


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**This benefit covers screenings for:**


  
**Women's health**

  
**Men's health**

  
**Children's health**

  
**Cardiac health**

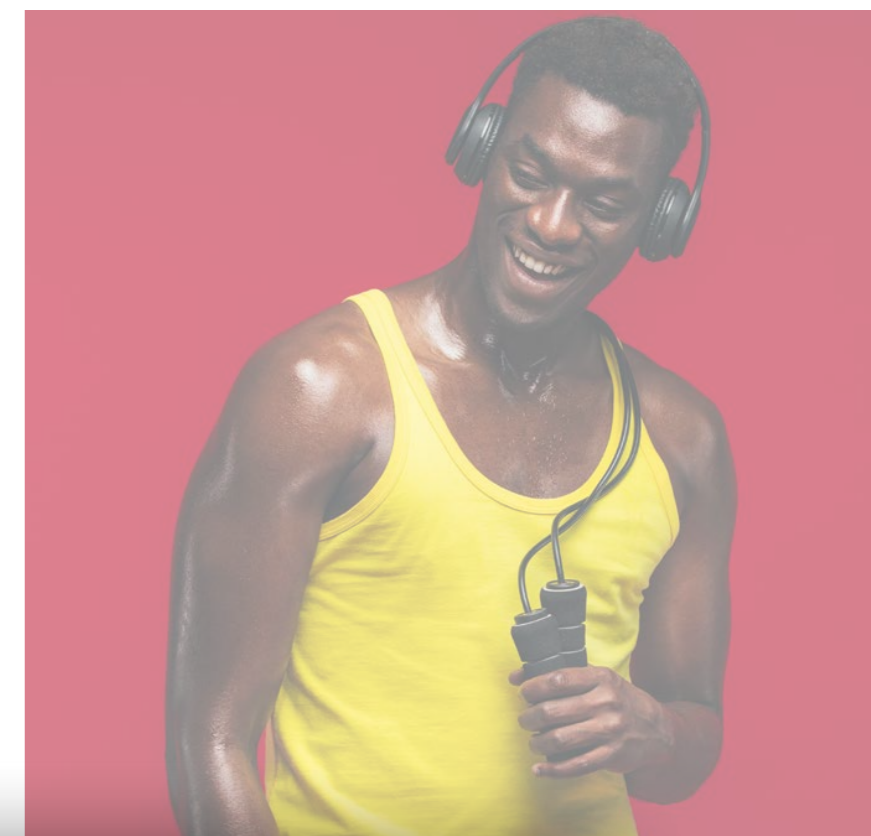
  
**Over 45's**

  
**Health risk assessments**

[More info](#) | [Benefit table](#)

[More info](#) | [Benefit table](#)

[How much will I pay? >](#)







# flexiFED 1 Supercharged Hospital Plan

Fedhealth gives you three different ways to structure your day-to-day options. Here's how:

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## Your supercharged hospital plan includes the following benefits:

In-hospital benefit overview	>	More info
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Mental Health benefit overview	>	More info

## Screening benefit

Packed with screenings for every life stage, Fedhealth's screening benefit was created to stretch members' day-to-day benefit by paying more from Risk. The Scheme pays for screenings for women's, children's, cardiac, as well as general health (like an annual flu vaccine). This benefit covers the tests and assessments done to help members either prevent illness or address specific conditions they may already have. Consultations are subject to available scheme benefits.

Women's Health		
Cervical cancer screening (Pap smear)	Women; ages 21 to 65	1 every 3 years
Men's Health		
Prostate Specific Antigen (PSA)	Men; ages 45 to 69	1 every year
Children's Health		
Immunisation Programme (as per State EPI)	Birth to 12 years	Various
Cardiac Health		
Cholesterol screening (full lipogram)	All lives; aged 20 and older	1 every 5 years
Over 45's		
Breast cancer screening with mammography	All lives; aged 45 and older	1 every 2 years
Colorectal cancer screening (faecal occult blood test)	All lives; ages 50 to 75	1 every year
Pneumococcal vaccination	All lives; aged 65 and older	1 per lifetime
General		
Flu vaccination	All lives	1 every year
HIV finger prick test	All lives	1 every year
Health risk assessments		
Wellness screening (BMI, blood pressure, finger prick cholesterol & glucose tests)	All lives	1 every year
Preventative screening (waist-to-hip ratio, body fat %, flexibility, posture & fitness)	All lives	1 every year



# flexiFED 1 Supercharged

Fedhealth gives you three different ways to structure your contributions. Here's how:

## Use it as a **supercharged** hospital plan only

If you want to keep your contributions as low as possible while ensuring comprehensive cancer cover, a supercharged hospital plan is perfect for you.

## Why do we call it a **"supercharged"** hospital plan?

Because unlike other hospital plans that only pay for hospital related expenses, this plan also covers a range of additional benefits as well. These include unlimited cover for female contraceptives, unlimited cover for MRI/CT scans (with a co-pay), 7 days' supply of take-home medicine, dental cover, and vision cover. Certain plans offer even more built in day-to-day benefits for things like physiotherapy, occupational therapy, and more, all at no additional cost to the member.

## Your supercharged hospital plan includes the following benefits:

In-hospital benefit overview	>
Chronic benefit overview	>
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<b>Cancer cover overview</b>	>
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## ONCOLOGY BENEFIT



Upon cancer diagnosis, members must register on the:

### Fedhealth Oncology Programme

**NB:** Members can upgrade to a higher option within 30 days of cancer diagnosis.

#### This benefit covers:



**Oncology treatment**  
ICON is the oncology designated service provider on all options.



**Chemotherapy and related treatment**  
Use of Oncology Pharmacy Network applies on this option to avoid co-pay.



**Radiotherapy**



**Consultations and visits**



**Pathology**



**Radiology**  
General  
Specialised.



**Surgery and hospitalisation**  
Paid from in-hospital benefit.



**Stoma therapy**



**Terminal care**  
Paid from terminal care benefit up to annual limit per family.



**Post-active treatment**



**Align benefit for palliative care**



# flexiFED 1 Supercharged Hospital Plan

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## Cancer cover

### Fedhealth Oncology Programme

- Fedhealth members diagnosed with cancer must register on the Fedhealth Oncology Programme.
- All members can change to a higher option within 30 days of a life-changing diagnosis like cancer to ensure they receive the required oncology treatment.
- Proposed treatment plan must be submitted so the oncology team can approve the appropriate therapy.
- The oncology benefit can be accessed by obtaining pre-authorization from the Fedhealth Oncology Programme team, a team of highly skilled healthcare professionals supported by oncologists and haematologists from the private, public and academic sectors.

### Independent Clinical Oncology Network (ICON)

The Scheme has contracted with ICON, a network of oncologists that includes 75% of all practicing oncologists in South Africa. ICON is the Designated Service Provider (DSP) for management of the oncology benefit.

### Chemotherapy and associated medicine

Chemotherapy and medicine directly associated with the treatment of cancer will be paid from the oncology benefit, provided a valid authorisation has been obtained.

Chemotherapy, medicine and consumables associated with the cancer treatment should be obtained from the Oncology Pharmacy Network and in accordance to the oncology Preferred Product List (PPL) – non-use will result in a 25% co-payment.

### Radiotherapy

Radiotherapy will be paid from the oncology benefit, provided a valid authorisation has been obtained.

### Oncologist consultations and hospital visits

- Paid from the oncology benefit while the member has an active chemotherapy or radiotherapy authorisation. Prior to starting treatment, consults are paid from Savings.
- Hospital visits are pre-authorized at the same time as the authorisation for chemotherapy or radiation. Number of visits authorised and the period for which these visits are authorised will be detailed.

### Pathology

Oncology-related pathology claims are paid from the oncology benefit while the member is receiving chemo or radiotherapy treatment, provided that the member has a valid authorisation. A list of appropriate pathology codes has been defined and these claims are automatically paid from the oncology benefit.

### Radiology – general

Claims are paid from the oncology benefit while the member is receiving treatment (chemotherapy or radiotherapy), provided that the member has a valid authorisation. A list of appropriate radiology codes has been defined and these claims are automatically paid from the oncology benefit.

### Radiology – specialised

Specialised radiology (e.g. CT scans, MRIs, angiography, radioisotopes) requires a separate pre-authorization and is paid from Risk. These pre-authorisations must be obtained from the Hospital Authorisation Centre. A co-payment for non-PMB MRI/CT scans applies on most options.

### Surgery and hospitalisation

Claims for surgery and hospitalisation will be paid from the in-hospital benefit, provided that the member obtains a valid authorisation from the Hospital Authorisation Centre.

### Stoma therapy

Stoma therapy will be paid from Risk. Pre-authorization not required.

### Alignd

Fedhealth has partnered with Alignd to offer members with serious illnesses, like advanced cancer, extra care. The benefit covers an initial consultation with a palliative care trained doctor to assess their needs holistically. Counselling for the member and their family is included, as is putting in place an advance healthcare plan or living will. Three follow-up doctor consultations, and two follow-up social worker consultations per year are also covered.

### Terminal care and private nursing

- Accommodation in a hospice or terminal care facility will be covered from the Terminal Care Benefit up to R34 500 per family per year.
- Pre-authorization must be obtained from the Hospital Authorisation Centre.
- Private nursing will be paid from the Alternatives to Hospitalisation benefit, where available.

### Post-active treatment

- Post-active refers to the time when the member actually had last active treatment (e.g. hormone therapy, chemotherapy or radiotherapy).
- “For life” means that the member will remain on the oncology programme as long as the cancer is in remission.
- Whilst in remission, a list of consultation, radiology and pathology codes has been defined and claims are automatically paid for life from the oncology benefit. Should the condition regress, the active treatment benefit will be reinstated upon submission of a new treatment plan.







# flexiFED 1 Supercharged

Fedhealth gives you three different ways to structure your contributions. Here's how:

## Use it as a **supercharged** hospital plan only

If you want to keep your contributions as low as possible while ensuring comprehensive hospital cover, a supercharged hospital plan is perfect for you.

## Why do we call it a **“supercharged”** hospital plan?

Because unlike other hospital plans that only pay for hospital related expenses, this plan also covers a range of additional benefits as well. These include unlimited cover for female contraceptives, unlimited cover for MRI/CT scans (with a co-pay), 7 days' supply of take-home medicines, dental cover, and more. Certain plans offer even more built in day-to-day benefits for things like physiotherapy, which would otherwise be an additional cost to the member.

## Your supercharged hospital plan includes the following benefits:

In-hospital benefit overview	>
Chronic benefit overview	>
Screening benefit overview	>
Cancer cover overview	>
<b>Maternity and childhood benefit overview</b>	>
Mental Health benefit overview	>

## MATERNITY & CHILDHOOD BENEFIT



This benefit covers:

### PREGNANCY AND BIRTH



Fedhealth Baby Programme



Doula (birthing coach)



Midwife consultations in- and out-of-hospital

### CHILDHOOD



Paed-IQ telephonic advice line



Infant hearing screening



Childhood immunisations



Trauma treatment in a casualty ward



Child rates for financially dependent children up to age 27

### APPLIANCES

Breast pumps and nebulisers covered from Savings (NAPPI code required).

[More info](#) | [Benefit table](#)

[How much will I pay? >](#)



# flexiFED 1 Supercharged Hospital Plan

Fedhealth gives you three different ways to structure your day-to-day benefits on our flexiFED options. Here's how:

## Use it as a **supercharged** hospital plan only

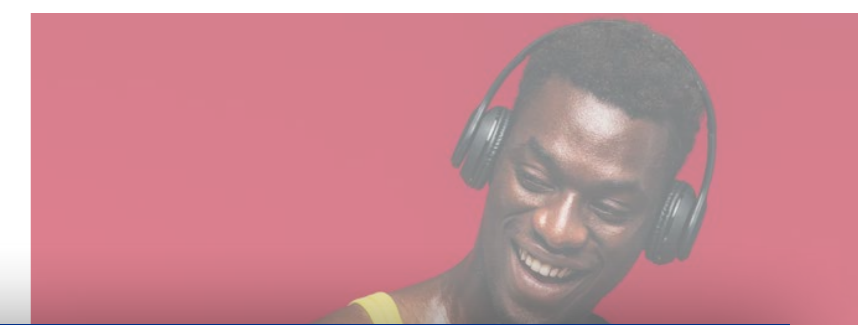
If you want to keep your contributions as low as possible while ensuring complete peace of mind, our supercharged hospital plan is perfect for you.

## Why do we call it a **“supercharged”** hospital plan?

Because unlike other hospital plans that only pay for hospital related expenses, our flexiFED plans offer a range of additional benefits as well. These include unlimited cover for female contraceptives, unlimited cover for trauma cover for MRI/CT scans (with a co-pay), 7 days' supply of take-home medicine post-discharge, dental cover for dentistry. Certain plans offer even more built in day-to-day benefits for things like optometry, which is an additional cost to the member.

## Your supercharged hospital plan includes the following benefits:

In-hospital benefit overview	>	More info
Chronic benefit overview	>	More info
Screening benefit overview	>	More info
Cancer cover overview	>	More info
<b>Maternity and childhood benefit overview</b>	>	More info
Mental Health benefit overview	>	More info



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## Maternity and childhood benefit

Fedhealth provides rich maternity benefits across the flexiFED option range, that so parents-to-be can focus on the joy of their pregnancy journey.

