



*Dear Member*

As we speed into the first quarter of 2024 at an unbelievable pace, we would like you to pause and read the following newsletter on some **exciting changes** within the Pick n Pay Medical Scheme.

**In this newsletter:**

- News around enhancements to the Scheme's operating system
- Annual General Meeting and upcoming Trustee elections for 2024
- Importance of balance exercises
- Are you a proud organ donor?
- Contact us



# News around enhancements to the Scheme's operating system

As communicated to you in the November 2023 newsletter, we are thrilled to unveil a host of **new system enhancements** designed exclusively for our valued Pick n Pay Medical Scheme members. Your wellbeing is our priority and we believe these enhancements will elevate your healthcare experience to new heights.

## 1. Integration for seamless services

As a Scheme member, you can now **reap the rewards** of a new integration of systems. The Scheme's disease and pharmacy benefit management functions are now administered under one roof by Momentum Health Solutions, thereby centralising all aspects of your healthcare experience. Integrated administration and managed care services will provide members with more seamless, affordable and sustainable healthcare.

## 2. Enhanced communication



We understand the importance of accessibility. Bearing this in mind, we introduced WhatsApp as an additional communication channel with the Scheme in 2023. You can now reach out to us effortlessly by sending a WhatsApp message whenever you need assistance. All you need to do is add our WhatsApp number (**0800 004 389**) to the list of contacts on your phone.



You can also access your Scheme information through the self-service options that are available to you on the Scheme's website through **Ada Bot** or by **downloading our mobile app** from Google Play or the Apple iStore. All your information, such as your digital membership card, membership certificates, claim statements, tax certificates and dependant information, is available on the web and the mobile app. You can also request pre-authorisation and submit a claim using these channels.



## 3. Innovative wellness solutions at your fingertips



Embrace a healthier lifestyle with our new incentivised wellness offering, **Multiply Inspire**, which is provided to you at no extra cost. This innovative solution places a strong emphasis on health outcomes and is seamlessly integrated with our managed care and administration services. Take the first step towards a healthier you – click [here](#) to discover more about our wellness offerings.

## 4. HealthSaver

Once you start using your Multiply account and receive rewards for your Multiply activities, you will be prompted to open a HealthSaver account to access your rewards. This account can be used to fund any medical services that are not covered by the Scheme. You can contribute **as little as R100 per month** to your HealthSaver account. Click [here](#) to download an application form to open a HealthSaver account.

## 5. Hello Doctor app for medical advice 24 hours a day, seven days a week, 365 days a year

As part of our commitment to your wellbeing, Pick n Pay Medical Scheme members now have access to Hello Doctor **virtual telehealth consultations** via the Scheme's mobile app. The revolutionary Hello Doctor app offers access to a medical doctor 24 hours a day, seven days a week, 365 days a year and provides you with the convenience of having a doctor in your pocket.

You may request a call-back and receive monthly newsletters with valuable medical information and wellness tips. This additional layer of medical access is especially comforting in emergencies and particularly beneficial for those who have to travel far or cannot visit a general practitioner (GP).

Simply log into the Pick n Pay Medical Scheme app and click on the Hello Doctor icon to request a call from a doctor for advice, free of charge, or request a telehealth virtual consultation, which is a paid-for service, should you need a diagnosis or prescribed medication to treat certain conditions. For extra functionality, **download the Hello Doctor app** for text conversations and photo sharing.





## 5. Hello Doctor app (continued)

The cost of the telehealth consultation is funded from your Medical Spending Account (MSA) on the Plus Option and from your GP benefit on the Primary Option. As the cost of a consultation is significantly lower than a face-to-face consultation at your GP, using Hello Doctor will make the funds in your MSA last longer.

If smartphones aren't your preference, dial \*120\*1019# to connect with a doctor through any basic mobile phone.

