



Administered by Discovery Health

3rd edition
Newsletter 2013

Dear Remedi Member

The year is past the half-way mark and now it is downhill towards the end of the year.

Please find attached the third Remedi newsletter for 2013. Take some time-out and carefully read through this newsletter. In this edition we:

- Provide further clarity on the **Direct Payment Arrangement** and how to use and interpret the MaPs online tool to prevent co-payments.
- Introduce the **Woolworths Healthy Food benefit** for members of the Comprehensive option.
- Introduce an offer by **Dis-Chem** where members can earn **cash back** on a range of products.
- Share a great story from one of our members regarding her **call centre** experience.

Please remember to update personal details online at www.yourremedi.co.za or by calling us on 0860 116 116 to ensure that all the Scheme's communications reach you.

Regards

Kobus du Plessis
Principal Officer - Remedi

The easy way to maximise your cover with Remedi

Remedi wants to help you to maximise your cover when you go to the doctor or see a specialist with whom we have a payment arrangement. You can find an updated list of these providers by using the Medical and Provider Search (MaPS) tool on www.yourremedi.co.za or by calling the Remedi call centre on 0860 116 116.

Use a healthcare professional who participates in our Direct Payment Arrangement to reduce co-payments

We have implemented Direct Payment Arrangements (DPAs) with certain healthcare professionals. If you choose a healthcare professional who participates in our DPA, we pay them directly, at an agreed rate. This means you will have very few or no co-payments. You can use the MaPS tool on our website to see how we cover your healthcare professional.

Paying for your out-of-hospital claims

Classic and Comprehensive options

- If you visit a healthcare professional in the Classic Direct Payment arrangement, you might have to pay some of the cost from your own pocket.
- Out-of-hospital costs for healthcare professionals in the Premier Rate arrangement are paid in full up to the agreed rate, subject to available funds in your day-to-day benefits.

Remedi Standard option

Out-of-hospital costs for healthcare professionals in the KeyCare Specialist payment arrangement are paid in full up to the agreed rate, subject to available funds in your day-to-day benefits.

Paying for your in-hospital claims

Classic and Comprehensive options

We will cover in-hospital claims for healthcare professionals in the Premier Rate and Classic Direct Payment Arrangement in full up to the agreed rate.

Remedi Standard option

If you use a healthcare professional in the KeyCare Specialist payment arrangement in hospital, we will pay the healthcare professional in full up to the agreed rate.

What happens if you do not use a healthcare professional on our payment arrangement?

If you decide to use a healthcare professional who did not agree to our payment arrangement for **in-hospital treatment**, we will cover your account up to a maximum of **100% of the Remedi Rate** if you are on the Classic or Standard option and up to a maximum of **150% of the Remedi Rate** if you are on the Comprehensive option.

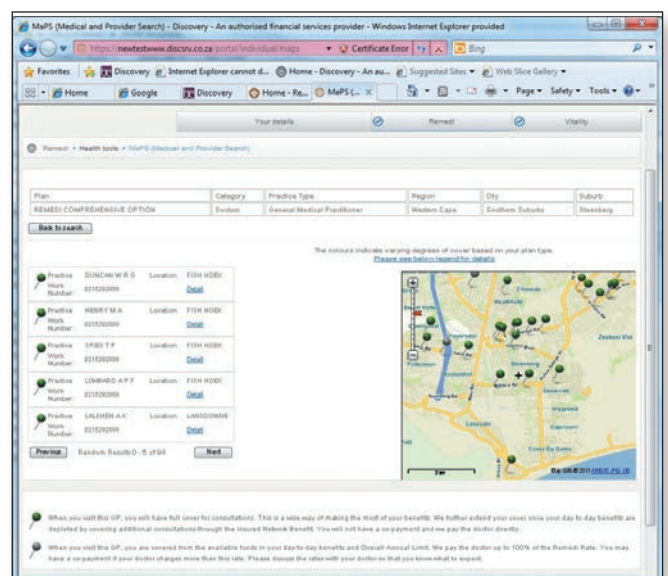
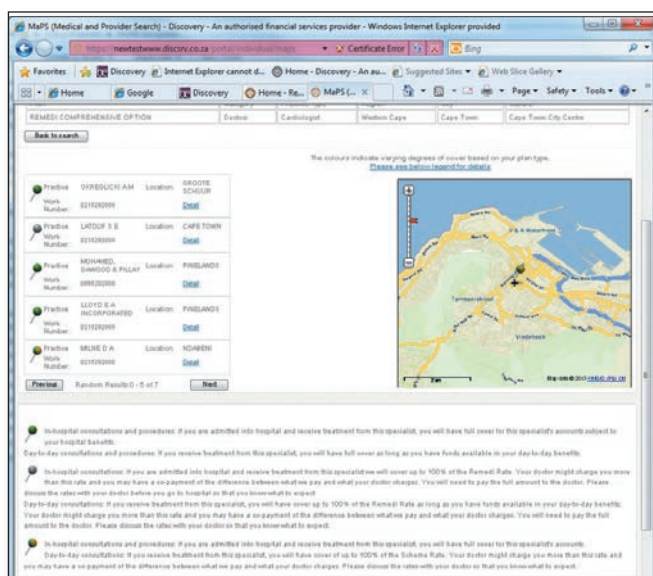
If you decide to use a healthcare professional who did not agree to our payment arrangement for out-of-hospital treatment, we will cover your account up to a maximum of **100% of the Remedi Rate**. Payments for these healthcare professionals will be made to you and you are responsible for paying the healthcare professional.