Some of Fedhealth's maternity and childhood benefits members on flexiFED 1 can expect:

**Maternity benefits**

- Fedhealth Baby Programme – a free programme for all expecting beneficiaries offering support, advice and a free Fedhealth baby bag filled with items for baby
- Doula benefit – R3 000 per delivery for a doula (birthing coach) to assist mom during natural childbirth
- Postnatal midwifery benefit – four consultations per delivery with a midwife in- and out-of-hospital

**Great childhood benefits**

- Paed-IQ – free access to a 24/7 paediatric telephonic advice line
- Infant hearing screening benefit – one test from birth up to the age of eight weeks with an audiologist up to the Fedhealth Rate
- Childhood immunisations – immunisation from birth up to 12 years as per the state EPI

- Trauma treatment in a casualty ward – we cover emergency treatment, like stitches, in a casualty ward, whether the member is admitted to hospital or not. Authorisation must be obtained and a co-payment of R750 applies to non-PMBs
- Child rates up to the age of 27 – financially dependent children up to 27 are covered under child rates, provided they don't earn more than the maximum social pension
- Only pay for three children – we cover fourth and subsequent children for free

**Appliances**

We pay for breast pumps and nebulisers from the member's Savings provided they have a NAPPI code. This will accumulate to Threshold up to the appliances, external accessories and orthotics limit.



# flexiFED 1 Supercharged Hospital Plan

Fedhealth gives you three different ways to structure your day-to-day benefits on our flexiFED options. Here's how:

## Use it as a **supercharged** hospital plan only

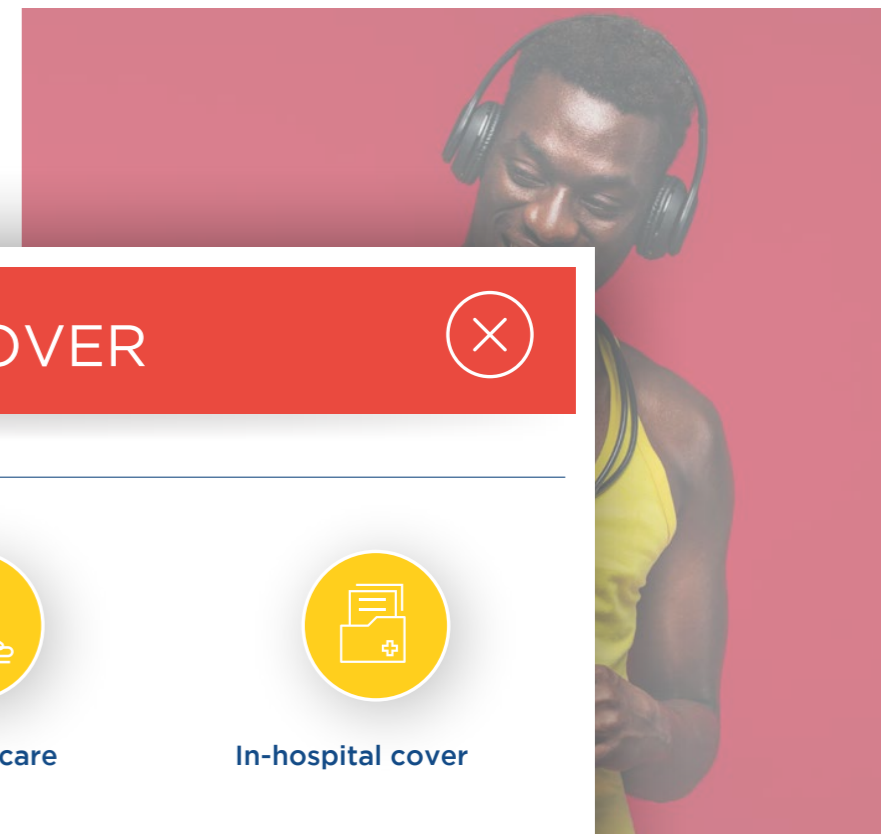
If you want to keep your contributions as low as possible while ensuring cover, a supercharged hospital plan is perfect for you.

## Why do we call it a **“supercharged”** hospital plan?

Because unlike other hospital plans that only pay for hospital related expenses, flexiFED 1 Supercharged Hospital Plan also covers day-to-day benefits as well. These include unlimited cover for female contraceptives, unlimited cover for MRI/CT scans (with a co-pay), 7 days' supply of take-home medicine, dental and dentistry. Certain plans offer even more built in day-to-day benefits for things like vision, which are not an additional cost to the member.

## Your supercharged hospital plan includes the following benefits:

In-hospital benefit overview	>
Chronic benefit overview	>
Screening benefit overview	>
Cancer cover overview	>
Maternity and childhood benefit overview	>
<b>Mental Health benefit overview</b>	>



## MENTAL HEALTH COVER

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**This benefit covers:**



**Mental Health Resource Hub**



**Chronic medication**

PMBs only



**Ambulatory care plans**

Manages diagnoses out-of-hospital. Paid from Scheme limits if Fedhealth Network providers are used, then from Risk.

**PMB conditions:**  
Up to 21 days in-hospital OR up to 15 psychotherapy sessions out-of-hospital.



**In-hospital cover**

**PMB conditions:**  
Up to 21 days in-hospital OR up to 15 out-of-hospital psychotherapy sessions.

**NB: Hospital admissions for mental health**

✓ Doctor must obtain authorisation first    ✓ Fedhealth Network GPs/Specialists covered in full



flexiFED 1 members must use **Mental Health Hospital Network** to avoid R7 800 co-pay.







# flexiFED Supercharged

If you want to keep your contributions as low as possible, should you be admitted to hospital, the flexiFED Supercharged hospital plan offers you the best of both worlds.

## Why do we call it a “supercharged” hospital plan?

Because unlike other hospital plans that only pay for hospital care, the flexiFED Supercharged hospital plan also covers a range of day-to-day benefits as well.

These include unlimited cover for female contraceptives, unlimited cover for MRI/CT scans (with a co-pay), 7 days' supply of take-home medicines, dental care, physiotherapy, podiatry, optometry, audiology, and dentistry.

Certain plans offer even more built-in day-to-day benefits for you, all at no additional cost to you.

## Your supercharged hospital plan includes the following benefits:

- In-hospital benefit overview
- Chronic benefit overview
- Screening benefit overview
- Cancer cover overview
- Maternity and childhood benefit overview
- Mental Health benefit overview**

## Mental health benefit

Fedhealth supports members with mental health conditions by making the following benefits available to members:

### Mental Health Resource Hub

The Mental Health Resource Hub provides credible mental health information and support channels. It's available via the Fedhealth Family Room or members can visit [www.medscheme.com/mental-wellness-resource-hub/](http://www.medscheme.com/mental-wellness-resource-hub/)

### Chronic Benefit

- Chronic medicine for mental health conditions is limited to PMBs on flexiFED 1.

### Ambulatory Care Plans

- A care plan is a list of the type and number of services that's likely to be needed for management of a diagnosis in an out-of-hospital setting.
- Fedhealth covers these costs from the member's available Scheme limits, subject to the use of the Fedhealth Network Providers. Once the member's Scheme limits are used up, further services, as listed in their care plan, will continue to be paid from Risk. To ensure payment from the correct benefit, the member must make sure that every claim sent has an ICD-10 code reflected on it.
- The PMBs allow for a combined benefit of up to 21 days in-hospital or up to 15 out-of-hospital psychotherapy sessions for major affective disorders. These out-of-hospital psychotherapy sessions are made available as part of the member's care plan on request from their treating healthcare provider.

### In-hospital Benefits

As above, the PMBs allow for a combined benefit of up to 21 days in-hospital or up to 15 out-of-hospital psychotherapy sessions for major affective disorders. Admission into a facility for a mental health diagnosis requires authorisation.

### Factors to consider before an admission:

#### 1. Is the member's doctor on the Fedhealth Network?

All Scheme options have a GP and specialist network applicable. Should the member choose not to use network providers, the Scheme will only refund treatment up to the Fedhealth Rate for non-network GPs and specialists. The member will have a shortfall should the healthcare professional charge more.

#### 2. Is the hospital/facility that the member is being admitted to part of the network list applicable to their option?

flexiFED 1 utilises the Mental Health Hospital Network and admission to a non-network facility will attract a R7 800 co-payment.

### Panda Mental Health Support App

Panda makes mental health benefits and support available through the Fedhealth Member App.

- Fedhealth members have **FREE** access to all aspects of the Panda Bamboo Forest; videos and exercises; training; reading materials; and live virtual group sessions.
- Individual virtual consultations with registered counselors are subject to standard scheme benefits.
- Fulfilment of the Stress and Anxiety benefit **exclusive to flexiFED 1 members**. flexiFED 1 members can use the Panda app for the following consultations via a virtual platform:
  - ~ Two individual consultations per year with a registered counsellor.
  - ~ These sessions will be paid from risk benefits, provided that the correct ICD 10 codes and tariff codes are submitted with the claim.





# flexiFED 1 Supercharged Hospital Plan



## In-hospital benefit

This benefit covers all treatments and procedures that have to be done in a hospital and that are covered by the flexiFED options. All limits are per family per year unless otherwise stated.

flexiFED 1	
<b>Overall annual limit (OAL)</b>	Unlimited at network hospitals. R7 800 co-payment on voluntary use of non-network hospital. R2 200 co-payment on voluntary use of non-network day surgery facilities.
<b>Healthcare Professional Tariff in hospital (HPT)</b>	
Fedhealth Network GPs and Specialists	Covered unlimited. Paid in full.
Non-network GPs	Paid up to Fedhealth Rate
Non-network Specialists	Paid up to Fedhealth Rate
Other Healthcare Professionals	Paid up to Fedhealth Rate
<b>Prescribed Minimum Benefits (PMB):</b> Treatment for PMB conditions can be funded in two ways:	To have the treatment for PMB conditions covered in full, you will have to use Fedhealth Network GPs, Specialists, Hospitals and DSPs where applicable. Should you choose not to make use of network providers, the Scheme will only refund treatment up to the Fedhealth Rate and you will have a co-payment should the healthcare professional charge more
<b>Hospitalisation costs:</b> accommodation in a general ward, high care ward and intensive care unit, theatre fees, medicine, material and hospital apparatus	Unlimited at negotiated tariff at network hospitals only.
<b>Additional medical services</b> (dietetics, occupational therapy and speech therapy)	Paid from Fedhealth Savings or self-funded. Accumulates at cost to Threshold level
<b>Alternatives to hospitalisation</b>	
Nursing services, private nurse practitioners & nursing agencies	Unlimited at negotiated tariff
Sub-acute facilities, physical rehabilitation facilities	Unlimited at cost up to PMB level of care
<b>Appliances, external accessories and orthotics</b>	Paid from Fedhealth Savings or self-funded. Accumulates at cost to Threshold level
<b>Blood, blood equivalents and blood products</b>	Unlimited
<b>Immune deficiency related to HIV infection</b>	Unlimited (see HPT)
<b>Maternity - Healthcare Professional Tariff in-hospital (HPT)</b>	
Fedhealth Network GPs and Specialists (e.g. Gynaecologists & Paediatricians)	Covered unlimited. Paid in full.
Non-network GPs	Paid up to Fedhealth Rate
Non-network Specialists	Paid up to Fedhealth Rate
Other Healthcare Professionals	Paid up to Fedhealth Rate

flexiFED 1	
<b>Dentistry</b>	
Maxillo-facial surgery	Unlimited, subject to approval (see HPT)
Surgical extraction of impacted wisdom teeth	You pay a co-payment of R5 100 on the hospital bill
In-hospital dentistry benefit for children under 7	No benefit
<b>Oncology:</b> oncologist consultations, visits, treatment and materials for chemotherapy and radiotherapy, approved medication, radiology and pathology	Unlimited at cost at PMB level of care at Designated Service Provider* and paid at Essential protocol. 25% co-payment applies where a DSP is not used.
<b>Organ transplant</b> including immunosuppression medication	Unlimited at cost at PMB level of care
Corneal graft	No benefit
<b>Pathology, radiology</b> (general)	Unlimited at Fedhealth Rate
<b>Physiotherapy</b>	Subject to referral by a medical practitioner, pre-authorisation and treatment protocols
<b>Psychiatric services:</b> accommodation in a general ward, procedures, ECT, materials and hospital equipment, consultations and visits, medicines and injection material	Unlimited at cost at PMB level of care
<b>Renal dialysis</b> (chronic): consultations, visits, all services, materials and medicines associated with the cost of renal dialysis	Unlimited at cost at PMB level of care at Designated Service Provider (DSP). A 40% co-payment applies where a DSP is not used
<b>Childhood illness specialised drug benefit</b> (up to the age of 18)	No benefit
<b>Specialised radiology</b>	Unlimited at Fedhealth Rate. First R3 650 for non-PMB MRI/ CT scans for the member's account
<b>Spinal surgery</b>	No benefit unless PMB level of care
<b>Terminal care benefit</b>	R34 500

\*Designated Service Provider is ICON (Independent Clinical Oncology Network)



# flexiFED 1 Supercharged Hospital Plan



## Co-payments

Co-payments may apply on certain in-hospital procedures, which will be for the member's account.

flexiFED 1	
<b>Co-payments per event applicable on the hospital/ facility bill only</b>	
Adenoidectomy, bunion procedures, diagnostic cystoscopy, gastritis/ dyspepsia/ heartburn, nasal procedures, skin biopsy/ excision	R7 540
All open hernia surgery	R7 540
Arthroscopic procedures - knee, shoulder, ankle	R9 450
Arthroscopic procedures: wrist	Unlimited at cost at PMB level of care
Arthroscopic procedures: hip	No benefit
Back & neck procedures	R7 540
Colonoscopy, upper GI endoscopy	R7 540
Dental admissions	No benefit
Hysterectomy (unless for cancer)	R4 460
Inguinal hernia surgery	R7 540
<b>Joint replacements</b>	
Single hip and knee replacements with CP*	No benefit
Single hip and knee replacements- voluntary non-use of CP*	No benefit
Other joint replacements and involuntary non-use of CP* for single hip and knee replacements	No benefit
Laparoscopic hernia repairs (bilateral inguinal, repeated inguinal hernias & Nissen/ Toupet hernia repairs only), laparoscopic procedures	R7 540
Laparoscopic varicocelectomy	R7 540
Rhizotomies and facet pain blocks (limited to 1 of either procedure per beneficiary per year)	No benefit
Spinal surgery**	No benefit unless PMB
Surgical extraction of impacted wisdom teeth	R5 100
Varicose vein procedures	R7 540
<b>Tonsillectomy</b>	
Under the age of 12	No co-payment
12 and over	R7 540

\* Contracted Provider: Must use ICPS Hip and Knee network, JointCare or Major Joints for Life for single non-PMB hip and knee joint replacements. Non-use of Contracted Provider (CP) will result in co-payment.