**In conclusion, the Pick n Pay Medical Scheme Board of Trustees, along with your Administrator, Momentum Health Solutions, is committed to continually enhancing your healthcare journey and these exciting additions are a testament to the Scheme's commitment to you.**

**As a Pick n Pay Medical Scheme member, you deserve the best and we are delighted to bring these valuable benefits your way. Here's to your health and wellbeing! Click here to visit the Scheme's website.**



# Annual General Meeting and Trustee Elections for 2024

The terms of office of the three Member-Elected Trustees currently serving on the Pick n Pay Medical Scheme Board of Trustees will end on 4 July 2024.

### Your current Member-Elected Trustees are:

- Ms Helen De Light (Chairperson)
- Mr Ryan Johnson
- Mr Riaan Faassen
- Ms Melissa Manian (alternate Member-Elected Trustee)
- Ms Lucille Andrews (alternate Member-Elected Trustee)

### Your current Employer-Appointed Trustees are:

- Mr Vaughan Pierce (Vice-Chairperson)
- Ms Radhia Sattar
- Ms Jean Mahabeer

As per the Scheme rules, **the Board of Trustees is appointed to manage the affairs of the Scheme** and consists of:

- three Employer-Appointed Trustees
- three Member-Elected Trustees
- two alternate Trustees.

The two alternate Trustees will be the two nominees obtaining the next highest number of votes after the Member-Elected Trustees have been determined. The Member-Elected Trustees' terms of office run for a period of three years and relevant training is provided. A minimum of four Board of Trustee meetings are held annually. In addition, the Trustees are required to nominate themselves to serve on the sub-committees and to attend regular meetings.

### What are the duties of a Trustee?

- Trustees are expected to act with greater care when dealing with the affairs of the Scheme than when dealing with their own affairs.
- They are well read and keep up to date on all legislation and trends affecting the Scheme.
- They do not abdicate their responsibilities to third parties, but are accountable for their decisions.
- They act in the best interests of members.
- They keep the long-term objectives of the Scheme in mind and always remember that it must be sustainable in the long-term.
- They act in good faith and are not swayed by politics, popularity, self-interest or disagreements with the employer.
- They always avoid conflicts of interest and act impartially, never taking advantage of their positions to enrich themselves.
- Their motives are transparent and they disclose any possible conflict of interest.
- They attend all meetings of the Board of Trustees and, where applicable, meetings of sub-committees.
- They research all issues before making a decision and actively participate in decision-making.

### Who is eligible to be a Trustee?

- A person may be a Trustee if he/she is a fully paid-up active employee or continuation (retiree) member of the Pick n Pay Medical Scheme.
- Only a principal member may be a Trustee.

### Who is not eligible to be a Trustee?

A person will not be able to hold office as a Trustee if he/she is:

- under the age of 21
- declared insane or incapable of managing his/her affairs
- declared insolvent or has surrendered his/her estate for the benefit of his/her creditors
- convicted, whether in South Africa or elsewhere, of theft, fraud, forgery or uttering of a forged document or perjury
- removed by the court from any office of trust on account of misconduct
- disqualified under any law from carrying on his/her profession
- a dependant of a principal member.

