

Mr AB Surname
PO BOX 111
Faerie Glen
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25 January 2013

Dear Mr Surname

WELCOME TO BESTMED

We are excited and delighted to officially welcome you to the Bestmed family. We are confident that you will enjoy a long lasting relationship with your new scheme.

A letter (Take-On Process to Bestmed, dated 20 December 2012) was sent to you explaining the process and way forward. To ensure a smooth transition to Bestmed, we need you to pay special attention to the focus areas outlined below.

PERSONAL INFORMATION

We are pleased to inform you that all Sappi Medical Aid beneficiary information has been transferred successfully from Metropolitan to the Bestmed database. This includes principal member and dependant information such as ID numbers and contact details (please see membership certificate attached). However, in order to ensure that we have the correct information, it is critical for members to verify their personal details and indicate changes where applicable. Only if there are any errors, add the correct information alongside the incorrect information before returning your signed form to Bestmed.

Please send the amended information to sappi@bestmed.co.za.

It is not necessary to send a signed form if your details are correct.

OPTION CHOICE

In our letter to you, dated 20 December 2012, you will notice that all Sappi members have been added on a default option, Pace1. This option may not necessarily be suitable for all members. Some may require more cover and some may need less.

So which option is most suitable to you?

- Please find attached a comparative brochure which compares all options that Bestmed has available. (We are aware that it is difficult to read the small print of the attached brochure and should you wish to obtain a copy of the z-card, please contact your HR manager or contact Bestmed at 086 000 2378 for a z-card.)



- Please attend one of the general information sessions (see schedule attached) where our consultants will explain all the various benefit options and assist with answering your questions.
- Should you require more information or personal assistance please schedule a one-on-one appointment with the available consultants – who will advise you regarding which option is more suitable for your health needs.
- These individual sessions will be held after the general information session.

Should you wish NOT to stay on Pace1 as from 1 April 2013, please fill in your chosen option name in the space provided (see attached) and send to Bestmed before 1 March 2013.

However, if you are satisfied and do not wish to change to another option, you don't have to inform us.

BESTMED OPTIONS

Bestmed provides great healthcare benefits through our nine unique and flexible benefit options. With us you get the best when it comes to accessing quality healthcare.

The **Beat range** offers basic hospital benefits with limited savings to pay for out-of-hospital expenses on some options. The options in this range are Beat1, Beat2 and Beat3.

The **Pace range** offers more comprehensive hospital benefits, but with funds from the Scheme and more savings to cover extensive out-of-hospital expenses. The options in this range are Pace1, Pace2, Pace3 and Pace4.

The **Pulse range** offers full hospital benefits with out-of-hospital benefits provided by designated network providers only. The options in this range are Pulse1 and Pulse2.

Bestmed is also in the process of introducing a 10th option in 2013 which will form part of the Beat range, called Beat4. This option will be an intermediary between Pace1 and Pace2. Beat4's benefits will be more comprehensive than that of Pace1, but its contribution fee will be less than Pace2.

CHRONIC CONDITIONS/CHRONIC AUTHORISATIONS

Every Bestmed option covers various conditions that require chronic medicine authorisation.

You need to check if your chronic condition is covered on Pace1 or to select a benefit option that covers your specific condition (see attached list).

Bestmed will cover the existing chronic medicine authorisation carried over from Sappi only if the chronic condition is covered on your chosen option. This authorisation will be carried over, with no penalties, until 31 October 2013. Thereafter, you will be required to re-apply for chronic medicine benefits by

completing the relevant chronic application form or forwarding us a chronic prescription (not older than 6 months) with the necessary ICD-10 codes.

Note: The medicine authorisation renewal from 1 November 2013 will be subject to clinical guidelines, protocols, Scheme rules and medicine formularies.

It is important to understand that if your chronic condition is not covered on your chosen Bestmed option, the medicine for this condition will be paid from your acute medicine limit (day-to-day benefits)/Savings Account.

If you are a chronic medicine user and you are concerned about the reimbursement of your medicine, please attend one of the information sessions or make an appointment with one of our consultants in order for us to discuss your situation with you.

MEMBERSHIP CARDS

Your membership card/s will be issued by the middle of March according to the information received as at **1 March 2013**.

Any data received on 2nd of March and later, will not be reflected on the membership card issued. The correct card will then be issued by the 30th of April 2013.

BESTMED MEMBERSHIP NUMBER

The membership number indicated, on the attached page, is your Bestmed membership number which will be valid as from **1 April 2013**. Should you for some reason not receive your membership card on time, you may use this number in the meantime should you be in the need of any urgent medical services.

CHECK LIST

- It is important to ensure that all your personal information is correct. Please confirm the correctness of the information on your membership certificate. Errors should be corrected by adding the correct information alongside the incorrect information.
- Decide if Pace1 is suitable for your chronic conditions, if not, please choose a higher option.
- Attend any of the scheduled general information sessions or make a one-on-one appointment.
- Submit any changes to Bestmed by no later than 1 March 2013.

You may post the changes to us at the following address:

Sappi Take-On Process
Bestmed Medical Scheme
PO Box 2297
Pretoria
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- Or you may fax the changes to:

Attention: Corporate Membership (Sappi Take-On Process)
Fax. No. 012 472 6816

- Or you may scan and e-mail the changes to:
sappi@bestmed.co.za

At Bestmed we take great pride in making your life just a little easier because we know it is often the little things that make us appreciate what we have. We will do our utmost to ensure a smooth and seamless transition as far as possible and to provide you with a client-centric service offering.

Regards

Elmarie Jooste
General Manager: Marketing