\*\* No benefit unless Conservative Back and Neck Rehabilitation Programme has been completed

## Prosthesis benefit

Under this benefit, we cover internal prosthesis like pacemakers and spinal plates.

flexiFED 1	
External	Unlimited at cost at PMB level of care
<b>Internal</b>	
Aorta Stent Grafts	Unlimited at cost at PMB level of care
Bone lengthening devices, carotid stents, embolic protection devices, other approved spinal implantable devices and intervertebral discs, peripheral arterial stent grafts, spinal plates and screws	
Cardiac pacemakers, cardiac stents, cardiac valves	
Detachable platinum coils	
Elbow, hip, knee and shoulder replacement	
Total ankle replacement	No benefit
Intraocular lenses (per lens)	Unlimited at cost at PMB level of care
* Combined benefit limit for all unlisted internal prosthesis	

## Chronic Disease benefit

Cover for conditions that require long-term medication or can be life-threatening.

flexiFED 1	
<b>Limit</b>	Unlimited cover for conditions on the Chronic Disease List (CDL)
<b>Formulary</b>	Basic formulary
<b>Preferred Provider</b>	Clicks, Dis-Chem, Medirite and the following courier pharmacies: Clicks Direct Medicines, Dis-Chem Direct, Medirite Courier Pharmacy and Pharmacy Direct

### Chronic conditions on the Chronic Disease List (CDL) covered on this option

Addison's Disease, Asthma, Bipolar Mood Disorder, Bronchiectasis, Cardiac Failure, Cardiomyopathy, COPD/ Emphysema/ Chronic Bronchitis, Chronic Renal Disease, Coronary Artery Disease, Crohn's Disease, Diabetes Insipidus, Diabetes Mellitus Type-1, Diabetes Mellitus Type-2, Dysrhythmias, Epilepsy, Glaucoma, Haemophilia, HIV, Hyperlipidaemia, Hypertension, Hypothyroidism, Multiple Sclerosis, Parkinson's Disease, Rheumatoid Arthritis, Schizophrenia, Systemic Lupus Erythematosus, Ulcerative Colitis





# Day clinic/ doctor's room procedures covered from the in-hospital benefit

The following procedures will be paid from the in-hospital benefit if done in a day clinic, day ward or an outpatient section of a hospital. For members on flexiFED 1 there will be a co-payment of R2 200 if a non-network day surgery facility is used. The day surgery network list can be found on the website using the provider locator. Overnight admissions will not be covered except for Prescribed Minimum Benefits.

These procedures must be pre-authorized. If the procedure is performed without pre-authorization, the full amount will be paid from day-to-day benefits or self-funded by the member and will not accumulate towards the Threshold level. If authorisation is requested after the procedure has taken place, a R1 000 penalty will apply which will be paid from day-to-day benefits or self-funded by the member, without accumulating to the Threshold level.

## Gynaecology

Bartholin cyst drainage/excision/  
marsupialisation  
Biopsy - vulva, vagina, cervix, perineum  
Cauterisation of warts - all methods  
Colposcopy  
Diagnostic hysteroscopy  
Endometrial and cervical procedures (includes  
dilatation and curettage endometrial ablation,  
cervical cerclage, LLETZ)  
Fine needle aspiration - cytology  
Foreign body removal - vagina  
Laparoscopic gynaecological procedures  
Ovarian cyst(s) drainage  
Sterilisation

## Urology

*Adults*  
Bilateral total orchidectomy for prostate cancer  
Bladder biopsy (cancer and other conditions)  
Bougination for urethral stricture  
Circumcision  
Cystotomy with insertion of ureteric catheter  
or stent  
Cystourethroscopy & urethrotomy  
Cystourethroscopy therapeutic  
DJ stent removal post pyeloplasty  
Foreign body removal  
Hydrocelectomy for vaginal hydrocele  
Laparoscopy for ureteroneocystostomy &  
cystoscopy and ureteral stent placement  
Open cystolithotomy for bladder stone  
Penile biopsy  
Penile lesions removal - all methods  
Scope and pyelogram  
Second stage urethroplasty post stage 1  
Testicular biopsy for infertility  
Urethrocystoscopy for bladder outlet  
obstruction  
Urethrolithotomy - lower 1/3 ureter  
Varicocelectomy for varicocele  
Vasectomy  
*Paediatrics*  
Circumcision - all indications  
Glandulo-cavernous shunt for priapism  
Hydrocelectomy for congenital hydrocele

Meatotomy for meatal stenosis  
Orchidopexy for undescended testis  
Urethrocystoscopy for urinary incontinence

## Orthopaedics

Amputation  
Arthrocentesis  
Arthrodesis of hand/elbow/foot/wrist  
Arthroscopy  
Arthrotomy - all joints & biopsy & synovectomy  
Aspiration/intra-articular injection of joints  
Biopsy - bone  
Bunionectomy  
Capsulectomy/Capsulotomy  
Carpal tunnel release  
Cartilage grafts  
Closed fracture procedures  
Contracture release  
Dislocation  
Excision/Resection bone  
Foreign body removal - muscle tendon sheath  
Ganglionectomy  
Grafts - bone/tendon  
Injection of tendon/ligament  
trigger points/ganglion cyst  
Injection therapeutic carpal tunnel  
Implant/wire/pin insertion or removal  
Ligament repair/reconstruction  
Manipulation  
Minor joint arthroplasty  
(intercarpal, carpometacarpal and  
metacarpophalangeal, interphalangeal  
joint arthroplasty)  
Muscle transfer/release  
Open treatment fracture  
Orthopaedic casts/spica procedures  
Tenotomy - all areas

## General Surgery

Anal procedures, including dilatations, biopsies,  
fissure repairs, haemorrhoidectomies  
Biopsy - lymph node, muscle, skin, soft tissue  
Breast biopsy/ removal lesion (s)  
Colonoscopy  
Drainage of abscesses/ haematomas/cysts  
(subcutaneous/submucosal)

Dressings under anaesthesia  
Excision lipoma/cysts/tumours  
Excision of sweat glands (axilla  
inguinal) and simple repair  
Excision skin/subcutaneous tissue  
Fistula related procedures  
Foreign body removal  
Frenulectomy/frenulectomy/frenectomy  
Gastrosomy/ oesophagogastroduodenoscopy,  
Hernia repair  
Implant removal/reinsertion  
Nail/nail bed related procedures  
Proctoscopy and removal of polyps  
Sigmoidoscopy  
Small bowel endoscopy  
Wound debridement (skin/ subcutaneous  
tissue)

## ENT Surgery

Adenolectomy  
Antrostomy  
Biopsies, including DPP (Diagnostic  
Proof Puncture)  
ENT Endoscopy (nasal endoscopy,  
laryngoscopy, diagnostic and  
interventional)  
Foreign body removal - auditory canal  
Middle ear procedures including  
stapes surgery  
Mastoidectomy  
Tympanic membrane related procedures  
(includes myringotomy with/without grommets,  
tympanoplasty, tympanolysis)  
Nasal surgery/procedures (includes nasal  
bleeds (control), reduction of nose fracture,  
rhinoplasty, septoplasty, turbinectomy, nasal  
turbinate repair)  
Oral cavity related procedures, including  
biopsies  
Salivary gland related procedures  
Sinus related surgery  
Tonsillectomy

## Ophthalmology

Anterior and/or posterior chamber related  
procedures e.g. vitrectomy

Biopsy - all eye structures  
Blepharoplasty  
Canthotomy  
Cataract surgery  
Choroid related procedures  
Ciliary body procedures  
Conjunctival procedures e.g. pterygium surgery  
Cornea related procedures  
Enucleation/Implant insertion/removal  
Fine needle aspiration - all eye structures  
Foreign body removal  
Intra ocular injection e.g. Avastin, including  
Glaucoma  
Iris related procedures e.g. iridectomy  
Orbitotomy  
Probing & repair of tear ducts  
Ptosis  
Retinal surgery  
Sclera related procedures  
Strabismus repair  
Treatment of progressive retinopathy  
Trichiasis correction (non forceps)

## Neurosurgery

Biopsy of spinal cord/nerve  
Injection of diagnostic/therapeutic agents  
with/without catheter/needle insertion into  
intrathecal space with/without imaging  
guidance  
Injection of neurolytic agents - all agents, all  
sites  
Intraneural Injection of anaesthetic agents with/  
without continuous infusion  
Electroconvulsive therapy

## Dental

Dental procedures

## Maxillofacial Surgery

Fixation device application

## Plastic and Reconstructive Surgery

Repair wound with layers (scalp/axillae/  
trunk/limbs)  
Repair wound lesions (scalp/hands/neck/  
feet/face)

Excision of benign lesions (scalp/neck/hands/  
feet/trunk/limbs)  
Excision of malignant lesions and margins  
(face, lips, nose, ears, eyelids) + flap  
Flaps - delay/sectioning  
Malignant lesions - destruction and removal via  
non-incision intervention  
z-plasty

## Procedures performed in a doctor's room or suitably equipped procedure room

In addition, the following procedures will be  
paid from the in-hospital benefit if performed in  
a doctor's room or  
suitably equipped procedure room, at up to  
100% of the Fedhealth Rate. Pre-authorization  
must be obtained and should no pre-  
authorization take place, reimbursement will  
be restricted to the member's available  
day-to-day benefit or self-funded by the  
member. This will not accumulate to the  
Threshold Level:

Gastrosomy (no general anaesthetic will be  
paid for)  
Colonoscopy (no general anaesthetic will be  
paid for)  
Flexible sigmoidoscopy  
Indirect laryngoscopy  
Removal of impacted wisdom teeth  
Intravenous administration of bolus injections  
for medicines that include antimicrobials and  
immunoglobulins (payment of immunoglobulins  
is subject to the Specialised Medication Benefit)  
Fine needle aspiration biopsy  
Excision of nailbed  
Drainage of abscess or cyst  
Injection of varicose veins  
Excision of superficial benign tumours  
Superficial foreign body removal  
Nasal plugging for epistaxis  
Cauterisation of warts  
Bartholin cyst excision



# flexiFED 1 Supercharged **Savings Plan**

You can enhance your cover even further with an annual pool of funds for day-to-day expenses to cover you for additional benefits not already included on your plan.

When your day-to-day limit is depleted, the Scheme will continue to pay for unlimited GP consults, dental benefits, unlimited MRI/CT scans, trauma treatment in a casualty ward, 7 days' supply of take-home medicine post-discharge, 30-day post hospital benefit (for things like physio, blood tests and general radiology) and female contraceptives.

Day-to-day benefits	>	<a href="#">More info</a>   <a href="#">Benefit table</a>
Threshold benefit	>	<a href="#">More info</a>   <a href="#">Benefit table</a>
Supercharged Hospital Plan	>	<a href="#">Benefit table</a>



[How much will I pay? >](#)





WELCOME TO  
FEDHEALTH

UNIQUE BENEFITS  
PAID FROM RISK

FLEXIFED 1  
OVERVIEW

FLEXIFED 1  
SUPERCHARGED  
HOSPITAL PLAN

**FLEXIFED 1  
SUPERCHARGED  
SAVINGS PLAN**

FLEXIFED 1  
SUPERCHARGED  
FLEXIBLE SAVINGS PLAN

PROGRAMMES  
AND WELLNESS  
INITIATIVES

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& BENEFIT TABLES

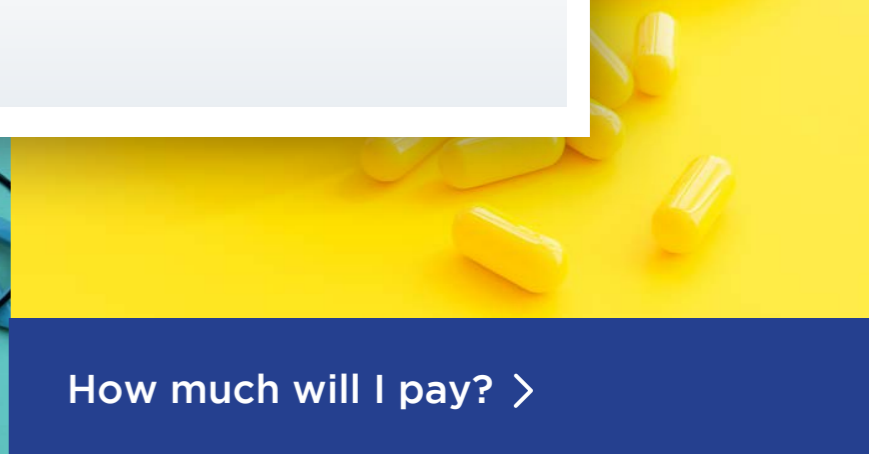
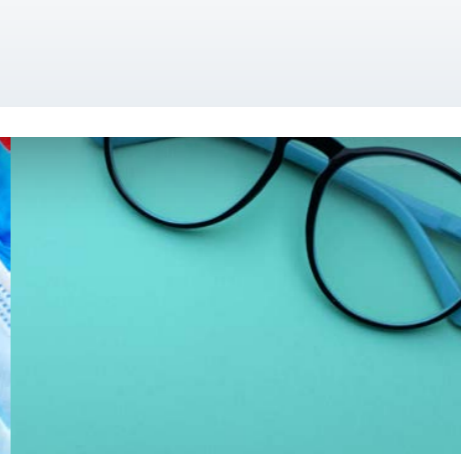
CONTACT  
DETAILS

# flexiFED 1 Supercharge

You can enhance your cover even further with an annual cover you for additional benefits not already included on
















When your day-to-day limit is depleted, the Scheme will cover dental benefits, unlimited MRI/CT scans, trauma treatment in home medicine post-discharge, 30-day post hospital benefit (general radiology) and female contraceptives.

