



UPDATE

ISSUE 2 | 2024



Platinum Health: Tel: 087 463 0660 | www.platinumhealth.co.za
Case Management and Client Liaison: Tel: 014 590 1700 or 080 000 6942
Email: phclientliaison@platinumhealth.co.za | After-hours emergencies: 082 800 8727

CONTENT

03	Message from the Principal Officer's Desk
04	BHF 9th Annual Titanium Award Winners - Platinum Health Medical Scheme
05	Platinum Health supports Mandela Day
08	Join our Vulindlela Wellness Campaign!
10	NHI - What this means for Platinum Health Medical Scheme members
11	Why choose generic medicine?
12	Women's Health Awareness - Why are health checks so important?
13	Self-care ideas for women
14	How does the claims payment process work?
16	Platinum Health goes social



HEALTHCALENDAR

SEPTEMBER 2024

Cervical Cancer Awareness Month
Eyecare Awareness Month
National Oral Health Month
Pharmacy Month

14 September	National Attention Deficit Hyperactivity Disorder (ADHD) Day
21 September	World Alzheimer's Day
5-9 September	National Kidney Awareness Week
29 September	World Heart Day

OCTOBER 2024

Eyecare Awareness Month
Breast Cancer Awareness Month

10 October	World Mental Health Day
12 October	World Arthritis Day
16 October	World Spine Day
28 Oct – 3 Nov	National Stroke Week
20 September	National Down Syndrome Day
20 September	World Osteoporosis Day

MESSAGE FROM THE PRINCIPAL OFFICER'S DESK

In this edition of our Update magazine, I want to touch on the National Health Insurance (NHI) Act which was signed by our President earlier this year. I want you to know that your membership is safe, and you can continue to access the services available. You can rely on our continued commitment to serving you to ensure your access to quality and affordable healthcare. We will continue to actively monitor developments and provide updates to you on an ongoing basis.

Our **mission** is to satisfy our member and patient expectations and a few months ago we were privileged to see this mission realised as we were awarded at the Board of Healthcare Funders (BHF) Titanium Awards on Monday, 6 May. As first-time entrants we were thrilled to be awarded the Titanium Award for Service Membership under the category: Open, Closed & Self-administered Medical Schemes, Administrators and Managed Care organisations. I am extremely proud of our team.

In this issue we also take a look at how our teams showcased their support for promoting the Nelson Mandela legacy, by visiting various institutions on Mandela Day on 18 July 2024. We had a wonderful time with the elderly at Bokamoso Old Age Home, as we painted the home both inside and outside. At SOS Children's Village our teams pitched in to clean the children's houses and at Tubatse Child and Youth Care Centre we renovated their netball court. **Read all about it on page 6.**

We've also organised numerous Vulindlela Wellness Campaigns at our Participating Employers over the past months, and we thank you for participating. The key reason why we have these



campaigns is to offer you the opportunity to conveniently get tested at your workplace for health checks such as blood pressure, blood glucose, cholesterol and HIV. To date, over 16 800 members have received health checks!

We're also broadening our horizons by expanding our communication to social media to keep you, our members at the forefront, so watch this space for more information!

Yours in health and safety
Welcome Mboniso

BHF 9TH ANNUAL TITANIUM AWARD WINNERS



9TH ANNUAL
**TITANIUM
AWARDS**
Recognising Excellence in Healthcare

We are thrilled to share that on Monday, 6 May, we were announced as the winners of the Titanium Award for Service Membership under the category: Open, Closed & Self-administered Medical Schemes, Administrators and Managed Care Organisations.

The 9th annual Board of Healthcare Funders (BHF) Titanium Awards saw the healthcare industry come together to honour its trailblazers at the Cape Town International Conference Centre.

Held on the second evening of the 2024 BHF annual conference, the awards recognised and celebrated the top performers and service providers in the healthcare sector.