Use MaPS to find a healthcare professional in our payment arrangement before you book an appointment

To find a healthcare professional in one of our arrangements and avoid paying claims from your own pocket, you can use MaPS (Medical and Provider Search).

How to use the MaPS tool

Go to Remedi's website, www.yourremedi.co.za, and log in using your username and password. Then, go to "Your Details" and click on "Remedi Medical Aid", then click on "MaPS (Medical and Provider Search)". There are three sections under this tab:



- 1. Plan:** Here you will be able to see your Benefit Option, for example, Remedi Comprehensive.
- 2. Provider:** You have to select the category of the provider you are looking for. This can be "Doctors", "Private Hospitals" or "Provincial Hospitals". If you are looking for a doctor, you will have to choose the type of doctor you need, for example, "Psychiatrist".
- 3. Location:** Here you will find three fields for region/ province, city and suburb respectively. By typing in the suburb name, the system will suggest different possibilities. Choose the suburb you are looking for from the list.

Once you have filled in all your requirements, click on "Search" to see a list of all the available healthcare providers in your area. The doctor's details will include the practice name, practice number, physical address and even GPS coordinates. The colours will explain exactly how we will cover you and what rate the doctor is charging. It will also warn you of possible co-payments.

Ask the right questions before making an appointment

Before making an appointment to see a doctor, specialist or other healthcare professional, visit MaPS. Then, when you call to make your booking, remember to do the following:

1. Tell them that you are a Remedi member;
2. Ask if they charge the Remedi Rate;
3. Ask if they fall under the Classic Direct or Premier Rate Payment arrangement;
4. Find out how you are covered on your Benefit Option and if you will have any co-payments.

If you follow these steps, you can easily avoid a co-payment – we will pay the provider in full, subject to your available funds in your day-to-day benefits.

For more information on MaPS or our payment arrangements, you can call us on 0860 116 116 or visit the Remedi website at www.yourremedi.co.za

Vitality's HealthyFood cash back available at Woolworths

VITALITY MEMBERS on the Comprehensive Option now have access to a new reward – up to 25% cash back at Woolworths. Vitality added Woolworths as a HealthyFood benefit partner to promote a healthier lifestyle among even more Vitality members.

Rich rewards for all

Let's explain why only some members have access to the cash back offer at Woolworths. You may have heard of the existing HealthyFood benefit at Pick n Pay. But did you know more than 300 000 Vitality members use it and have received R210 million in cash back? The HealthyFood benefit at Pick n Pay has been extremely successful, so Vitality didn't want to undermine it with a rival offer. From our available data, we have noticed that our members on the Comprehensive Option do a lot of their shopping at Woolworths, despite the rich rewards of the HealthyFood benefit at Pick n Pay. Vitality also wanted these members to improve their wellbeing with healthier food choices.

Have a card up your sleeve

To get cash back on HealthyFood at Woolworths, you have to be a Vitality member on a Comprehensive Option who also has a Woolworths Rewards store card. With this card, you can activate your HealthyFood benefit online at www.yourremedi.co.za. If you don't have a Woolworths Rewards card, you can apply for any of their cards in-store or at www.woolworths.co.za. If you have a MySchool card for your shopping at Woolworths, you'll have to go to www.myschool.co.za and give MySchool permission to share your personal details with Vitality before you can use it to get your HealthyFood cash back.