Day-to-day benefits	>
Threshold benefit	>
Supercharged Hospital Plan	>



**DAY-TO-DAY BENEFIT**
✕

**This benefit covers:**

 Unlimited network GP visits	 Treatment for 30 days after discharge from hospital (post-hospitalisation benefit)	 Take-home medicine	 Specialised radiology	 Trauma treatment at a casualty ward
 Fedhealth Savings powered by MediVault	 Maternity benefit	 Fedhealth Baby Programme	 Doula benefit	 Postnatal midwifery benefit
 Early childhood benefits	 Paed-IQ	 Optometry benefit	 Dentistry benefits	 Female contraception

How much will I pay? >





# flexiFED 1

You can enhance your cover for additional benefits

When your day-to-day limited dental benefits, unlimited Maternity home medicine post-discharge (general radiology) and female

Day-to-day benefits

Threshold benefit

Supercharged Hospital

## Day-to-day benefits

### Unlimited network GP visits

- flexiFED 1 Unlimited consultations at a nominated Fedhealth Network GP once Threshold has been reached. Each beneficiary can nominate up to two network GPs. Limited to two mental health consultations p.b.p.a. Up to two GP consultations per beneficiary allowed per year at any GP.

### Treatment for 30 days after discharge from hospital (post-hospitalisation benefit)

We pay for follow-up treatment that may be required after a hospital event for up to 30 days after the date of discharge. This treatment includes physiotherapy, x-rays and pathology, but does not cover follow-up consultations with specialists or GPs.

### Take-home medicine

We pay for seven days of take-home medicine when the member is discharged from hospital. The medicine can either be dispensed by the hospital and reflect on the original hospital account or be dispensed by a pharmacy on the same day as the member is discharged from hospital.

### Specialised radiology

MRI/ CT scans are covered whether they're performed in- or out-of-hospital.

- Unlimited at Fedhealth Rate. First R3 650 for each non-PMB MRI/ CT scan for member's own account.

### Trauma treatment at a casualty ward

Emergency treatment, like stitches, at a casualty ward whether the member is admitted to hospital or not (unlimited up to the Fedhealth Rate). Authorisation must be obtained in 48 hours. Co-payment of R750 per visit for non-PMBs.

### Fedhealth Savings

On flexiFED options, members have access to Fedhealth Savings to pay for day-to-day medical expenses. The amount of Fedhealth Savings available depends on the family composition. The member can either choose to use their Fedhealth Savings as part of a supercharged savings plan where they pay it back in equal portions from January each year, or as part of a supercharged flexible savings plan where they only use a portion of it and just pay for that portion - interest free over 12 months.

### Maternity benefit

The maternity benefit is paid from the Fedhealth Savings or self-funded by the member.

### Fedhealth Baby Programme

We offer a free maternity programme for pregnant members and beneficiaries offering support, advice and a handy baby bag.

### Doula benefit

We pay up to R3 000 per delivery for a Doula (a labour coach during natural childbirth).

### Postnatal midwifery benefit

We pay for four consultations per pregnancy with a midwife. This benefit applies to consultations both in- and out-of-hospital.

### Early childhood benefits

#### 1. Paediatric consultations

Paid from the Fedhealth Savings or self-funded by the member.

#### 2. Infant hearing screening benefit

We pay for a screening test including the consultation from birth up to the age of 8 weeks with an audiologist. This benefit is covered up to the Fedhealth Rate.

### Paed-IQ advice line

Paed-IQ is a 24/7 telephone advisory service available to all parents with children under the age of 14 years. This service aims to support and advise parents on any healthcare related childcare issues. Call 0860 444 128 to access this great service.

### Optometry benefit

Paid from the member's Fedhealth Savings or self-funded.

### Dentistry benefits

Paid from Fedhealth Savings or self-funded. Once Threshold has been reached, the following will be paid from the Threshold benefit: two annual consultations per beneficiary incl. x-rays, scaling and polishing. Subject to contracted dentists and limited to a list of approved procedures, dental tariff codes and protocols.

### Female contraception

Female contraception like oral, patches, contraceptive rings, certain injectables, and IUDs that include Mirena® is paid from Risk. Must be prescribed by a GP or gynaecologist; not applicable to pills prescribed for acne.



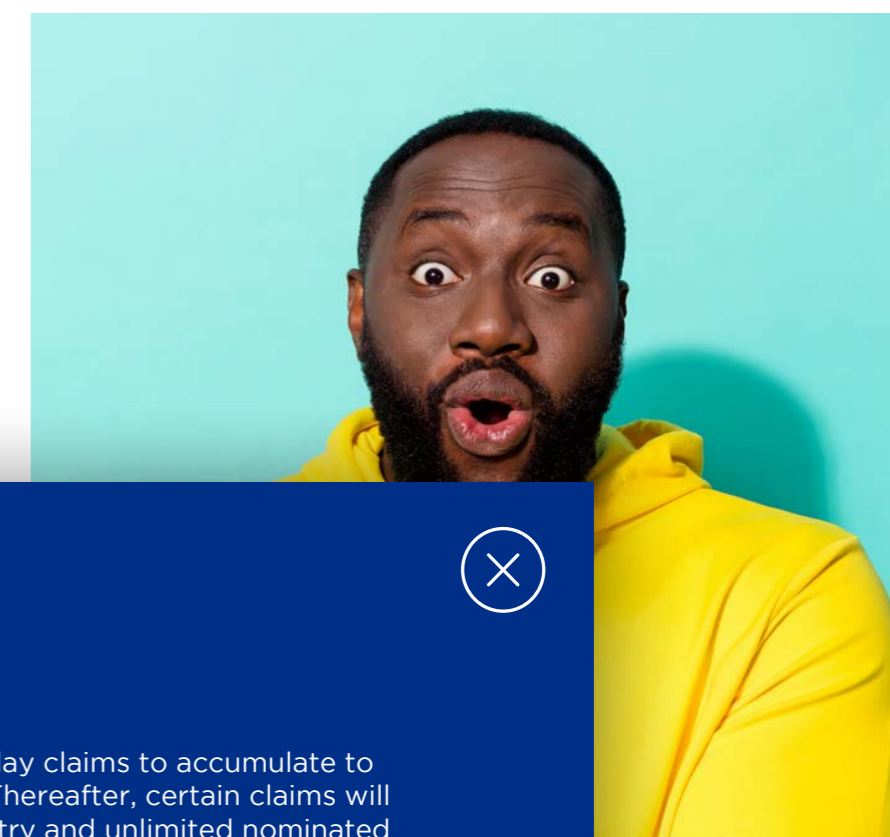
How much will I pay? >



# flexiFED 1 Supercharged **Savings Plan**

You can enhance your cover even further with an annual pool of funds for day-to-day expenses to cover you for additional benefits not already included on your plan.

When your day-to-day limit is depleted, the Scheme will continue to pay for unlimited GP consults, dental benefits, unlimited MRI/CT scans, trauma treatment in a casualty ward, 7 days' supply of take-home medicine post-discharge, 30-day post hospital benefit (for things like physio, blood tests and general radiology) and female contraceptives.



Day-to-day benefits	>
Threshold benefit	>
Supercharged Hospital Plan	>

✕

### Threshold benefit

*On flexiFED 1*  
To access the Threshold benefit, members need to submit all day-to-day claims to accumulate to the Threshold level, which accumulate to the Threshold level at cost. Thereafter, certain claims will be paid from the Threshold benefit. These include preventative dentistry and unlimited nominated network GP visits.



How much will I pay? >





# flexiFED 1 Supercharged **FLEXIBLE** Savings Plan

You can choose this route if you want **mostly a hospital plan**, but like the idea of having **flexible savings in case it's needed**.

By using your day-to-day benefits only when needed, you will only pay for the portion you use - interest free over 12 months. Different from other schemes, you get to choose how much savings you want.

Think of it as a day-to-day back-up. The funds are there for you in case you need them, but you only pay for the funds that you request Fedhealth to add to your cover.

Day-to-day benefits	>	<a href="#">More info</a>   <a href="#">Benefit table</a>
Threshold benefit	>	<a href="#">More info</a>   <a href="#">Benefit table</a>
Supercharged Hospital Plan	>	<a href="#">Benefit table</a>



[How much will I pay? >](#)





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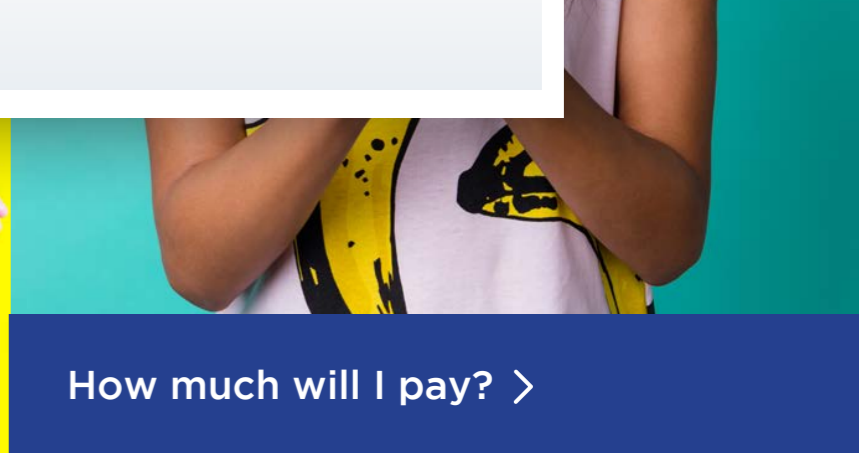
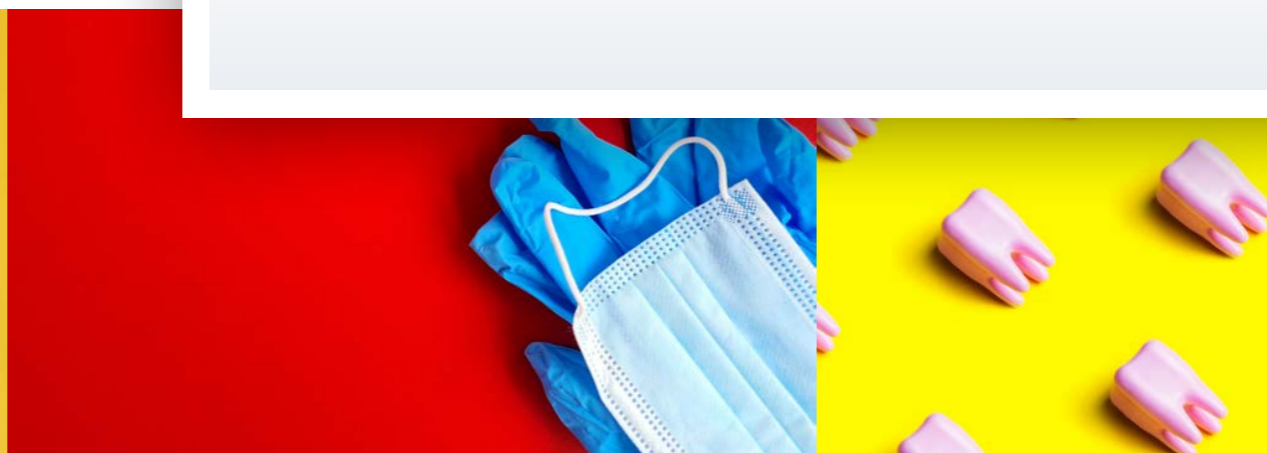
# flexiFED 1 Supercharged

You can choose this route if you want **mostly a hospital savings in case it's needed.**

By using your day-to-day benefits only when needed, you can save up to 12 months. Different from other schemes, you get to choose how much you want to pay.

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Day-to-day benefits	>
Threshold benefit	>
Supercharged Hospital Plan	>



## DAY-TO-DAY BENEFIT

✕

— This benefit covers: —



Unlimited network GP visits



Treatment for 30 days after discharge from hospital (post-hospitalisation benefit)



Take-home medicine



Specialised radiology



Trauma treatment at a casualty ward



Fedhealth Savings powered by MediVault



Maternity benefit



Fedhealth Baby Programme



Doula benefit



Postnatal midwifery benefit



Early childhood benefits



Paed-IQ



Optometry benefit



Dentistry benefits



Female contraception

How much will I pay? >



# flexiFED 1

You can choose this route  
**savings in case it's needed**

By using your day-to-day benefits  
**months. Different from other**

Think of it as a day-to-day benefit  
**you request Fedhealth to add**

Day-to-day benefits

Threshold benefit

Supercharged Hospital

## Day-to-day benefits

### Unlimited network GP visits

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#### 1. Paediatric consultations

Paid from the Fedhealth Savings or self-funded by the member.

#### 2. Infant hearing screening benefit

We pay for a screening test including the consultation from birth up to the age of 8 weeks with an audiologist. This benefit is covered up to the Fedhealth Rate.

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### Optometry benefit

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### Dentistry benefits

Paid from Fedhealth Savings or self-funded. Once Threshold has been reached, the following will be paid from the Threshold benefit: two annual consultations per beneficiary incl. x-rays, scaling and polishing. Subject to contracted dentists and limited to a list of approved procedures, dental tariff codes and protocols.