Standing from left are Nancy Mini; Ribu Malatji (Member Elected Trustee); Welcome Mboniso (Principal Officer); Dr Tryphine Zulu (Chief Healthcare Officer) and Rodney Gounden (Chief Executive Officer).

Standing in the back row, from left are Rodney Gounden (Chief Executive Officer); Quantin van Rensburg (Chief Information Officer); Tiisetso Tsiki (Chief Financial Officer), Dr Matome Sekgala (Chief Operating Officer – Eastern Limb); Dr Tryphine Zulu (Chief Healthcare Officer) and Dr Mel Mentz (Chief Operating Officer – Western Limb). Standing in the front row, from left are: Tharina Lange (Group Pharmacy Manager); Dr Janamari du Plessis (Business Unit Manager); Marietjie Hildebrand (Coordinator Managed Care); Thabo Mosoane (Chief People Officer); Kutlwano Raborife (Stakeholders Relations Manager); Albert Kokota (Nursing Services Executive) Colin Smith (Board of Trustees Chairperson) and Welcome Mboniso (Principal Officer).

Commenting on the award, PHMS's Chief Executive Officer, Rodney Gounden said: "I am extremely proud of the PHMS team, and I believe that this award reflects our continued commitment to our mission, to go above and beyond to satisfy our member and patient expectations."

When commenting about the award, the Board of Trustees Chairperson, Colin Smith said: "The impact of all Platinum Health employees has on our membership was gloriously recognised. I am proud to be associated with a wonderful and caring team."

We believe that this award is a reflection of our continued commitment to distinguish PHMS as an industry and sector centre of excellence.

PLATINUM HEALTH SUPPORTS MANDELA DAY

Platinum Health (PH) employees devoted 67 minutes and more on 18 July in support of Mandela Day celebrations. To honour the amount of time and resources former president Nelson Mandela devoted to improving the lives of children around the world, we made children and the elderly the focus of what would have been his 106th birthday.

Not content with making a difference in just one place, we visited three institutions in the Rustenburg, Mpumalanga and Limpopo Regions respectively.

Here's a snapshot of the activities that took place.



SOS CHILDREN'S VILLAGE, TLHABANE



The SOS Children's Village is a non-government childcare organisation that provides direct care services for children who have already lost parental care or children at risk of losing parental care. They are passionate about childcare development and provide a place that orphaned and abandoned children can call home. It provides children the opportunity to live as part of their own culture and religion, in a home where their needs for food, healthcare, shelter, and education are met. It's an environment where they can be children again: to play, laugh, learn, make friends, and do all the things a child should do.

The air was buzzing with excitement as our teams pitched in with cleaning the houses, and whether it was dusting the walls or sweeping the floors, the end result was incredibly enjoyable and rewarding. We also donated blankets to keep the little ones warm during wintertime and some much-needed cleaning material was handed over to the SOS team too.

At the event, Mr Albert Kokota (Nursing Services Executive) said we are always happy to be able to make a positive difference in people's lives, especially the youngsters of today as they are the leaders of tomorrow. "It is an exhilarating experience to be part of an initiative that gives something meaningful to the community. Thank you for the warm welcome we received from all of you and we trust that our visit here today will make a positive difference in the lives of the children."

If you wish to donate to SOS Children's Village or to find out more, contact Mpho Madiba on 071 681 6557.



BOKAMOSO OLD AGE HOME, SANDFONTEIN

The Bokamoso Old Age Home in Sandfontein houses ten elders who are terminally ill and they offer food and care to them as well as to another twenty elders living in the nearby village.

The Old Age Home required an overall renovation, and our teams couldn't wait to start painting the house both inside and outside. All dressed up in our overalls and amidst laughter and a feeling of togetherness, we got the job done, with many elders expressing their gratitude for our enthusiastic efforts. To ensure they sleep cozy and enjoy warm cooked meals this winter, we also donated blankets, a gas stove and cylinder to them as they didn't have a proper kitchen to prepare meals.