With all of that done, simply complete a Vitality Health Review to receive the full cash back. You will then have a choice: you can get the 25% cash back either at Woolworths or at Pick n

Pay, while the 10% cash back on HealthyFood will still apply at the other partner.

Raking it in

After you have activated the HealthyFood benefit and linked it to your specific card, you can simply swipe your existing Woolworths card at the till (but not at Woolworths in Engen forecourts).

You will earn 20 Vitality points for every HealthyFood item in your basket, but Vitality deducts five points for every less-desirable item. Although you can never go into a negative overall number, your monthly maximum is 750 Vitality points (and 9 000 Vitality points for the year).

We will pay the cash back into your DiscoveryCard, Health Wallet or bank account (if you don't have a DiscoveryCard). Please note that the maximum monthly amount that qualifies for cash back is R4 000 on a family membership and R2 000 on a single membership.

Your health is our concern

The HealthyFood benefit helps to improve members' diet by focusing behaviour on making healthier choices when buying foods. The HealthyFood categories to which we will steer you are vegetables and fruit, dairy, unrefined carbohydrates (like whole-wheat breads and pastas), protein rich foods (like chicken and fish), lentils and legumes, as well as oils, spreads, nuts and seeds.

These wholesome foods will benefit your health, discourage lifestyle-related chronic diseases and put some money back into your pocket. So don't delay. Get this excellent reward now!

Reaping ChroniCare benefits at Dis-Chem

LIVING with a chronic condition can be tough. That's why Remedi has organised a sweet deal for you if you are registered on the Chronic Illness Benefit. With ChroniCare you qualify to get up to 25% cash back at Dis-Chem on a range of products to help you live a healthier lifestyle.



Take action for satisfaction

So you or your dependants are registered on the Chronic Illness Benefit... Your next step is to go to our website www.yourremedi.co.za and activate ChroniCare. After activating ChroniCare, you will immediately qualify for 10% cash back. But you can boost this to 25% cash back by doing the required health checks.

You get cash back at Dis-Chem on monitoring devices (for example the meter used to test blood sugar), speciality foods, health education, footwear and accessories, as well as fitness and wellbeing items. You will find a catalogue of all the qualifying products on our website. Keep in mind the maximum amount that qualifies for cash back is R1 500.

Your ChroniCare card and goodies are waiting

For everyone eight years and older on your membership, there will be a ChroniCare card to collect at your chosen Dis-Chem. For the one registered on the Chronic Illness Benefit, there

will also be a goody bag with products, samples and routine wellness test vouchers. The ChroniCare card will replace existing Dis-Chem loyalty cards. Swipe your new card every time you shop at Dis-Chem for the cash back on ChroniCare products (paid into your account every month) PLUS the usual Dis-Chem points on other things you buy. You can keep track of your cash back on our website.

Boost your cash back with health checks

Everyone on your membership must do the health checks to increase your cash back to 25%. Those who are 18 and older, have to do a Vitality Health Check at the pharmacy. For your youngsters (two to 18 years) an online Kids Vitality Health Review has to be completed. All these health checks must be repeated every 12 months to keep the cash back active. Remedi usually pays for a Vitality Health Check from the Screening and Prevention Benefit.

ChroniCare is a great way to help you or your loved ones live a healthy life and get the products you need to manage your chronic condition.

KEEPING UP OUR GOOD NAME

Member names her baby after a dazzling call centre consultant

A NEWLY-WED Remedi member from Kuils River was so bowled over by our call centre consultant, Aneekah Jansen, that she named her baby after her!

When Charlene Botha, a payroll clerk at Mediclinic, called the Scheme in September 2012, she was not a happy member.

"I had a problem with one of my Pathcare bills. They used the incorrect procedure code and ICD-10 (diagnosis) code, so I was liable to pay the code... as I did. A couple of months passed and I queried with Remedi why they did not pay the bill," explains Botha.

Where it all started

She was assisted by Jansen, who remembers Botha from that first call as "my irate member" who had a query going on for a very long time. Jansen adds: "Because she was pregnant and knowing that one's hormones tend to play games on you, I took extra special care with her."

Botha says Jansen told her the incorrect codes were preventing payment. "Aneekah phoned Pathcare and asked them to send the amended account to Remedi. It took a few weeks, but Aneekah went the extra mile and phoned them every week. She also informed me about what was happening. She kept me up to date with everything. That was really great! She was a very friendly, professional and caring person who assisted me every step of the way. I am so thankful for that."

