

Think twice before deregistering your dependants

It has been noted that, due to the current economic climate, some members are deregistering dependants to save on monthly contributions. This can be a costly decision.

Please note that, if you elect to deregister a dependant, no medical cover will be provided by the Society, regardless of the circumstances.

If you reregister your dependant after an incident giving rise to a claim, a 3-month waiting period will be imposed and a possible 12-month condition-specific waiting period may be imposed to protect the Society, which will have further financial implications.

Members should seriously consider the impact of a medical claim involving unregistered dependants, both in terms of the potential costs involved as well as the quality of care available.



WIN! SEE PAGE 4

Dear DBBS Member,

Be sure to update your personal information

You would recently have received a Personal Information Update form from the Society. Please complete and return the form to ensure that the Society has correct and up-to-date information for you and your dependants. Please provide as much of the missing details as possible. For control purposes members are required to sign the form (even if no changes were made) to verify the correctness of the data.

In addition, if you provide us with your e-mail address, you will help the Society to become more efficient by sending you all your communication via e-mail. This will not only eliminate printing and postage costs, but will be more environmentally friendly by reducing unnecessary paper usage and printing. This approach is aligned to that of other major institutions such as commercial banks.

Society's contact details

Should you wish to contact the Society, please use one of the following:

- **E-mail:** benefitpost@debeersgroup.com
- **Website:** www.dbbs.co.za (where you can check your personal details and benefits as well)
- **Phone:** 053 - 807 3400
- **Fax:** 053 - 807 3499
- **Post:** PO Box 1922, Kimberley, 8300

Benefit Society's query line

053 807 3400

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- Update: Chronicare service issues addressed
- GPA insurance and your Society benefits

Chronic medication users



Update: Chronicare service issues addressed

As you are aware, the Trustees appointed Chronicare Medicines as the Designated Service Provider (DSP) for dispensing chronic medication via courier or counter-to-counter (speed post) to Society members, as from 1 January 2009.

It has been noted that some members have experienced difficulties with the delivery of their chronic medication. The Society is continually monitoring the service provided by Chronicare (through member telephonic surveys) and has implemented corrective measures to improve service delivery. We are also in the process of engaging with Chronicare’s senior management in this regard.

A dedicated pharmacist, Maryna Wessels, has been appointed by Chronicare to deal with DBBS member queries **relating specifically to generic substitution or medication dispensing errors.**

Please continue dealing with the Chronicare DBBS call centre team when placing orders for delivery queries, as Maryna will not be dealing with this. When calling the Chronicare call centre, please take note of the name of the person assisting you. In that way, should the call centre team not resolve your query, you can inform Maryna who assisted you and why they were not able to resolve your query adequately.

Maryna can be contacted on 0860 102 304 or via e-mail at maryna@chronicare.co.za.

Chronic medication prescriptions are only valid for 6 months from the date on the script. Thereafter, by law, a new prescription must be supplied to Chronicare or your DSP (including the Kimberley, Lime Acres and Cullinan Pharmacies for members collecting chronic medicine from these pharmacies).

How to make sure you receive your medication

Faxing your prescription (new or repeat) to Chronicare in Krugersdorp does not ensure that Chronicare will dispatch and deliver your chronic medication. **You must attach a covering letter indicating the items you require to be dispatched, with delivery instructions and contact details.**

Chronicare (Krugersdorp) contact details to order your chronic medication:

- **E-mail:** debeers@chronicare.co.za or info@chronicare.co.za
- **Website:** www.chronicare.co.za (on the “Our Members” tab)
- **Phone:** 0860 102 304
- **Fax:** 0866 737 022
- **Post:** PO Box 2836, Krugersdorp, 1740

See your DBBS benefits online

The benefits for 2009 were set out in the Member Guide that was sent to members at the end of last year. Details of these benefits can also be found on the Society’s website (www.dbbs.co.za) by clicking on the “Benefits 2009” shortcut on the left hand side of the page.

Members are encouraged to make use of the “Online Enquiries” function on the website. Here members can find details regarding their benefits used, view available balances and check the details of all the claims submitted.



Visit www.dbbs.co.za today!