At the event, our CEO, Mr Rodney Gounden, underlined the importance of preserving the legacy of Madiba. "This day serves as a call to action for every one of us. In a society where the elderly are often overlooked or forgotten, it is delightful for us to spend the day with all of you. It is a day that urges us to reflect on our actions, promote peace, equality, and justice and to strive towards a society free from discrimination and oppression. This day is not just about remembering Madiba's achievements, it is about honouring his values and principles!"

If you wish to donate to Bokamoso Old Age Home or to find out more, contact Elsie Moshai on 067 843 6334.





TUBATSE CHILD AND YOUTH CARE CENTRE

Tubatse Child and Youth Care Centre serves as a safety home for children and the youth in the area, and it houses thirty-three children in need of care and protection. It offers integrated services to needy, neglected, traumatised and abused children and the care centre provides 24 hour accommodation, food, medical services, clothing, scholastic training, social counselling and any other services needed for their total care.

All geared up in their green overalls, our enthusiastic teams took to the task of performing a much-needed renovation of the netball courts, and at the end of the day we were gifted with a sense of contentment and pride. In addition to this we also donated blankets to the children, as we want the children to sleep nice and snug during the cold winter months.

At the event, Dr Matome Sekgala (Chief Operational Officer – Eastern Limb) recognised that education and physical exercise were the key to unlocking the potential of children and empowering them to create a better future. “We identified Tubatse Child and Youth Care Centre because it’s part of the community that we serve, and we wanted to do something special for them on this day. We decided to refurbish the netball court because we believe that physical activity plays an important part in the growth of children and youth. We are also very thankful for what the Centre does for its children and youth in empowering them to improve themselves,” he said.

If you wish to donate to Tubatse and Youth Care Centre or to find out more, contact Nthabiseng Segooa on 060 983 8000



“Each of us, as citizens, have a role to play in creating a better world for our children” – Nelson Mandela



JOIN OUR VULINDLELA WELLNESS CAMPAIGN!



Your health and wellness are important to us and that's why we've been having Vulindlela Wellness Campaigns over the past months.

Where are the Vulindlela Campaigns held?

We know that you don't always get time to visit a doctor or nurse to get health checks, and that's why it's held at your workplace.

Why is the campaign called Vulindlela?

Vulindlela means "opening the way". The reason why we chose this name is because we believe that the Vulindlela campaigns serve as an efficient tool towards opening the way towards a healthier lifestyle for you as our member.



What types of health checks can you get at the Vulindlela Campaigns?

We test your blood pressure (BP), blood glucose and cholesterol levels to see if its normal. If it's not normal you will be referred to one of our medical facilities for treatment. You can also get tested for HIV in a confidential and private setting.

What else happens at a Vulindlela campaign?

Client Liaison Officers can help you with any questions you may have about your membership, claims, benefits or any service-related queries. They can also help you with getting your tax certificate or order a new membership card if you need a new one.

Our Social Workers are also available to assist and support you should you need help with any issues such as depression, panic attacks, anxiety, relationship problems etc. Remember, you are not alone, and we are here to support you in any way we can.

Over the past four months, we've visited numerous workplaces and thousands of our members got tested.





HERE'S A SNAPSHOT OF EVENTS THAT TOOK PLACE.





PLATINUM
HEALTH

NHI

What this means for Platinum Health Medical Scheme members

National Health Insurance (NHI) is South Africa's solution to achieving universal access to healthcare cover. The NHI is a fund from which the government will buy healthcare services for South Africans from healthcare providers both in the public and private sector.

When will the NHI be fully implemented?

There is no indication yet on when the NHI will be implemented. Even though the president signed the Act, it has not been made operative. The president must implement the Act or sections thereof by proclamation. This has not happened yet, and there is currently no indication of when or how it will be implemented.

What does the NHI mean for Platinum Health?

At Platinum Health, it is business as usual, and nothing has changed.

How will the NHI be funded?

There is no clarity on how the NHI will be funded, only that funding may come from taxes.

What does this mean for my membership?

Your Platinum Health membership is safe, you can continue to access the services available.