Sharing the good news

When Botha phoned again in April this year with a small query, she spoke with Jansen and told her little Danicia Aneekah was born on 30 November and was named after her. Botha remembers how surprised and overwhelmed Jansen was at this. Jansen confirms: "I was very surprised and very honoured as well, as she is the first person to ever name a child after me."

Our call centre superstar

This dedicated call centre consultant moved to Cape Town from Port Elizabeth two years ago. She got her first permanent position as call centre assistant with the Scheme just two weeks after her arrival in the Mother City and celebrated her two-year anniversary with the Scheme on 3 May.

Jansen says she always does her absolute best to assist members, regardless of the query. "I enjoy my job, because every day it feels as though I am touching someone's life even in a small way. I enjoy the challenges the job brings and the constant changes which keep me on my toes!"

Botha feels her experience with the call centre and Jansen's dazzling service have changed the way she views the Scheme. "I've realised Remedi is very helpful."



Aneekah Jansen



Administered by Discovery Health

3^{de} uitgawe
Nuusbrief 2013

Beste Remedi lid

Die jaar is verby die halfpad merk en nou is dit afdraand al die pad tot aan die einde van die jaar.

Vind asseblief aangeheg die derde Remedi nuusbrieff vir 2013. Neem asseblief 'n paar oomblikke en lees hierdie nuusbrieff noukeurig deur. In hierdie nuusbrieff fokus ons op die volgende:

- Die skema se **Direkte betalingsooreenkoms** word verder bespreek en ons verduidelik hoe lede die aanlyn MaPs fasiliteit kan gebruik om geskikte praktisyns, met wie Remedi 'n direkte betalingsooreenkoms het, op te spoor. Indien u hierdie proses beter verstaan kan u moontlike bybetalings voorkom.
- Vitality het goeie nuus vir lede van die Omvattende opsie rakende **Woolworths** wat nou ingesluit word as vennoot in die **"HealthyFood"** voordeel.
- 'n Nuwe aanbieding van **Dis-Chem** word kortliks verduidelik.
- Ons deel 'n mooi storie van 'n lid se ervaring met die **Oproepsentrum**.

Onthou asseblief om al u persoonlike inligting op datum te hou deur of die skema te skakel by 0860 116 116 of aanlyn by www.yourremedi.co.za u besonderhede in stand te hou. Indien u besonderhede op datum is, stel dit Remedi in staat om meer effektief met lede te kommunikeer.

Groete

Kobus du Plessis
Hoofbeampte

Die maklike manier om die beste gebruik te maak van u dekking by Remedi

Remedi wil u help om die meeste voordeel te trek uit u dekking wanneer u 'n dokter of spesialis besoek met wie ons 'n betalingsooreenkoms het. Die jongste lys verskaffers met wie ons ooreenkomste vir direkte betaling het, is onder MaPS (Medical and Provider Search) beskikbaar by www.yourremedi.co.za. U kan ook Remedi se inbelsentrum by 0860 116 116 skakel en die inligting aanvra.

Verminder bybetalings deur gebruik te maak van 'n professionele gesondheidsorgverskaffer met wie ons 'n ooreenkoms vir direkte betaling het

Ons het ooreenkomste vir direkte betaling met sekere professionele gesondheidsorgverskaffers aangegaan. As u 'n professionele gesondheidsorgverskaffer kies wat deel is van ons ooreenkoms, betaal ons hulle direk, teen 'n ooreengekome tarief. Dit beteken dat u baie min bybetalings sal hê of geen bybetaling sal hê nie. U kan die MaPS-hulpmiddel op ons webwerf gebruik om te sien hoe ons u professionele gesondheidsorgverskaffer betaal.

Betaling vir u nie-hospitaalse

Klassieke en Omvattende opsies

- As u 'n professionele gesondheidsorgverskaffer besoek met wie ons 'n betalingsooreenkoms teen die Klassieke Direkte tarief het, sal u moontlik 'n gedeelte van die koste self moet betaal.
- Nie-hospitaalkoste vir professionele gesondheidsorgverskaffers met wie ons 'n betalingsooreenkoms teen die Premier-tarief het, word ten volle betaal tot by die ooreengekome tarief, mits daar fondse onder u dag-tot-dag-voordele beskikbaar is.