### Female contraception

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How much will I pay? >





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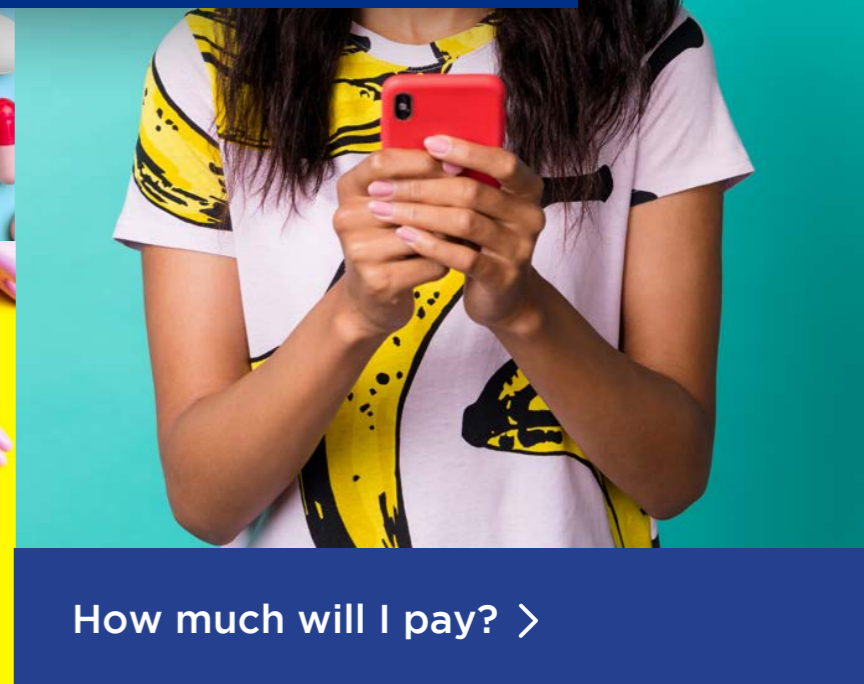


Day-to-day benefits	>
Threshold benefit	>
Supercharged Hospital Plan	>

✕

### Threshold benefit

*On flexiFED 1*  
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How much will I pay? >





# flexiFED 1 Day-to-Day benefits



Under the day-to-day benefit, we cover services like physiotherapy and dentistry.

flexiFED 1	
<b>Tariff</b>	Paid up to Fedhealth Rate
<b>Co-payments in Threshold</b>	N/A
<b>Appliances, external accessories and orthotics:</b> Hearing aids, wheelchairs, etc.	In & out-of-hospital: Paid from Fedhealth Savings or self-funded. Accumulates at cost to Threshold level
<b>Alternative healthcare:</b> Acupuncture, homeopathy, naturopathy, osteopathy and phytotherapy (including prescribed medication)	Paid from Fedhealth Savings or self-funded. Accumulates at cost to Threshold level
<b>Additional medical services:</b> Audiology, dietetics, genetic counselling, hearing aid acoustics, occupational therapy, orthoptics, podiatry, private nursing*, psychologists, social workers, speech therapy	Paid from Fedhealth Savings or self-funded. Accumulates at cost to Threshold level
<b>Dentistry (Advanced):</b> inlays, crowns, bridges, mounted study models, metal base partial dentures, oral surgery, orthodontic treatment, periodontists, prosthodontists and dental technicians	Paid from Fedhealth Savings or self-funded. Accumulates at cost to Threshold level
Osseo-integrated implants, orthognathic surgery	Paid from Fedhealth Savings or self-funded. Accumulates at cost to Threshold level
<b>Dentistry (Basic)</b>	Paid from Fedhealth Savings or self-funded. Once your Threshold level has been reached, the following benefits will be paid from the Threshold benefit. 2 annual consultations per beneficiary incl. x-rays and scaling and polishing. Subject to contracted dentists and limited to a list of approved procedures, dental tariff codes and protocols.
<b>General Practitioners</b>	
Fedhealth Network GPs	Paid from Fedhealth Savings then unlimited at nominated network GP once Threshold has been reached. Each beneficiary can nominate up to 2 network GPs. Limited to two mental health consultations per beneficiary per year  Up to 2 GP consultations per beneficiary allowed per year (referred to as out-of-area) at any GP
Non-network GPs	Paid from Fedhealth Savings or self-funded. Accumulates at cost to Threshold level

\*Private nursing that falls outside the Alternatives to Hospitalisation Benefit.

flexiFED 1	
<b>Maternity benefit</b>	Paid from Fedhealth Savings or self-funded. Accumulates at cost to Threshold level
<b>Optometry</b>	Paid from Fedhealth Savings or self-funded. Accumulates at cost to Threshold level
<b>Over-the-counter medication</b>	Paid from Fedhealth Savings or self-funded. Accumulates at cost to Threshold level
<b>Pathology</b>	Paid from Fedhealth Savings or self-funded. Accumulates at cost to Threshold level
<b>Physical therapy:</b> Chiropractics, biokinetics & physiotherapy	Paid from Fedhealth Savings or self-funded. Accumulates at cost to Threshold level
<b>Prescribed medication</b>	Paid from Fedhealth Savings or self-funded. Accumulates at cost to Threshold level
<b>Radiology general</b>	Paid from Fedhealth Savings or self-funded. Accumulates at cost to Threshold level
<b>Specialists excluding psychiatrists (network GP referral required for consultations (including PMB conditions) to be paid from Risk benefits</b>	
Fedhealth Network Specialists	Paid from Fedhealth Savings or self-funded. Accumulates at cost to Threshold level
Non-network Specialists	Paid from Fedhealth Savings or self-funded. Accumulates at cost to Threshold level
<b>Specialists: Psychiatrists (network GP referral required for consultations (including PMB conditions) to be paid from Risk benefits</b>	
Fedhealth Network Psychiatrists	Paid from Fedhealth Savings or self-funded. Accumulates at cost to Threshold level
Non-network Psychiatrists	Paid from Fedhealth Savings or self-funded. Accumulates at cost to Threshold level



# Programmes and wellness initiatives

We give our members **more value and support** when they need it through additional programmes, benefits and initiatives.

[AfA \(HIV Management\) >](#)

[Alignd >](#)

[Corporate wellness days >](#)

[Diabetes Care >](#)

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# Programmes and wellness initiatives

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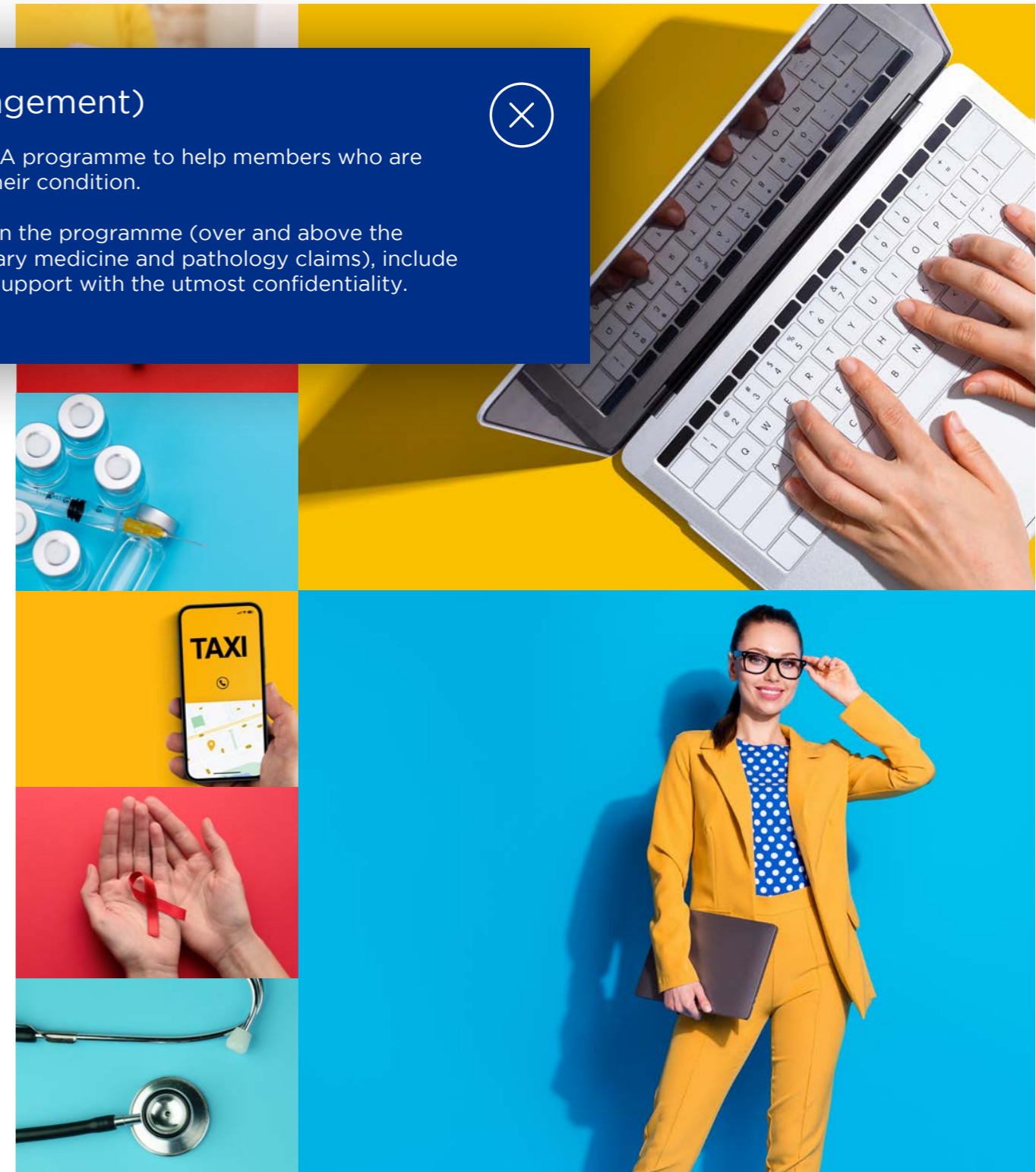


## AfA (HIV Management)



Fedhealth offers the AfA programme to help members who are HIV-positive manage their condition.

The benefits of being on the programme (over and above the payment of the necessary medicine and pathology claims), include clinical and emotional support with the utmost confidentiality.







# Programmes and wellness initiatives

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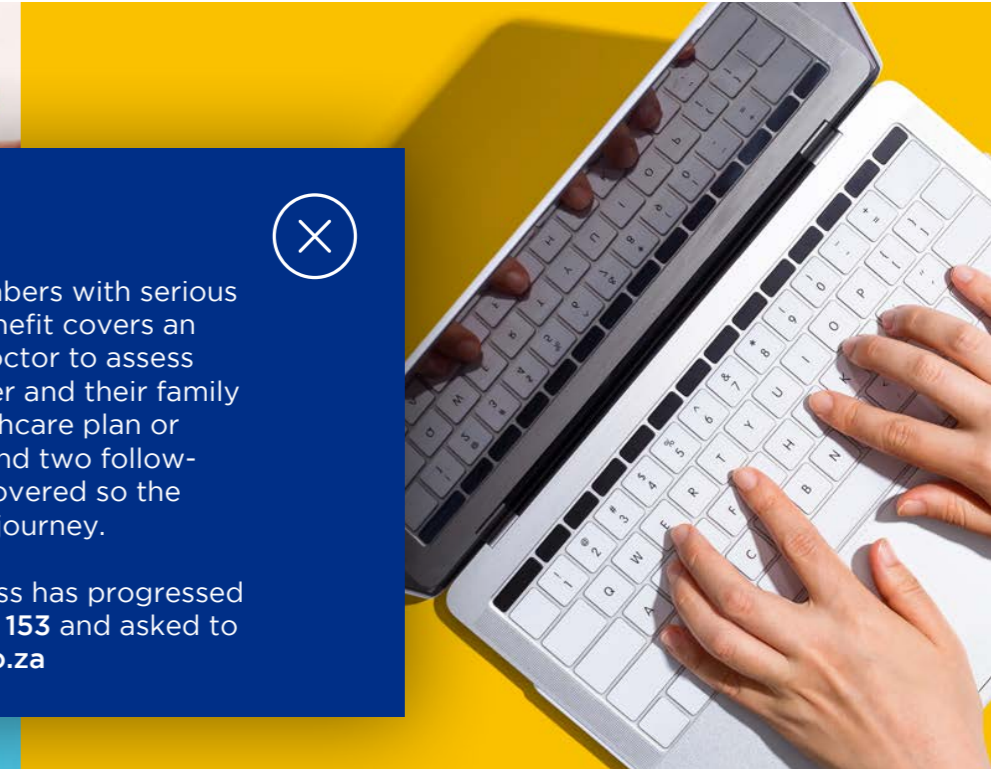
[Weight Management Programme >](#)



## Alignd

Fedhealth has partnered with Alignd to offer members with serious illnesses, like advanced cancer, extra care. The benefit covers an initial consultation with a palliative care trained doctor to assess their needs holistically. Counselling for the member and their family is included, as is putting in place an advance healthcare plan or living will. Three follow-up doctor consultations, and two follow-up social worker consultations per year are also covered so the member is supported throughout their treatment journey.

