
Bestmed Coronavirus Update!



Dear Member,

Bestmed Notice: COVID-19 Benefits and Events Updates

As the COVID-19 count in South Africa is reaching record highs – to the extent that at one point we had the highest number of new cases in one day, the harsh reality is that many of us are in the unfortunate position where we personally know someone who has the virus.

Over 1 200 Bestmed beneficiaries have been positively diagnosed with the COVID-19 and we take the responsibility of looking after their healthcare very seriously. Our sincere condolences go to the loved ones of the 34 members who have passed as a result of the virus and our thoughts are with the beneficiaries that are still fighting it. We hope for their full recovery. We can report that over 790 of those infected have recovered.

As our essential workers stand in the front line of the vexing battle against this global pandemic, Bestmed will continue to play its role as an essential service provider. We are committed to supporting our members during this difficult time and delivering the excellent service that you have become accustomed to. With more South Africans being exposed to this virus, and the numbers as high as they are, we have decided to

take this opportunity to remind you of the COVID-19 related benefits that every Bestmed member has access to.

Out of Hospital Benefits: Physical, Telephonic and Video Consultations

To help members take the necessary measures, Bestmed has funded over 13 000 COVID-19 tests thus far. As per the Council for Medical Schemes' (CMS') guidelines, Bestmed will fund screening consultations and pathology tests as a prescribed minimum benefit (PMB) from the Scheme risk benefit, whether the test is negative or positive where members comply with both the parameters listed below:

- The member shows symptoms for COVID-19, and/or was in contact with individuals with the virus; and
- The member was referred by a healthcare worker (doctor or nurse).

If a member is asymptomatic and is not referred by a healthcare worker and, consultations and pathology tests will be paid from the relevant Scheme benefits according to their option rules and benefit availability.

Bestmed requires that members obtain a referral by a medical professional before taking a COVID-19 test. Bestmed is aware of concerns regarding the risk to members that might not be infected with the virus and infected members who may inadvertently spread the virus, however, it should be noted that is medically necessary for you to consult with your provider. Members are encouraged to take the required safety precautions when visiting their provider, and to keep in mind that Bestmed also covers telephonic and video consultations with healthcare providers during the national lockdown. Telephonic and video consultations will be paid in accordance with benefit provision as per your selected Bestmed option, or from Scheme risk as a PMB in line with the parameters listed above.

Bestmed members can also claim refunds for any cash purchases of hand sanitizers purchased from any [network pharmacy](#) by sending the proof of purchase to claims@bestmed.co.za. Refunds are paid from the member's available over-the-counter (OTC) benefit.

In Hospital Benefits

Bestmed covers hospitalisation at 100% Scheme rates if members are tested positive for COVID-19. Members must kindly note that, pre-authorisation is required for hospitalisation and that you need to use one of our designated service providers if you are on a network option. The list of the dedicated network of services providers can be accessed via the [online member portal](#), as well as via the Bestmed App. In the case of a positive diagnosis, the member, their representative or their healthcare provider must notify Bestmed as soon as possible via telephone on 086 000 2378 or via email at service@bestmed.co.za.

Bestmed Contact Channels During the Lockdown

Bestmed recognises the importance of assuring you and your dependants that we have taken all the necessary steps to ensure that our role as the funder of all your healthcare needs remains intact during the national lockdown. This means that Bestmed members are still able to access their benefits, submit chronic applications, request pre-authorisation, visit core network service providers, and communicate with our Contact Centre to resolve queries. In adherence to the social distancing requirements, our walk-in centres will be closed, during the national lockdown. We encourage our members to make use of our self-service and contact-less support facilities as listed below:

Contact Channel	Contact Details
Email support	service@bestmed.co.za
Member portal	https://bit.ly/Bestmed Member Portal
Member App - Apple	https://bit.ly/Bestmed Member App iOS
Member App - Android	https://bit.ly/Bestmed Member App Android
LiveChat	https://bit.ly/Bestmed LiveChat
Telephone support	086 000 2378
SMS support	44425
Nelspruit office	+27 (0)13 101 0280
Port Elizabeth office	+27 (0)41 363 8921
Durban office	+27 (0)31 279 5421
Cape Town office	+27 (0)21 202 8808 0860 333 342

Board of Trustees Elections and Annual General Meeting Dates Postponed

In view of the extension of the national lockdown restrictions and its impact on Bestmed’s operational requirements, particularly the Annual General Meeting (AGM) and Board of Trustees (BoT) elections, the

CMS has approved our request to postpone the 2020 AGM and BoT representative elections. The 2020 BoT representative voting will open from 08:00 on 1 August 2020 to 23:59 on 31 August 2020 and details regarding this will be communicated to all members before or on the opening day.

The 2019/20 AGM will be hosted virtually and at a later date. This means that the 2019/2020 AGM will not be held in person at a venue but, instead, will be hosted online via a link that will be shared with Bestmed members. You will be able to access the event using your computer or smart phone and all voting on motions will also be hosted online through this platform. If you are not available to join during the live streaming of the event, the recording will be made available online and shared with members after the fact. The new date along with the details of the virtual event will be communicated to all members as soon as all the information is available.

We plead with you, yet again, to play your part by staying home, keeping up with good hygiene practices and wearing layered cloth masks when you are in public, as advised by the Minister of Health, Zweli Mkhize. Adhering to the lockdown regulations curbs the spread of COVID-19 and keeps our first responders safe while they continue to fulfil the fiduciary duty of keeping our loved ones safe. Get in touch with us through the following social media channels:

[Facebook](#)

[Instagram](#)

[LinkedIn](#)

[Twitter](#)

For more information about COVID-19 visit www.sacoronavirus.co.za or text “Hi” to the national COVID-19 WhatsApp line on 0600 123 456.

Personally Yours,
Bestmed Medical Scheme

[**www.bestmed.co.za**](http://www.bestmed.co.za)