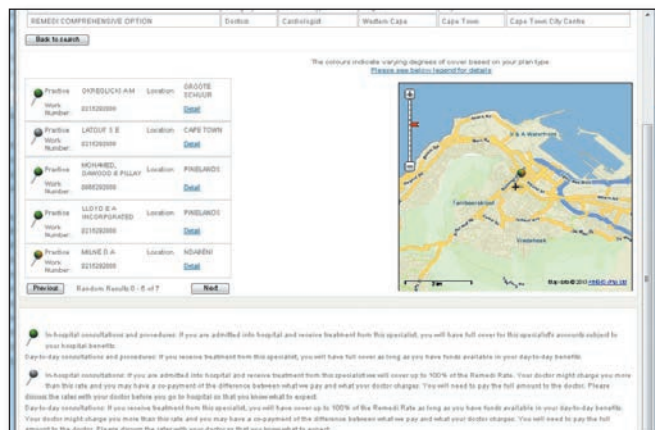
Remedi se Standaard opsie

Nie-hospitaalkoste vir professionele gesondheidsorgverskaffers met wie ons 'n KeyCare-ooreenkoms vir direkte betaling aan spesialiste het, word ten volle betaal tot by die ooreengekome tarief, mits daar fondse onder u dag-tot-dag-voordele beskikbaar is.

Betaling vir u hospitaalse

Klassieke en Omvattende opsies

Vir professionele gesondheidsorgverskaffers met wie ons 'n betalingsooreenkoms teen die Premier-tarief en Klassieke Direkte tarief het, betaal ons hospitaalse ten volle tot by die ooreengekome tarief.



Remedi se Standaard opsie

As u in die hospitaal gebruik maak van professionele gesondheidsorgverskaffers met wie ons 'n KeyCare-ooreenkoms vir direkte betaling aan spesialiste het, betaal ons daardie professionele gesondheidsorgverskaffers ten volle tot by die ooreengekome tarief.

Wat gebeur as u van 'n professionele gesondheidsorgverskaffer gebruik maak met wie ons nie 'n betalingsooreenkoms het nie?

Indien u besluit om van 'n professionele gesondheidsorgverskaffer gebruik te maak wat nie met ons 'n betalingsooreenkoms vir hospitaalbehandeling aangegaan het nie, dek ons u rekening tot hoogstens **100% van die Remedi-tarief** as u op die Klassieke of Standaard opsie is en tot hoogstens **150% van die Remedi-tarief** as u op die Omvattende opsie is.

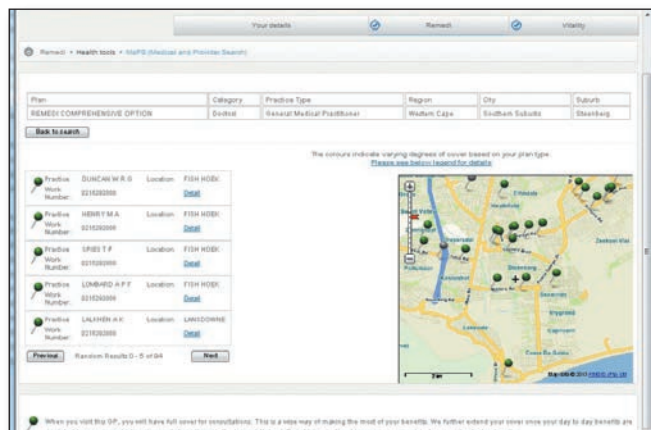
As u besluit om van 'n professionele gesondheidsorgverskaffer gebruik te maak wat nie met ons 'n betalingsooreenkoms vir nie-hospitaalbehandeling aangegaan het nie, dek ons u rekening tot hoogstens **100% van die Remedi-tarief**. Betalings vir hierdie professionele gesondheidsorgverskaffers word aan u gemaak en dit is u verantwoordelikheid om die professionele gesondheidsorgverskaffer te betaal.

Gebruik MaPS om te kyk watter professionele gesondheidsorgverskaffers 'n betalingsooreenkoms met ons het voordat u 'n afspraak maak

Gebruik MaPS (Medical and Provider Search) om te kyk watter professionele gesondheidsorgverskaffers met ons ooreenkomste het om te verhoed dat u eise self moet betaal.