More intensive support is available where the illness has progressed further. Members can call Fedhealth on **0860 002 153** and asked to be referred to Alignd, or email [referrals@alignd.co.za](mailto:referrals@alignd.co.za)





# Programmes and wellness initiatives

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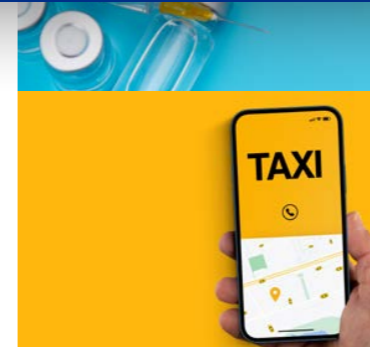
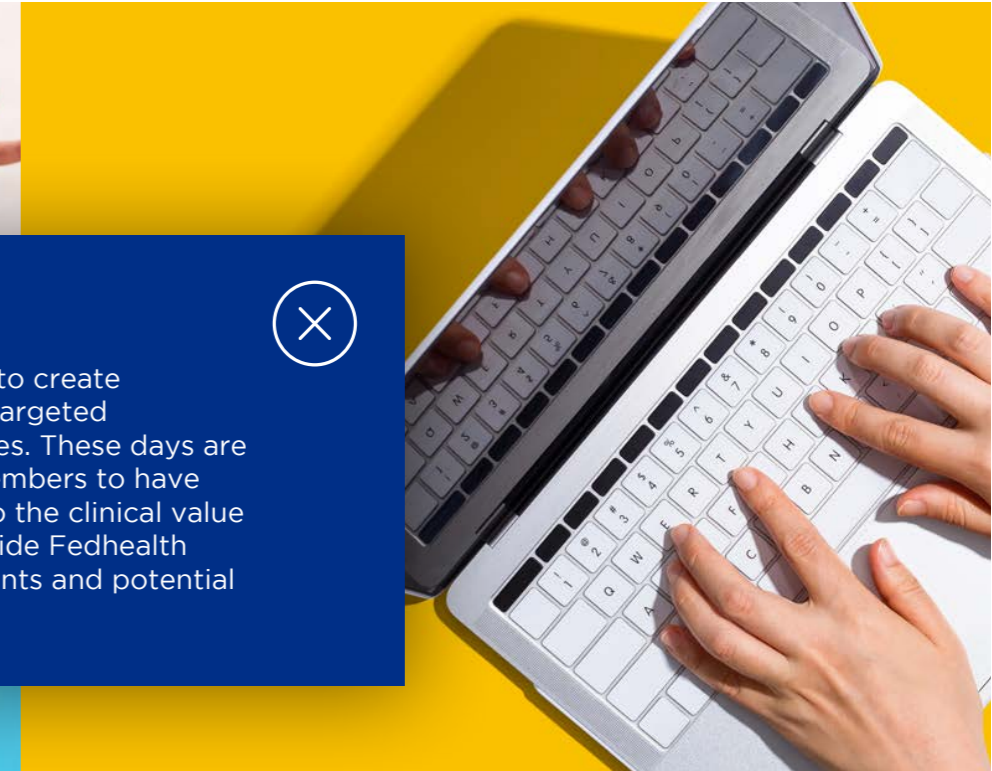
[SOS Call Me >](#)

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## Corporate wellness days

Corporate wellness days provide the opportunity to create awareness, education, prevention, screening and targeted interventions that support positive lifestyle changes. These days are well-received, as it is convenient for Fedhealth members to have these services at their place of work. In addition to the clinical value that can be derived from wellness days, they provide Fedhealth with the opportunity to market the Scheme to clients and potential clients.







# Programmes and wellness initiatives

We give our members **more value and support** when they need it through additional programmes, benefits and initiatives.

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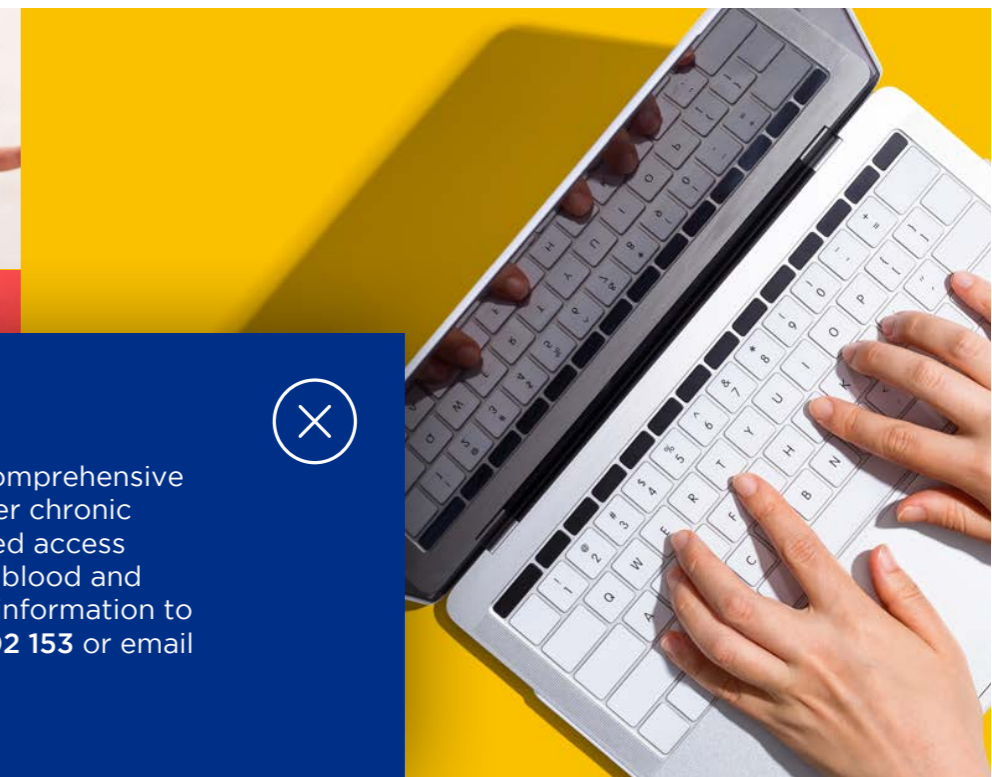
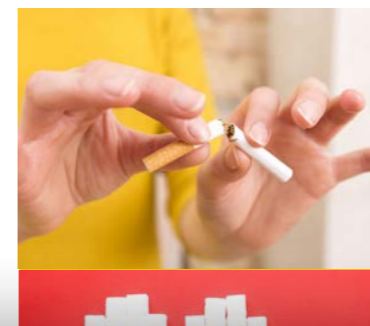
[SOS Call Me >](#)

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## Diabetes Care

We provide members with diabetes access to a comprehensive programme that is tailored to their needs and other chronic conditions they might have. This includes continued access to a treating doctor, authorised chronic medicine, blood and laboratory tests, a Health Coach, online tools and information to empower the member. Members can call **0860 002 153** or email [diabeticcare@fedhealth.co.za](mailto:diabeticcare@fedhealth.co.za)







# Programmes and wellness initiatives

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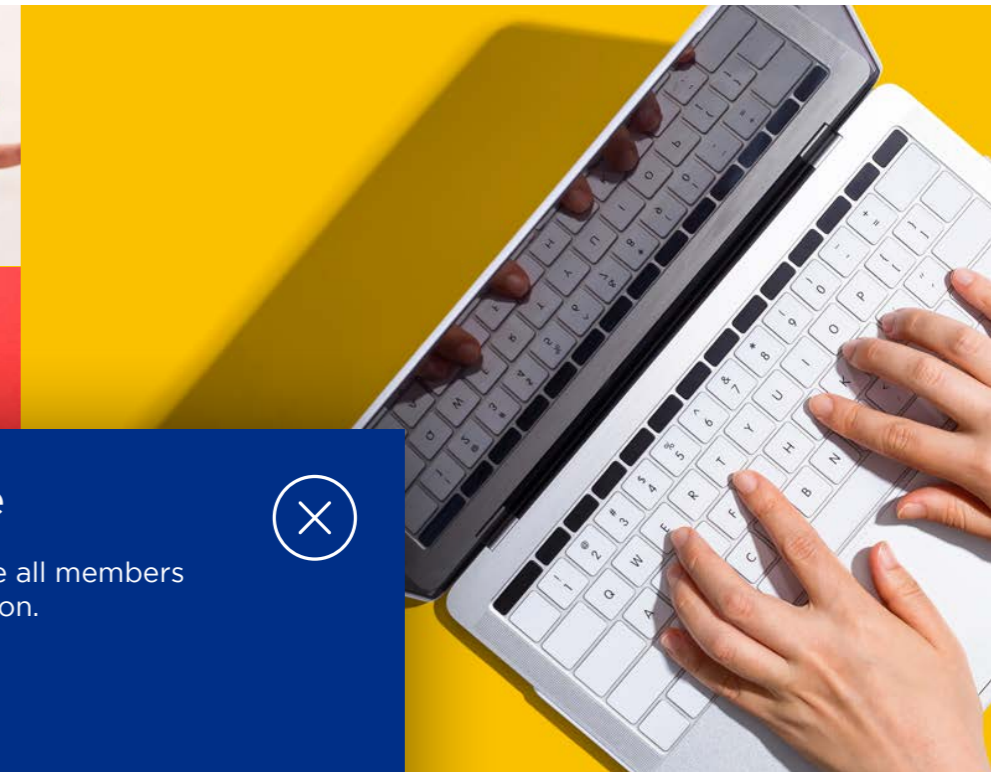
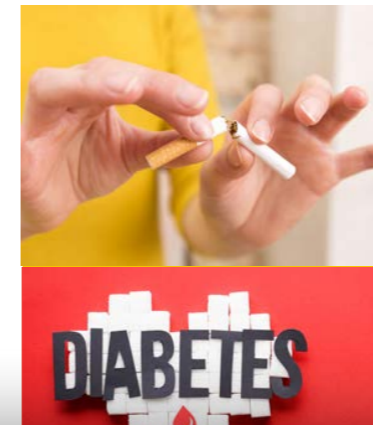
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## Emergency transport/ response

Through our partner Europ Assistance, we provide all members with emergency transport in an emergency situation.





# Programmes and wellness initiatives

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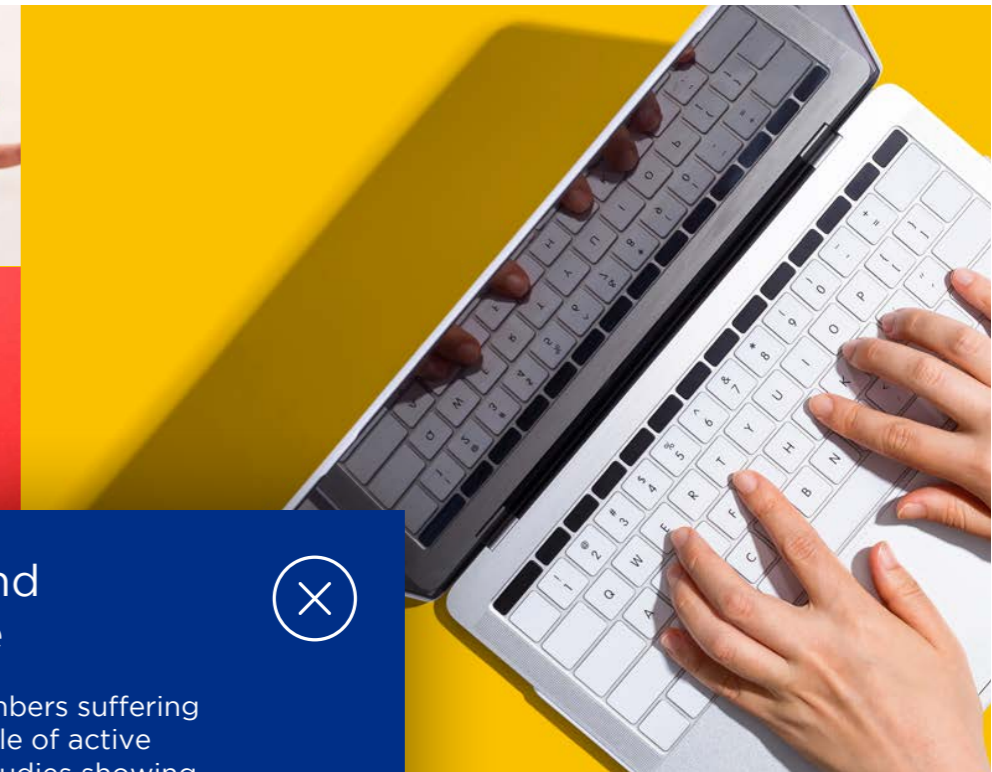
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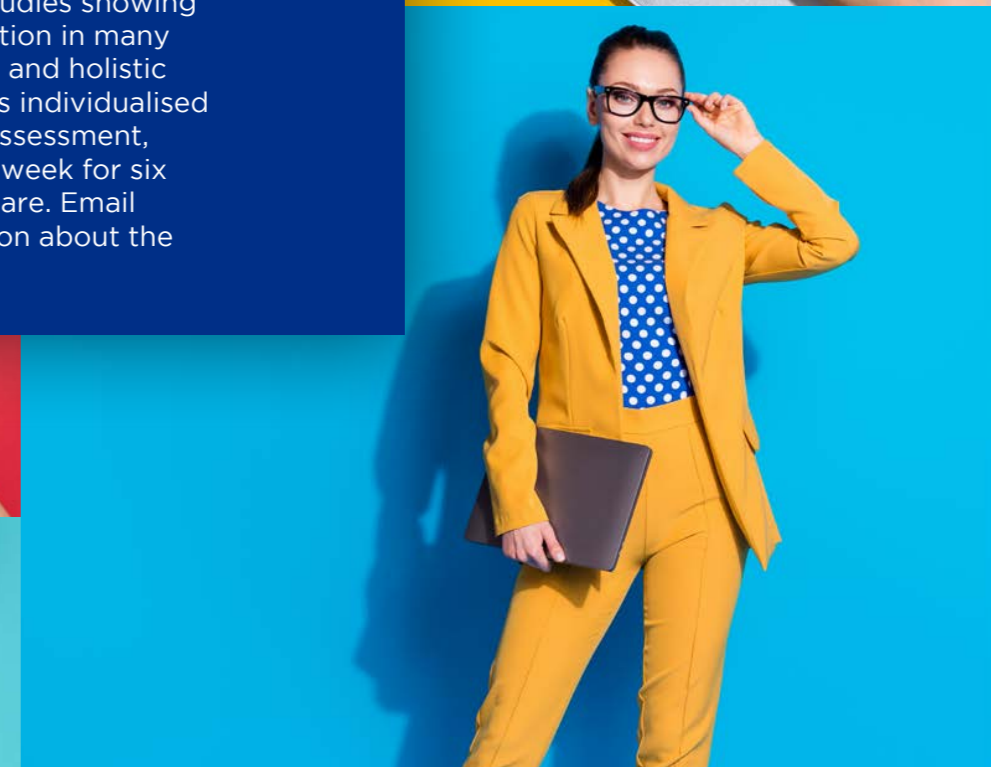
[SOS Call Me >](#)

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## Fedhealth Conservative Back and Neck Rehabilitation Programme

Fedhealth has an established intervention for members suffering from back and neck problems. Built on the principle of active muscle reconditioning, it's supported by clinical studies showing that exercise reduces pain and can normalise function in many instances. The programme takes a comprehensive and holistic approach to chronic back and neck pain and offers individualised treatment to qualifying members. After an initial assessment, beneficiaries may receive treatment up to twice a week for six weeks and a home based protocol for long-term care. Email [backandneck@fedhealth.co.za](mailto:backandneck@fedhealth.co.za) for more information about the programme.