What can members expect from Platinum Health going forward?

Our continued commitment to serving you, our members, to ensure quality and affordable healthcare services. We are confident that PHMS will continue to play a positive role in the future of NHI and we will be doing our part to support the legislation in order to provide all South Africans with access to quality healthcare.

We will continue to actively monitor developments and provide updates and communication to you on an ongoing basis.

WHY CHOOSE GENERIC MEDICINE?

Pharmacists often suggest generic medicine, but what is the difference?

What is generic medicine?

Generic medicine refers to products that have exactly the same active ingredients, the same strength of the active ingredients, the same dosage as the original brand name medicine, and the same quality.

Is generic medicine just as good as branded medicine?

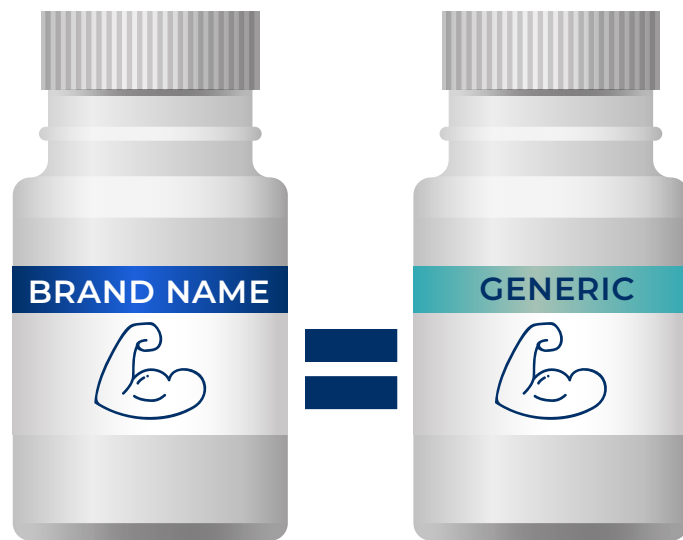
Yes, generic medicine has:

- The same active ingredient as the brand name drug and yields the same therapeutic effect.
- The same strength
- The same dosage form (e.g. tablet, capsule, cream)
- The same route of administration
- The same efficiency and safety



Please consult your Pharmacist or Healthcare Professionals for more information.

Source: <https://www.angloms.co.za/portal/ams/generic-medicines>



What is generic substitution?

Generic substitution means the substitution of prescribed medicine with medicine marketed by a different company. This is called interchangeable multi-source medicine.

Generic medicines may look different and may contain different non-active ingredients, but they are:

- Allowed for sale after the patents on the original branded drugs expire.
- Typically sold at substantial discounts from the branded price.
- Developed and made by a company other than the company that makes the brand-name original drug.

What are the benefits of choosing generic medicine?

- The price of medicine is less.
- It is easier to find a generic medicine equivalent.
- Your medicine benefits will last longer.
- Ensure maximum value of medical scheme benefits without adversely affecting your health. You get the best value from your medical scheme at the best price.

WOMEN'S HEALTH AWARENESS

WHY ARE HEALTH CHECKS SO IMPORTANT?

By getting regular health check-ups, you can detect and treat health issues early on, prevent health issues from developing in the first place, and have peace of mind knowing that you are in good health.

We recommend the following health-checks for you:



Blood pressure screening	<ul style="list-style-type: none">• With every consultation
Blood glucose test	<ul style="list-style-type: none">• From age 20 with every consultation
Cholesterol check	<ul style="list-style-type: none">• With every consultation
Cervical Cancer screening	<ul style="list-style-type: none">• Start from the ages of 21 to 29 years old, to get Pap tests, repeat every 3 years (unless otherwise indicated by your doctor)• 30 to 65 years old, begin co-testing (pap test combined with HPV test) every 5 years, or get a Pap test every 3 years (discuss your options with your doctor)• 65+ years old, stop screening if you have had normal results for several years
Pap smear and Pelvic exam	<ul style="list-style-type: none">• From age 21, every 3 years
Mammogram	<ul style="list-style-type: none">• From age 40, every 2 years
Breast exams	<ul style="list-style-type: none">• From puberty conduct breast self-examination every month, 3 to 5 days after your periods
Bone density screen	<ul style="list-style-type: none">• Test at age 65
Colon cancer screening	<ul style="list-style-type: none">• From age 50
Body mass index	<ul style="list-style-type: none">• Annually
Dental check-up and cleanings	<ul style="list-style-type: none">• Twice-yearly