Hoe om die MaPS-hulpmiddel te gebruik

Besoek Remedi se webwerf, www.yourremedi.co.za, en teken aan met u gebruikersnaam en wagwoord. Kyk onder "Your Details" en klik op "Remedi Medical Aid" en dan op "MaPS (Medical and Provider Search)". Daar is drie afdelings onder "MaPS (Medical and Provider Search)":



- 1. Plan:** Hier kan u kyk op watter voordeelopsie u is, byvoorbeeld Remedi se Omvattende opsie.
- 2. Verskaffer:** Kies die kategorie vir die soort verskaffer waarna u soek. Kies tussen "Doctors", "Private Hospitals" of "Provincial Hospitals". As u wil kyk na dokters, moet u ook die soort dokter kies, byvoorbeeld "Psychiatrist".
- 3. Plek:** Hier is drie velde: een vir die streek/provinsie, een vir die stad en een vir die voorstad. Wanneer u die naam van die voorstad intik, stel die stelsel verskeie moontlikhede voor. Kies die voorstad uit die lys voorstelle.

Sodra u al u vereistes ingevul het, klik op "Search" om 'n lys te sien van al die beskikbare gesondheidsorgverskaffers in u gebied. Die dokter se besonderhede sluit die naam van die praktyk, die praktyknommer, straatadres en selfs GPS-koördinate in. Die kleure dui aan hoe ons dekking bied en watter tarief die dokter hef. Dit waarsku u ook as u dalk self 'n bedrag moet betaal.

Vra die regte vrae voor u 'n afspraak maak

Kyk op MaPS voordat u 'n afspraak by 'n dokter, spesialis of ander professionele gesondheidsorgverskaffer maak. Wanneer u dan skakel om 'n afspraak te maak, onthou om die volgende te doen:

1. Noem aan hulle dat u 'n Remedi-lid is;
2. Vra of hulle die Remedi-tarief hef;
3. Vra of hulle 'n betalingsooreenkoms teen die Klassieke Direkte tarief of teen die Premier-tarief het.
4. Vind uit hoe u op u voordeelopsie gedek word en of u enige bybetalings sal hê.

Deur hierdie stappe te volg kan u maklik sorg dat u nie 'n bybetaling het nie - ons betaal die verskaffer ten volle, mits daar fondse in u dag-tot-dag-voordele beskikbaar is.

Skakel ons by 0860 116 116 of besoek Remedi se webwerf by www.yourremedi.co.za as u meer inligting oor MaPS of ons betalingsooreenkomste wil hê.

Kry kontant terug by Woolworths met HealthyFood van Vitality

VITALITY-LEDE met die Omvattende Opsie het nou toegang tot 'n nuwe voordeel – tot 25% kontant terug by Woolworths. Vitality het Woolworths ingesluit as HealthyFood-voordeelvennoot om selfs meer Vitality-lede aan te moedig om 'n gesonder leefstyl te lei.

Meer lede kan ruimskoots beloon word

Kom ons verduidelik hoekom net sommige lede toegang tot die kontant terug-aanbod by Woolworths het. Jy het seker al van die bestaande HealthyFood-voordeel by Pick n Pay gehoor. Maar het jy geweet meer as 300 000 Vitality-lede maak gebruik daarvan en het reeds sowat R210 miljoen kontant terug gekry? Die HealthyFood-voordeel by Pick n Pay is besonder suksesvol. Daarom wou Vitality dit nie met 'n mededingende aanbieding ondermyn nie. Uit die beskikbare data het ons gemerk dat ons lede met die Omvattende Opsie 'n groot deel van hul inkopies by Woolworths doen – ondanks die ruimskootse beloning wat die HealthyFood-voordeel by Pick n Pay bied. Vitality wou hierdie lede ook aanmoedig om hul welstand met gesonder voedselkeuses te verbeter.

Sorg dat jy 'n kaart in die mou het

Om kontant terug te kry op HealthyFood by Woolworths moet jy 'n Vitality-lid met 'n Omvattende Opsie wees wat ook in besit is van 'n Woolworths Reward-winkelkaart. Met hierdie kaart kan jy jou HealthyFood-voordeel aanlyn by www.yourremedi.co.za aktiveer. Indien jy nie 'n Woolworths Reward-kaart het nie, kan jy vir enige van Woolworths se kaarte in die supermark of by www.woolworths.co.za aansoek doen. Indien jy 'n MySchool-kaart vir jou inkopies by Woolworths het, sal jy na www.myschool.co.za moet gaan om MySchool toestemming te gee om jou persoonlike besonderhede met Vitality te deel voordat jy dit sal kan gebruik om met HealthyFood kontant terug te kry.