# Programmes and wellness initiatives

We give our members **more value and support** when they need it through additional programmes, benefits and initiatives.

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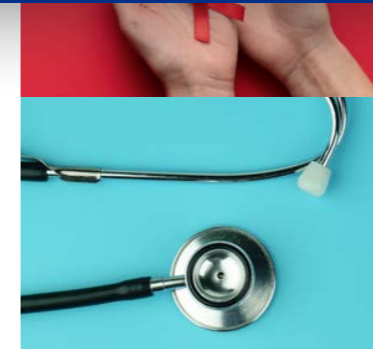


## GoSmokeFree Smoking Cessation Programme



Fedhealth is encouraging members who smoke to sign up for the GoSmokeFree service that's available at 200 pharmacies countrywide, including Dis-Chem, Clicks and independent pharmacies.

All smokers have a yearly benefit for the GoSmokeFree programme which is payable from risk benefits. The service comprises a pre-quit assessment and support sessions and features an individual plan to help with smoking cessation. Visit [gosmokefree.co.za](http://gosmokefree.co.za) to find out more about this benefit.







# Programmes and wellness initiatives

We give our members **more value and support** when they need it through additional programmes, benefits and initiatives.

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[Corporate wellness days >](#)

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## Health Risk Assessments

This benefit aims to identify members who are at risk of developing lifestyle diseases, and either help them prevent the onset through suitable lifestyle interventions, or help them manage their disease with practical advice and utilisation of Scheme benefits. A Health Risk Assessment can be requested at participating pharmacies and BASA registered biokineticists





# Programmes and wellness initiatives

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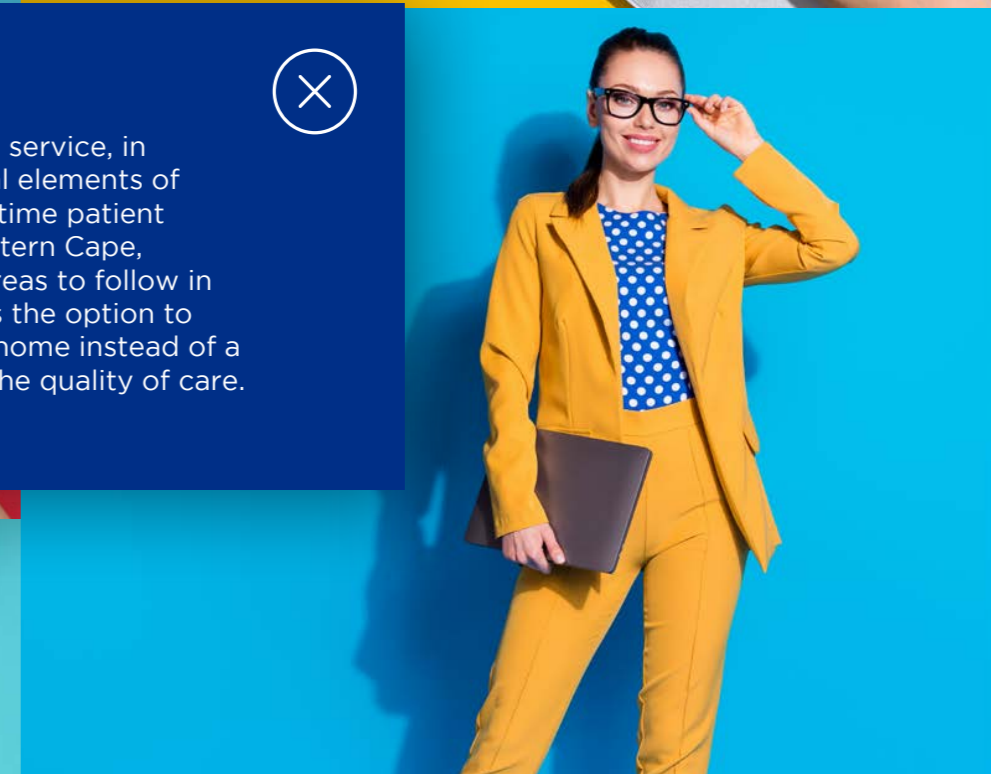
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## Hospital at Home

Fedhealth's technology-enabled Hospital at Home service, in partnership with Quro Medical, brings the essential elements of in-patient care to a patient's home, including real-time patient monitoring. It's available in the Eastern Cape, Western Cape, Gauteng and Bloemfontein with rollout to other areas to follow in due course. This service gives Fedhealth members the option to receive active treatment for a specified period at home instead of a general hospital ward, without compromising on the quality of care. Visit [www.quromedical.co.za](http://www.quromedical.co.za) or call **010 141 7710**.







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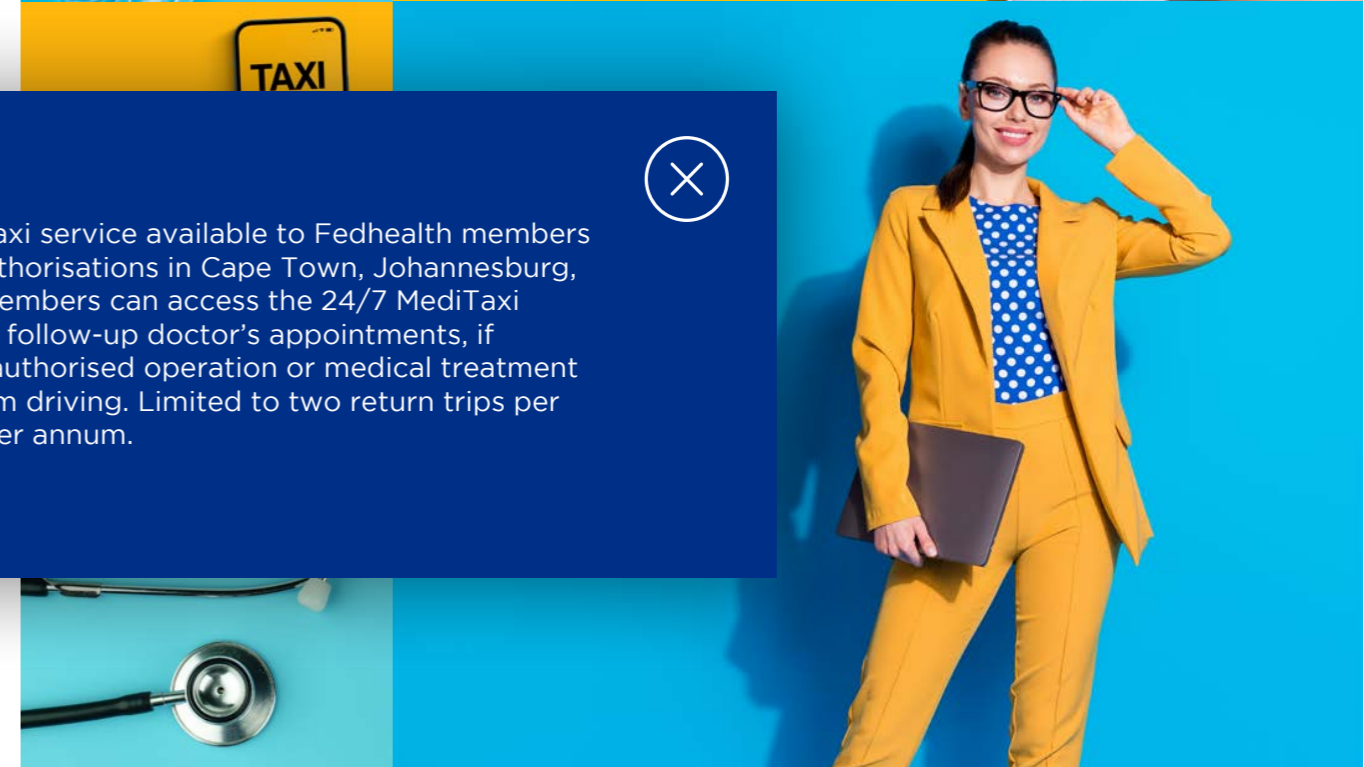
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## MediTaxi

MediTaxi is a medical taxi service available to Fedhealth members who've had hospital authorisations in Cape Town, Johannesburg, Pretoria and Durban. Members can access the 24/7 MediTaxi benefit to take them to follow-up doctor's appointments, if they've undergone an authorised operation or medical treatment that prevents them from driving. Limited to two return trips per member/ beneficiary per annum.







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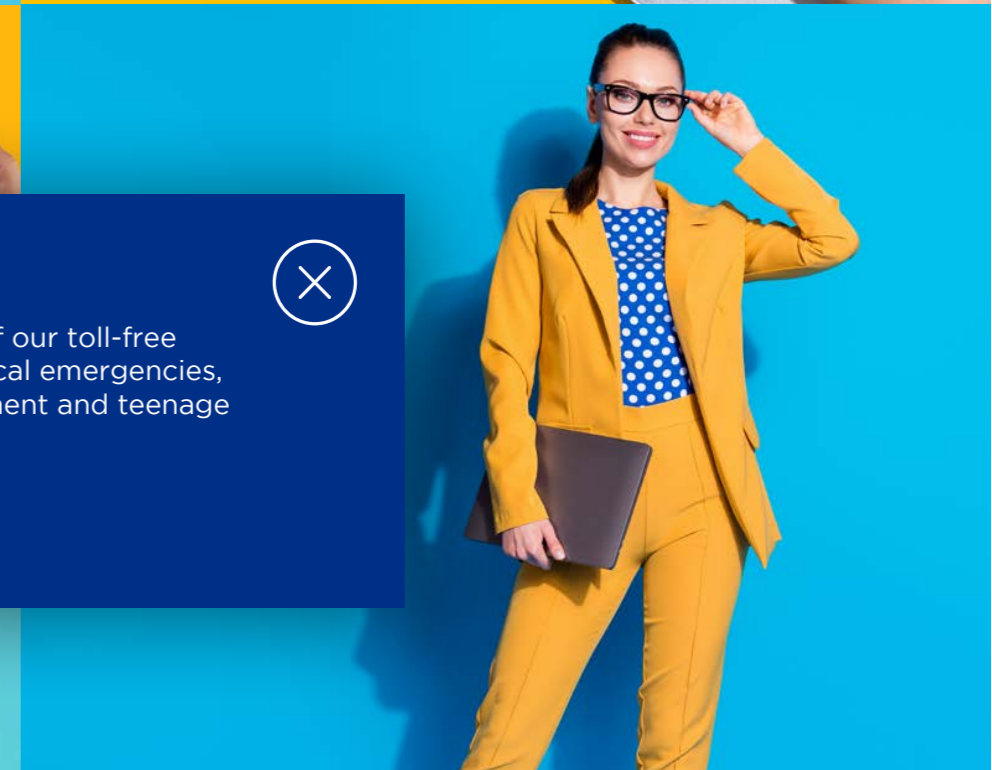
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## 24-hour Fedhealth Nurse Line

Professional nurses are always on the other end of our toll-free 24-hour line to provide advice on issues like medical emergencies, symptoms, medicine side-effects, stress management and teenage support. Call **0860 333 432**.





# Programmes and wellness initiatives

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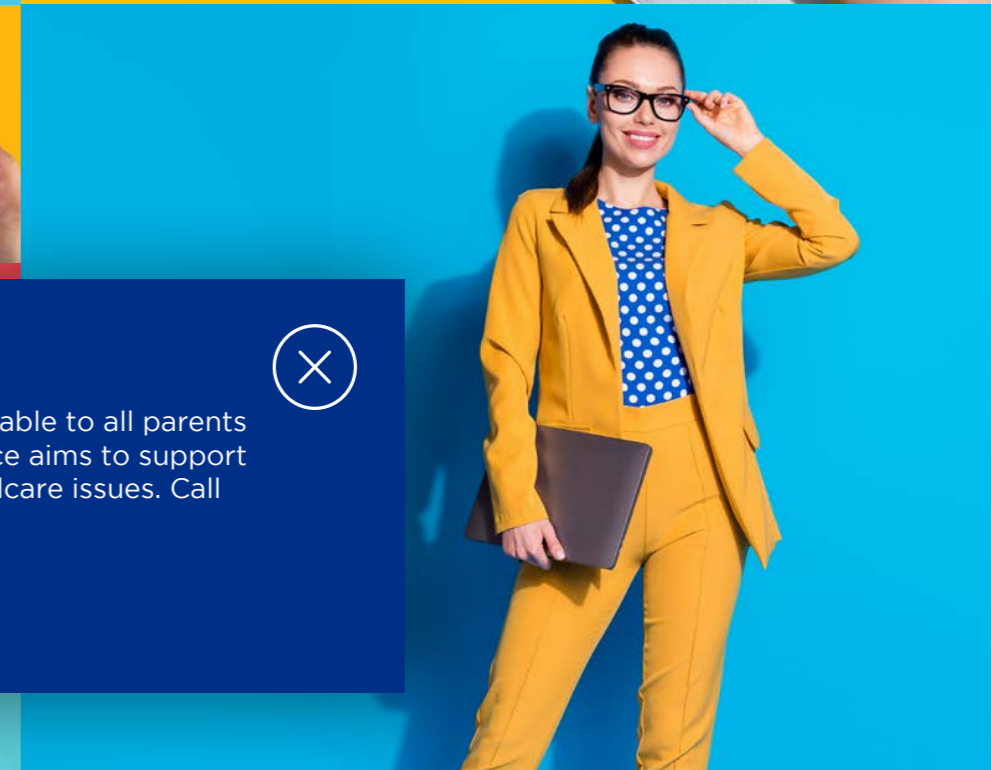
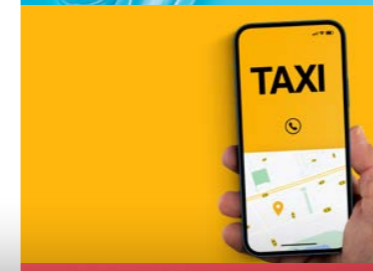
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## Paed-IQ

Paed-IQ is a 24/7 telephone advisory service available to all parents with children under the age of 14 years. This service aims to support and advise parents on any healthcare related childcare issues. Call **0860 444 128** to access this great service.