Group insurance for accidents means your Society benefits can go further

Did you know that, if you were injured in an accident at, or outside of, the workplace - say, while driving your car or shopping at the mall - you are covered by the De Beers Group Personal Accident (GPA) insurance policy? The policy covers bodily injury caused by accidental, violent, external or visible means and it applies to **all permanent and temporary employees** (not dependants or pensioners) in South Africa.

By claiming from the GPA insurance fund (when appropriate), you have 100% cover. Also, your benefit limits at the Society will not be affected and you will not be liable for any co-payment. The Society will pay the claims on behalf of the member and claim back from Marsh & Associates (the GPA insurer), provided the Society has been notified that it is a GPA claim and it is recognised as such by the insurer.

As soon as possible after the date of the incident, report it to the GPA representative at your operation as well as the Society (only applicable to working members who are members of the DBBS). You will be requested to complete the required claim forms, which will then be submitted to Marsh & Associates.

If you have any queries, you can contact Lida Vanek at Marsh (Pty) Ltd:
Tel: 011 - 506 5197, E-mail: lida.vanek@marsh.co.za

A member writes...

The Society received the following feedback from Mr Andrew Kelly, a member working at DebTech. This was in response to communication about a Society rule change that now allows retrenched members to remain members of the DBBS, even if they have less than 15 years' service.

"That is good news, indeed! On behalf of the many of us active DBBS members – with less than 15 years service – who are losing our jobs in these difficult times through no fault of our own, may I ask you to congratulate the Board and management of the society for taking this step? Through the years it has become clear to me that DBBS is one of the most cost-effective, best managed and best-value-for-member medical aid schemes in the country – certainly when compared with any of the "open" schemes. I for one intend to take advantage of this changed provision at the appropriate time."

DIVISIONAL GPA CLAIMS CONTACTS		
DIVISION	NAME	TELEPHONE
Finsch Mine	Boitumelo (Tumi) Motlhaba	053 385 2507
Venetia Mine	Marc Bullough	015 534 9201
Namaqualand Mines	Magda van Wyk	027 807 2117
Kimberley Mine	Juliet Lewis	053 838 7558
Voorspoed Mine	Elane Anderson	056 216 8488
DB CHQ DBCM	Lynn Botha	011 374 6363
JHB Supply Chain Centre	Denise Borgstrom	011 255 2003
CT Supply Chain Centre	Bernhardine Romanes	021 380 8211
Ecology Division	Truia Vermeulen	053 839 4365
DTC Valuations	Sikhokhele Dube	053 830 7261
Exploration Division	Lynn Botha	011 374 6363
DB CHQ DBGS	Lynn Botha	011 374 6363
DBGS FSS	Lynn Botha	011 374 6363
De Beers Marine	Yashmeen Khan	021 658 3133
Benefit Society/ Pension Fund	Karen Muller	053 807 3419





Competition

Answer one easy question and stand to win one of five health hampers

Question: Is the following statement (which can be found elsewhere in this newsletter) TRUE or FALSE?
Retirees may remain members of the DBBS, provided they have more than 15 years' service.

Simply send us your answer, together with your name and contact number, by 31 August 2009. Winners of the five health hampers, sponsored by Healthcare Pharmacies, will be announced in the next issue of Benefit Beat.

Post: BB Competition, PO Box 1922, Kimberley, 8300
E-mail: benefitpost@debeersgroup.co.za, using the subject line "BB Competition"

How to avoid non-payment of old claims (4 months +)

According to the Medical Schemes Act 131 of 1998, if a medical claim has not been received by the Scheme within 4 months of the date of service, it **will not** receive any benefit and the member will be liable to settle the account in full, directly with the service provider.

Members are encouraged to check their monthly (or weekly for those who have an e-mail address registered with the DBBS) statement to ensure that all their medical claims have been submitted to the Society. If a claim does not appear on the monthly/weekly statement, please contact the doctor/ service provider or the Society to determine if payment has been made or whether the claim must be re-submitted.

Tax certificate update

Members would recently have received their medical aid tax certificates from the Society for the 2009 tax year end. The certificate provides members with all the information required to submit a tax return and comply with the SARS requirements. Should you require any additional information, please contact the Society on:

Tel (053) 807 - 3400 or e-mail benefitpost@debeersgroup.com.



Medi-Clinic is a leader in the South African healthcare landscape. Our commitment stretches beyond clinical excellence to the community we serve.

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