**The election process consists of two steps, namely the nomination of candidates and the election itself.**

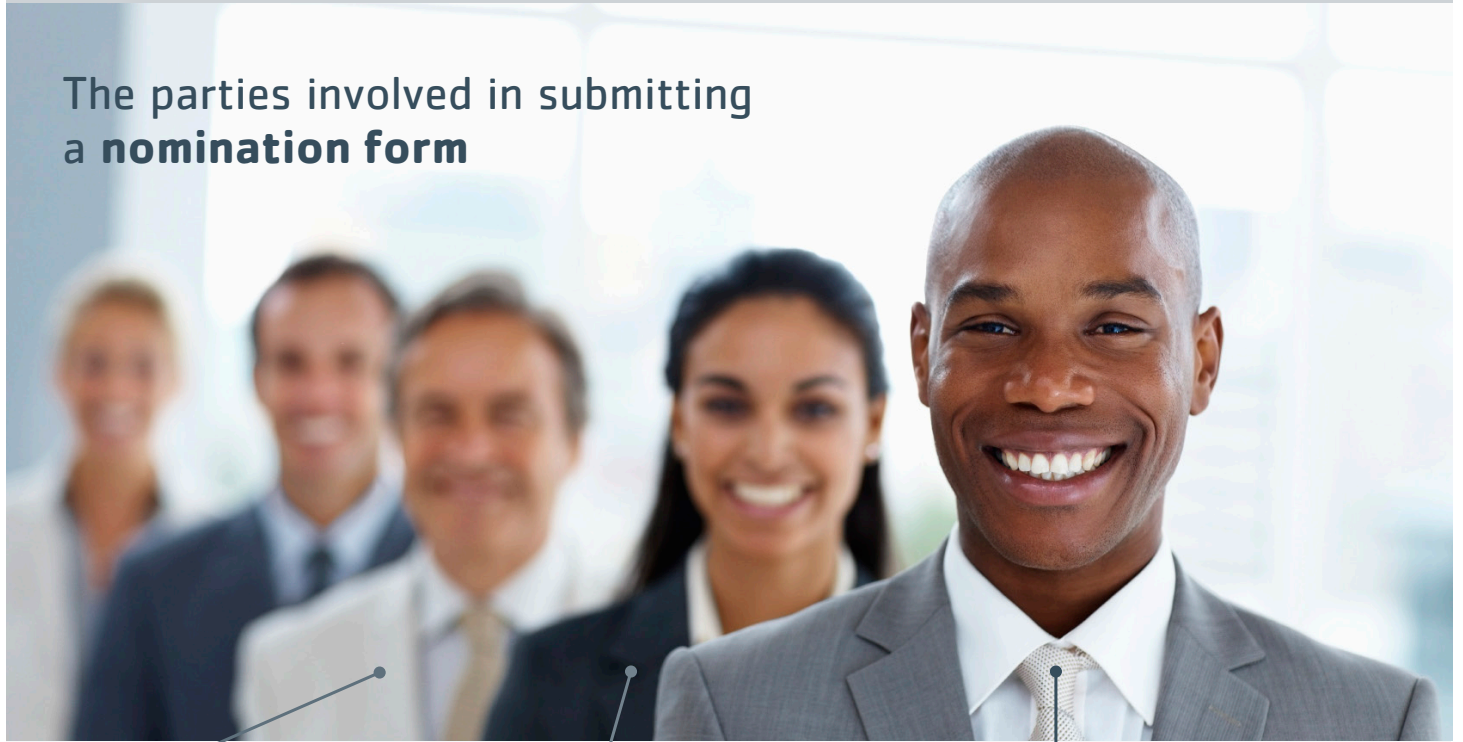


## How are candidates nominated?

- Any principal member (continuation members included) may nominate fellow members to stand for election.
- Another member must second the nomination.
- The nominee (person nominated) must formally accept the nomination by signing the nomination form and attach an abridged curriculum vitae (CV).

**Please note that any nomination that is not seconded or properly completed and signed by all parties and returned to the Scheme before 30 April 2024 will be invalid.**

## The parties involved in submitting a nomination form



### The Proposer

The **proposer** is the person who nominates a member to stand for election as a Trustee. The proposer must be a fully paid-up principal member (not a dependant) on the Scheme. The proposer must provide his/her name and membership number on the nomination form, sign it and include the details (name and membership number) of the nominee.

### The Secunder

The **secunder** is the person who supports the proposer's nomination of that particular member to stand for election as a Trustee. The secunder must also be a fully paid-up principal member of the Scheme. He/she must provide his/her name and membership number on the nomination form and must sign the form.

### The Nominee

The **nominee** is the member who is being nominated to stand for election as a Trustee. The nominee must sign the form, thereby accepting the nomination. There is little point in nominating a member who is not prepared to accept the difficult task of being a Trustee. The nominee must include a short CV.

Once the nomination period has closed, the nominees will be listed in alphabetical order on a ballot form, which, together with the notice of the 2024 Annual General Meeting, will be distributed to members at the beginning of June 2024.

**The outcome of the election will be determined at the Annual General Meeting on 4 July 2024.**

Should you wish to nominate a member, kindly click [here](#) to complete the nomination form and return it, as stipulated on the form, by **no later than 30 April 2024**.