# Programmes and wellness initiatives

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## Sisters-on-Site

Fedhealth partnered with SOS Corporate Wellness (Sisters-on-Site) to offer a nursing Sister-on-Site at our members' workplaces. With the employer's influence, we aim to identify and address the organisation's specific areas of concern. By helping members change their behaviour patterns and choose healthier lifestyles, we aim to reduce healthcare expenditure (particularly on day-to-day utilisation), absenteeism, turnover rates, worker's compensation claims and tardiness.







# Programmes and wellness initiatives

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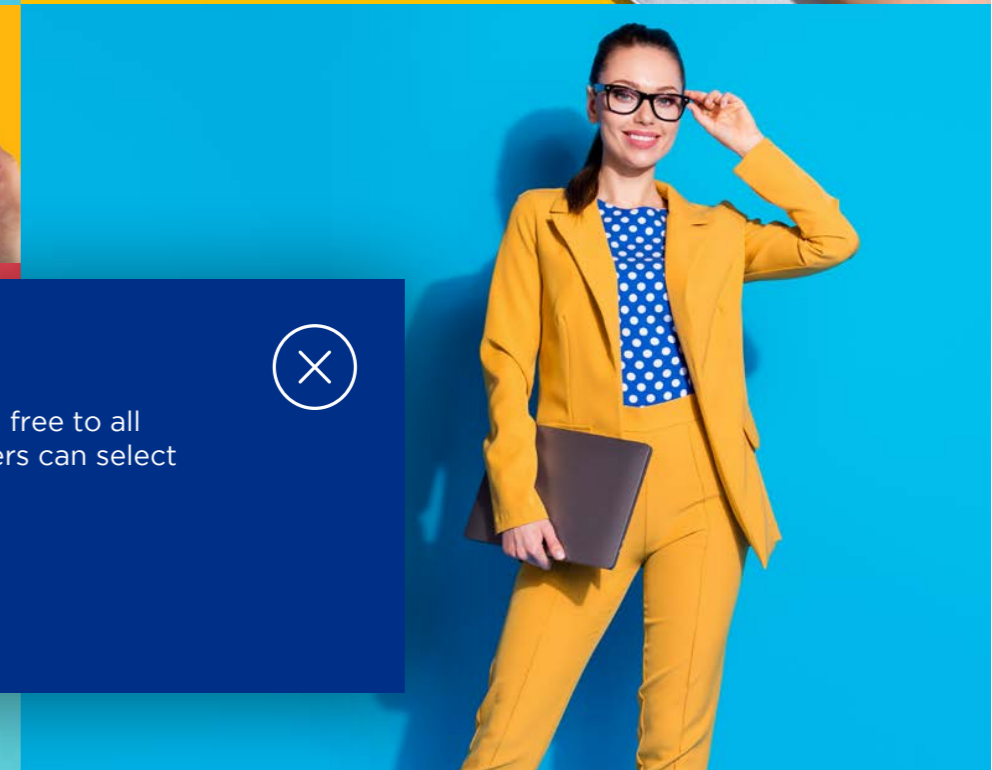
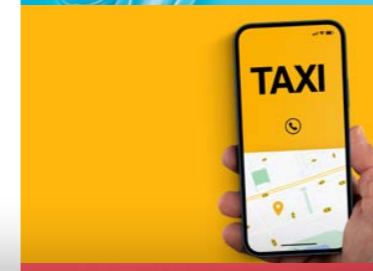
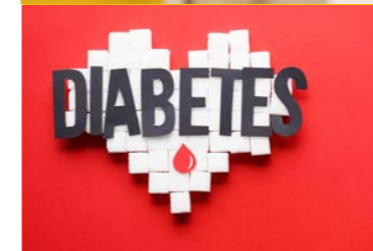
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## SOS Call Me



Fedhealth's user-friendly USSD call back service is free to all Fedhealth members and their dependants. Members can select three options on the service:

1. Emergency Medical Services (EMS)
2. Nurse Line
3. MediTaxi



# Programmes and wellness initiatives

We give our members **more value and support** when they need it through additional programmes, benefits and initiatives.

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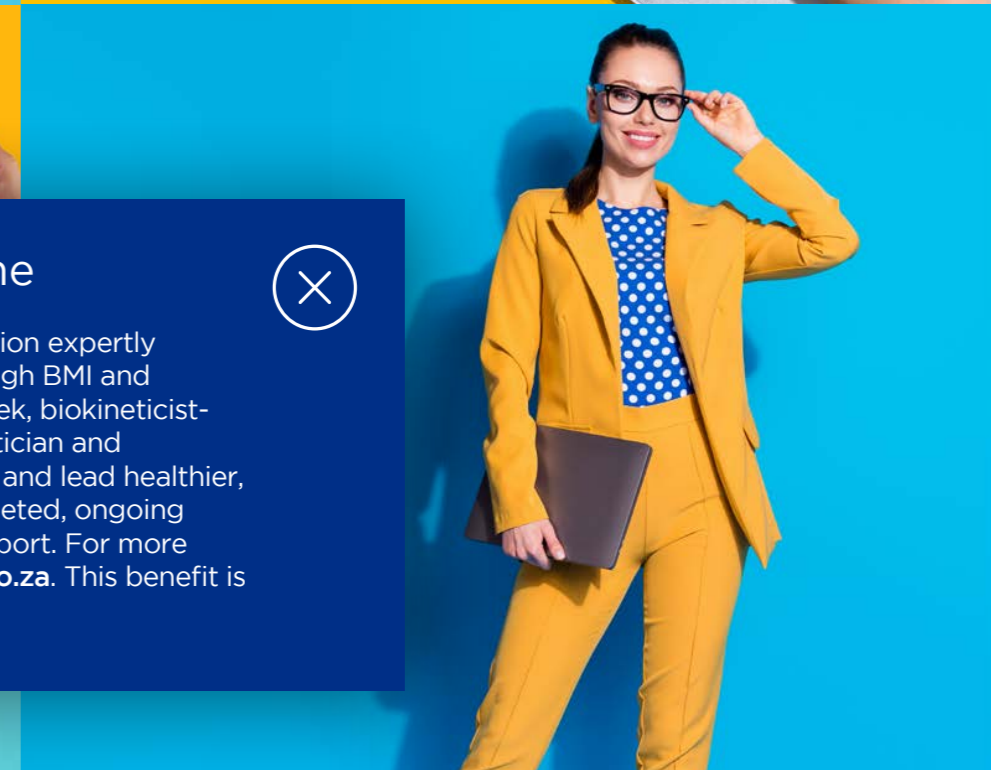
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## Weight Management Programme



The Weight Management Programme is an intervention expertly designed for qualifying Fedhealth members with a high BMI and waist circumference. Members participate in a 12-week, biokineticist-led intervention plan that gives them access to a dietician and psychologist with the goal to lose the excess weight and lead healthier, more rewarding lives. Once the programme is completed, ongoing advice and monitoring is available for continued support. For more information, email [weightmanagement@fedhealth.co.za](mailto:weightmanagement@fedhealth.co.za). This benefit is available every two years.





# flexiFED 1 Contributions



## 1 flexiFED 1 Supercharged Hospital Plan

### flexiFED 1

	Member Total	Adult Total	Child Total
Network hospitals	R2 031	R1 591	R743

	flexiFED 1	Annual Threshold Level
M	R2 031	R4 600
M+AD	R3 622	R7 300
M+AD+CD	R4 365	R9 000
M+AD+2CD	R5 108	R10 700

## 2 flexiFED 1 Supercharged Savings Plan

	flexiFED 1	Annual Threshold Level	Available Day-to-Day
M	R2 343	R4 600	R3 744
M+AD	R4 090	R7 300	R5 616
M+AD+CD	R4 936	R9 000	R6 852
M+AD+2CD	R5 835	R10 700	R8 724

## 3 flexiFED 1 Supercharged Flexible Savings Plan

	flexiFED 1	Annual Threshold Level	Available Day-to-Day	Total repayment to the Scheme
M	R2 031	R4 600	R9 696	Total + Fedhealth Savings used ÷ 12
M+AD	R3 622	R7 300	R13 392	
M+AD+CD	R4 365	R9 000	R14 592	
M+AD+2CD	R5 108	R10 700	R15 900*	

\* Maximum Fedhealth Savings allocation per family.



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AfA (HIV Management) X

Monday to Friday 08h00 - 17h00  
Tel: 0860 100 646  
Email: afa@afadm.co.za  
Web: www.aidforaids.co.za  
SMS (call me): 083 410 9078





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Europ Assistance  
Tel: 0860 333 432







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## Chronic Medicine Management ✕

Monday to Thursday 08h30 - 17h00  
Friday 09h00 - 17h00  
Tel: 0860 002 153  
Email: [cmm@fedhealth.co.za](mailto:cmm@fedhealth.co.za)  
Postal address: PO Box 38632, Pinelands, 7430





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## Disease Management



Monday to Friday 08h00 - 16h30  
Tel: 0860 002 153  
Email: dm@fedhealth.co.za







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## Fedhealth Baby



Monday to Friday 08h00 - 17h00  
Tel: 0861 116 016  
Email: [info@babyhealth.co.za](mailto:info@babyhealth.co.za)  
Web: [www.babyhealth.co.za](http://www.babyhealth.co.za)





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## Fedhealth Customer Service Centre



Monday to Thursday 08h30 - 17h00  
Friday 09h00 - 17h00  
Tel: 0860 002 153  
Email: member@fedhealth.co.za  
Claim submission: claims@fedhealth.co.za  
Web: www.fedhealth.co.za  
Postal address: Private Bag X3045, Randburg, 2125







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## Fedhealth Oncology Programme



Monday to Friday 08h00 – 16h00  
Tel: 0860 100 572  
Email: cancerinfo@fedhealth.co.za  
Postal address: P O Box 38632, Pinelands, 7430





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Tel: 0800 112 811







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Monday to Thursday 08h30 - 17h00  
Friday 09h00 - 17h00  
Tel: 0860 002 153  
Email: [authorisations@fedhealth.co.za](mailto:authorisations@fedhealth.co.za)  
Web: [www.fedhealth.co.za](http://www.fedhealth.co.za)





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## Medscheme Client Service Centres



These branches are open Monday to Thursday 07h30 - 17h00, Friday 09h00 - 17h00 and Saturday 08h00 - 12h00

### Bloemfontein:

Medical Suites 4 and 5, First Floor, Middestad Mall, Corner West Burger and Charles Streets

### Cape Town:

Shop 6, 9 Long Street Cnr Long & Waterkant Streets, Cape Town

### Durban:

Ground Floor, 102 Stephen Dlamini Road, Musgrave, Durban

### Port Elizabeth:

1st Floor, Block 6, Greenacres Office Park, 2nd Avenue, Newton Park

### Pretoria:

Nedbank Plaza, Ground Floor, Shop 17, 175 Steve Biko Street, Arcadia

### Roodepoort:

Shop 21 & 22, Flora Centre, Cnr Ontdekkers and Conrad Roads, Florida North, Roodepoort

### Vereeniging:

27 Grey Avenue







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## Preferred Provider Pharmacies



### Clicks

Tel: 0860 254 257

To locate a store, go to: [www.clicks.co.za](http://www.clicks.co.za) and select Store Locator

### Dis-Chem

Care-Line: 0860 347 243

To locate a store, go to: [www.dischem.co.za](http://www.dischem.co.za) and select Store Locator

### Medirite Pharmacy

Tel: 0800 222 617

To locate a store, go to: [www.medirite.co.za](http://www.medirite.co.za) and select Store Locator

To find an independent pharmacy near you, please visit [www.icpa.co.za/find-a-pharmacy/](http://www.icpa.co.za/find-a-pharmacy/)

### Pharmacy Direct

Monday to Friday 07h30 - 17h00

Tel: 0860 027 800

Fax: 0866 114 000/ 1/ 2/ 3/ 4

Email: [care@pharmacydirect.co.za](mailto:care@pharmacydirect.co.za)

Web: [www.pharmacydirect.co.za](http://www.pharmacydirect.co.za)

SMS (call me): 083 690 8934

### Clicks Direct Medicines

Tel: 0861 444 405

Email: [directmedicines@dirmed.co.za](mailto:directmedicines@dirmed.co.za)

### Dis-Chem Direct Courier

Tel: 011 589 2788

Email: [direct.documents@dischem.co.za](mailto:direct.documents@dischem.co.za)

### Medirite Courier Pharmacy

Tel: 0800 010 701

Email: [medirite.courier@shoprite](mailto:medirite.courier@shoprite)