Sodra dié dinge afgehandel is, kan jy eenvoudig 'n Vitality Health Review aanlyn voltooi om die volle kontant terugbetaling te kan ontvang. Jy sal dan 'n keuse hê: jy kan die 25% kontant terug by Woolworths of by Pick n Pay kry, terwyl

die 10% kontant terug met HealthyFood steeds by die ander winkelvennoot van toepassing sal wees.

Kry geld soos bossies

Nadat jy die HealthyFood-voordeel geaktiveer en elektronies met jou spesifieke kaart verbind het, kan jy doodeenvoudig jou bestaande Woolworths-kaart by die betaalpunt laat lees (maar nie in Woolworths by Engen-vulstasies nie).

Jy sal 20 Vitality-punte vir elke HealthyFood-produk in jou mandjie verdien, maar Vitality trek vyf punte af vir elke minder gewenste produk. Hoewel jou totaal nooit 'n algehele negatiewe getal kan wees nie, kan jy maandeliks hoogstens 750 Vitality-punte verdien (en 9 000 Vitality-punte oor die hele jaar).

Ons sal die kontant terug in jou DiscoveryCard-kredietkaart, Health Wallet of bankrekening betaal (indien jy nie 'n DiscoveryCard het nie). Hou asseblief in gedagte dat die maksimum maandelikse bedrag waarop jy kontant terug kan verdien, R4 000 vir 'n gesin en R2 000 op 'n enkele lidmaatskap is.

Jou gesondheid is vir ons belangrik

Die HealthyFood-voordeel help om lede se dieet te verbeter deur hul gedrag daarop te rig om gesonder keuses te maak wanneer hulle kos koop. Die HealthyFood-kategorieë waarna ons jou sal probeer stuur, is groente en vrugte, suiwelprodukte, ongeraffineerde koolhidrate (soos volgraanbrood en volgraanpasta), proteïenryke kos (soos hoender en vis), lensies en peulplante, asook gesonde olies, smere, neute en sade.

Al dié heilsame kosse sal jou gesondheid 'n hupstoot gee en leefstyl-verwante chroniese siektes beveg. Dit sal op die koop toe 'n hele paar rand weer in jou beursie laat beland. Moet dus nie versuim nie – kry hierdie uitstekende beloning nou dadelik!

ChroniCare gee jou meer by Dis-Chem

'n LEWE met 'n chroniese toestand is nie kinderspeletjies nie. As jy dus vir die Voordeel vir Chroniese Siektes geregistreer is, het Remedi 'n nommerpas-aanbieding wat ons namens jou aangegaan het. Met ChroniCare kwalifiseer jy om by Dis-Chem tot 25% kontant terug te kry op jou aankope van 'n reeks produkte wat jou sal help om 'n gesonder leefstyl te handhaaf.

Registreer om te kwalifiseer

So, jy of jou afhanklike is geregistreer vir die Voordeel vir Chroniese Siektes... Jou volgende stap is om na ons webtuiste by www.yourremedi.co.za te gaan en ChroniCare te aktiveer. Ná jy ChroniCare geaktiveer het, kom jy outomaties in aanmerking vir 10% kontant terug. Jy kan

dit egter met die nodige gesondheidstoetse verhoog sodat jy vir 25% kontant terug sal kwalifiseer.

By Dis-Chem sal jy kontant terug kry op die aankoop van moniteringstoestelle (soos die meter wat gebruik word om bloedsuikervlakke te toets), spesialiteitskosse, gesondheidsvoorligting, spesiale skoene en bykomstighede, asook fiksheids- en welstandsprodukte. Kyk gerus op ons webtuiste vir 'n katalogus van al die produkte wat kwalifiseer. Onthou, die aanbod geld vir aankope van hoogstens R1 500 per maand.

'n ChroniCare-kaart en promosiesak wag op jou

Vir jou en al jou afhanklikes ouer as agt jaar is daar 'n ChroniCare-kaart wat jy kan gaan afhaal by die Dis-Chem wat jy gekies het. Vir die persoon wat vir die Voordeel vir

Chroniese Siektes geregistreer is, wag daar ook 'n promosiesak met produkte en koopbewyse vir roetine welstandstoetse. Die ChroniCare-kaart vervang enige bestaande Dis-Chem-loyaliteitskaarte. Gee jou kaart by die betaalpunt elke keer wanneer jy by Dis-Chem inkopies doen, sodat jy kontant terug kan kry op ChroniCare-produkte (dit word maandeliks in jou rekening betaal). Jy kry boonop ook die gewone Dis-Chem-punte vir ander produkte wat jy koop. Op ons webtuiste kan jy op hoogte bly van die kontant terugbetalings.