# Importance of balance exercises

Balance exercises can help build strength and improve posture, stability and co-ordination, which can reduce your chances of falling or bumping into things and causing an injury.

Balance control declines with age and impaired balance is a major risk factor for falls among older people. A fall can result in severe injuries, such as fractures, causing long-lasting pain, lower quality of life and even disability.

## Benefits of physical activity

Stay active and **keep moving**, as it will:

- help maintain your ability to live independently and reduce the risk of falling and fracturing bones
- reduce the risk of developing conditions such as coronary heart disease, high blood pressure, colon cancer and diabetes
- shorten the recovery period after an injury or a medical procedure.



ORGAN DONOR  
FOUNDATION



## Are you a proud organ donor?

### What is organ donation?

Organ donation is when you decide to donate an organ to save or transform the life of someone else. You can donate some organs while you are alive and this is called living organ donation. However, most organ and tissue donations come from people after they have passed away.

Organ donation is the process of surgically removing an organ or tissue from one person (the organ donor) and placing it into another person's body (the recipient). Transplantation is necessary when the recipient's organ may have failed or been damaged by disease or injury.

### What organs can you donate?

By registering to become an organ donor, you have the option to donate your heart, lungs, liver, kidneys, pancreas, small bowel, corneas and skin. All these forms of donation can enhance or even save the life of someone in need.

### Become a donor and you can save a life!

Become an organ donor with the Organ Donor Foundation: [www.odf.org.za](http://www.odf.org.za). Register your details on their website and ensure that your loved ones are aware of your decision.

### Other forms of donations that can save lives:

- Become a bone marrow donor with DKMS (formerly Sunflower Fund): [www.dkms-africa.org](http://www.dkms-africa.org)
- Donate blood through the South African National Blood Service (SANBS): [www.sanbs.org.za](http://www.sanbs.org.za)

**Get ready to become a potential lifesaver and register today to become a donor.**



## Contact us

We want to make it easy for you to contact us and would like to provide you with feedback as quickly as possible. As such, we have created a number of **email addresses** that will make it easier for your query to reach the correct team for a speedy response.



Should you need to email the Scheme, please send your email to the relevant address below:

**Claims**  
[claims@pnpms.co.za](mailto:claims@pnpms.co.za)

**Membership**  
[membership@pnpms.co.za](mailto:membership@pnpms.co.za)

**Pre-authorisation**  
[auths@pnpms.co.za](mailto:auths@pnpms.co.za)

**Enquiries**  
[enquiries@pnpms.co.za](mailto:enquiries@pnpms.co.za)

**Chronic medication**  
[chronic@pnpms.co.za](mailto:chronic@pnpms.co.za)

**Contributions**  
[billing@pnpms.co.za](mailto:billing@pnpms.co.za)

**Maternity Programme**  
[maternity@pnpms.co.za](mailto:maternity@pnpms.co.za)

**Mental Health Programme**  
[mentalhealth@pnpms.co.za](mailto:mentalhealth@pnpms.co.za)

**Oncology Programme**  
[oncology@pnpms.co.za](mailto:oncology@pnpms.co.za)

**Disease Management Programme**  
[diseasemanagement@pnpms.co.za](mailto:diseasemanagement@pnpms.co.za)

**HIV Programme**  
[yourlife@pnpms.co.za](mailto:yourlife@pnpms.co.za)

**HomeCare+ Programme**  
[homecareplus@pnpms.co.za](mailto:homecareplus@pnpms.co.za)

**Palliative Care Programme**  
[palliativecare@pnpms.co.za](mailto:palliativecare@pnpms.co.za)

**Dental authorisations and queries**  
[dental@pnpms.co.za](mailto:dental@pnpms.co.za)

**Motor vehicle accidents (MVAs)**  
[mva@pnpms.co.za](mailto:mva@pnpms.co.za)

**Ex gratia requests**  
[exgratia@pnpms.co.za](mailto:exgratia@pnpms.co.za)