If you have any questions, or need guidance, talk to one of our healthcare providers closest to you. Also rest assured that you are covered for any of the above tests as per our 2024 benefit schedule.



SELF-CARE IDEAS FOR WOMEN

How often do you do things that are solely for you? When was the last time you did something for yourself that makes you happy? If the answer is often, then it's excellent, and you should keep going. But if it's mostly no, then maybe you should start implementing some of the following ideas to boost your physical, mental and emotional wellbeing:

Eat a healthy snack to nourish your brain and body.

Enjoy a cup of hot tea.

Make a list of some people and things you are grateful for.

Read a book for 10 to 15 minutes.

Take a stretch break in the middle of emails.

Take a walk outside and pay attention to what you see.

Call a friend to chat.

Light an aromatherapy candle.



Turn your phone off for 30 minutes.

Listen to a meditation or watch a yoga video.

Take five minutes to sit down and take a deep breath.

Get into bed 15 minutes earlier.

Notice the way the water feels when taking a shower.

Journal your thoughts.

Smile and remember to enjoy what you are doing.

You'll be surprised to learn how little effort it takes to boost your mood or escalate your overall emotional and mental health. Practicing or indulging yourself in a few self-care techniques or ideas to pamper yourself occasionally can boost your mental wellness and make you a better version of yourself!

HOW DOES THE CLAIMS PAYMENT PROCESS WORK?



To streamline our claims payment processes, we have agreements with our designated service providers (DSPs) to submit claims directly to us. This also ensures that you are not burdened with having to submit claims to us.

But what if I receive an account or tax invoice from a service provider? What should I do?

Call us on 014 590 1700 or 080 000 6942 to confirm whether we have received the account or tax invoice.

If Platinum Health hasn't received the account or tax invoice yet, what should I do?

Please submit it to us within four months from the date of services or supplies you received. This will prevent it from becoming stale, which could also result in non-payment.

Here is a step-by-step guide on how you can submit claims to us:

1. First make sure the following details appear on the tax invoice or account:

- Tax invoice or account number
- Your initials, surname, and address
- Your membership number
- The dependant code of the patient who received the services or supplies
- The date, tariff code and detail of the services or supplies you received. (Your doctor can help you with the tariff code if you don't have it).
- The authorisation number if the tax invoice or account was for a specialist consultation.
- Verify that you or your dependant received the service or supplies, by signing the tax invoice or account



2. The next step is to submit the claim to us, using any of the following channels:

Email: phclientliaison@platinumhealth.co.za
Mail: Platinum Health, Private Bag X82081, Rustenburg, 0300
Submit it at a Client Liaison Office near you

3. Once we receive your claim, we will process it in accordance with the Medical Scheme Rules, Rates and Tariffs.

4. Once we have processed the claim, it will be paid.

5. We will then inform you that the claim has been paid via e-mail. You will also receive an SMS notification and a member statement with full payment details.



Please remember if we don't have your correct contact details on our system, you will not receive these notifications.

To make sure we have your correct contact details, please call Client Liaison on:

Tel: 014 590 1700 or 080 000 6942,
Email: phclientliaison@platinumhealth.co.za

They can also help you to update your contact details or answer any questions you may have.

Platinum Health goes Social

We are excited to announce that Platinum Health Medical Scheme is NOW on Facebook and LinkedIn. Here you will find important updates, benefit information and learn more about who we are! What are you waiting for like, follow and share now!



**PLATINUM
HEALTH**

