



HR: Organisational Health & Retirement
Human Resource Department
Room 113.1, Bremner Building, Lovers Walk
Private Bag x3, Rondebosch, 7701
Tel: (021) 650-4001
E-mail: Debra.DeGouveia-Meyer@uct.ac.za
General email: HR.Healthcare@uct.ac.za

Tuesday, 31 October 2023

ANNOUNCEMENT

CHANGES TO THE PRIMARY HEALTHCARE INSURANCE FOR STAFF IN PAY CLASSES 2-6 EFFECTIVE 01 JANUARY 2024

We are pleased to announce **Kaelo MyHealth Plus** as the new provider for UCT primary healthcare as from 1 January 2024.

A detailed review of the primary healthcare benefits and on-site primary healthcare clinic services was recently conducted. The Coalition reviewed the proposals and shortlisted two providers who presented their offering to members. The Coalition met with members after the presentations and the decision was to approve the Kaelo MyHealth Plus product offering, with effect from 01 January 2024.

The primary healthcare insurance is compulsory for all staff in T2 and permanent conditions of employment in pay classes 2 – 6 unless they have cover on a registered South African medical aid scheme as either the main member or spouse dependant.

Kaelo MyHealth Plus offering from 1 January 2024

- Primary healthcare benefits covering unlimited GP consultations at a PrimeCure network, nurse based care at a network pharmacy clinic, minor medical procedures, specialist visits, acute medicine prescribed by a network GP, over-the-counter medication, chronic medication, basic services for pathology, radiology dentistry, optometry; basic maternity cover; wellness screening, HIV benefit, accident cover, death cover due to accident, Extra by Dis-Chem. Benefit guides will be included with the new member packs and at the benefit information sessions.
- A full day (Monday to Friday, 08:00 – 17:00) Dis-Chem Wellness Clinic will be run by a primary healthcare nurse, with access to virtual GP consultations as required.
- A Dis-chem Pharmacy Depot onsite.
- A helpdesk consultant available onsite across campuses 3 days per week.

Migration process

The migration of members from the current Discovery Flexicare insurance to Kaelo MyHealth Plus will be completed for take on from 1 January 2024.

The digital take on of existing members will ensure that all current members (and their dependants) on Discovery Flexicare will be transferred to Kaelo MyHealth Plus from 1 January 2024.

Should members require any changes to their dependants or their details they will need to complete the necessary form to update their membership. **Request this form via email to HR.Healthcare@uct.ac.za.**

Members are required to keep their contact details up to date, especially cell number and email addresses.

New membership cards will be available in December and January for collection. Collection sites will be communicated closer to the time.

Dependants

- Spouse/partner dependant
- Child dependants
- Adult children (aged 21 and older)
 - Children 21-26 years of age, who are registered for studies will be charged at the child dependant rate. Annual confirmation of studies is required.
 - Adult children who are not registered for studies, 27 years of age and older, or who are no longer financially dependent will be charged at the adult dependant rate.

When to add dependants with no waiting periods

- A new membership application must include all dependants to be added at the same time.
- Newborn children are to be added within the first three months from date of birth.
- A spouse dependant is to be added within the first three months from date of marriage.
- Dependants can be added on 1 January each year.

A dependant added later will have waiting periods attached to their cover.

Benefit information sessions

The attached calendar shows available information sessions.

We encourage members to attend, to be informed of the new benefits and change process.

The current Discovery Flexicare benefits remain available up to and including 31 December 2023.

Sincerely,



Debra de Gouveia-Meyer
Healthcare Specialist