Kry meer kontant terug danksy gesondheidstoetse

Jy en jou afhanklikes moet die vereiste gesondheidstoetse ondergaan om jul kontant terug na 25% op te stoot. Almal wat 18 jaar en ouer is, moet 'n Vitality Health Check by die apteek laat doen. Vir jou kleingoes (twee tot 18 jaar) moet 'n aanlyn Kids Vitality Health Review voltooi word. Al hierdie gesondheidstoetse moet elke 12 maande herhaal word sodat die aanbod vir kontant terug aktief kan bly. Remedi betaal gewoonlik vir 'n Vitality Health Check uit die Sifting- en Voorkomingsvoordeel.

ChroniCare is 'n uitstekende manier om jou en jou geliefdes te help om 'n gesonde lewe te lei en die produkte te kry wat julle nodig het om 'n chroniese toestand te bestuur.

SY HOU ONS NAAM HOOG

Lid vernoem baba na skitterende konsultant in die oproepsentrum

'n JONG, getroude Remedi-lid van Kuilsrivier was so beïndruk met die diens van Aneekah Jansen, 'n konsultant in die Skema se oproepsentrum, dat sy haar baba na Aneekah vernoem het!

Toe Charlene Botha, 'n betaalstaatklerk by Mediclinic, die Skema in September 2012 bel, was sy nie ons gelukkigste lid nie.

"Ek het 'n probleem met een van my Pathcare-rekenings gehad. Hulle het die verkeerde prosedurekode en ICD 10-diagnosekode gebruik, so ek was aanspreeklik om die kode te betaal... soos ek ook gedoen het. 'n Paar maande het verby gegaan en ek het by Remedi navraag gedoen oor hoekom hulle die rekening nie betaal het nie," verduidelik Botha.

Waar alles begin het

Sy is bygestaan deur Jansen, wat Botha nog uit daai eerste oproep onthou as haar "woedende lid" met 'n navraag wat lank gesloer het. Jansen voeg by: "Omdat sy swanger was en ek weet hoe 'n mens se hormone dan geneig is om met jou rond te speel, het ek in haar geval met ekstra spesiale sorg te werk gegaan."

Botha sê Jansen het haar meegedeel die foutiewe kodes het die uitbetaling verhoed. "Aneekah het Pathcare gebel en gevra om die gewysigde rekening aan Remedi te stuur. Dit het 'n paar weke geduur, maar Aneekah het die ekstra myl gestap en hulle elke week gebel. Sy het my ook ingelig oor wat gebeur. Sy het my deurgaans op hoogte gehou van alles. Dit was regtig besonders! Sy was 'n uiters vriendelike, professionele en

sorgsame mens wat my elke tree van die pad bygestaan het. Ek is so dankbaar daarvoor."

Die goeie nuus word gedeel

Toe Botha die oproepsentrum weer in April vanjaar met 'n klein navragie skakel, het sy met Jansen gepraat en vertel dat haar klein Danicia Aneekah op 30 November gebore is en na Jansen vernoem is. Botha onthou hoe verbaas en oorweldig Jansen was toe sy dit hoor. Jansen bevestig: "Ek was baie verras en het ook geëerd gevoel, want sy is die eerste persoon ooit wat haar kind na my vernoem het."

Ons oproepsentrum se superster

Dié toegewyde oproepsentrum-konsultant het twee jaar gelede van Port Elizabeth na Kaapstad verhuis. Jansen het haar eerste permanente betrekking as konsultant in die Skema se oproepsentrum net twee weke ná haar aankoms in die Moederstad gekry. Op 3 Mei het sy haar tweede jaar by die Skema gevier.

Jansen sê sy doen altyd haar absolute bes om lede by te staan, ongeag die soort navraag. "Ek geniet my werk, want dit voel elke dag asof ek iemand se lewe aanraak – selfs op 'n klein manier. Ek geniet die uitdagings wat die werk bied en die voortdurende veranderings wat my op en wakker hou!"

Botha voel haar ervaring met die oproepsentrum en Jansen se skitterende diens het haar siening van die Skema positief verander. "Ek het besef Remedi is baie behulpsaam."



Aneekah Jansen