

Old Mutual Staff Medical Aid Fund

Escalation Procedure

We understand that members expect reliable and efficient service from the Fund at all times. In order to assist you in resolving any medical aid issues you may have, please note the process explained below should you have a complaint regarding the service you receive.

Complaints against the Fund may relate to:

- non-payment of medical accounts to service providers;
- failure of the Fund to pay refunds due to members;
- unauthorised deductions from salaries and bank accounts, particularly after a member had terminated his or her membership with the Fund;
- benefits that members were unlawfully denied; and
- payments due from a third party, e.g. after a motor vehicle accident or an injury on duty.

Before you lodge a complaint with the Council for Medical Schemes, you must exhaust all internal channels for resolving your complaint with the Fund.

The process to follow when you have a complaint against the Fund:

1. Contact the Medscheme Call Centre on **0860 100 076** or via e-mail on healthcaremain@medscheme.co.za and provide the details of your complaint.

Type of enquiry	Expected turnaround times
Claims enquiries and benefits queries: e-mails and written	<ul style="list-style-type: none">• Three (3) working days for e-mails• Three (3) working days for telephone queries• Seven (7) working days for correspondence and medical reports
Fully completed applications for membership or change of membership details (e.g. bank account details, change of address, etc.)	<ul style="list-style-type: none">• Two (2) working days for e-mails• Three (3) working days for telephone queries• Seven (7) working days for fully completed application forms or correspondence and medical reports
Credit Management queries relating to payment plans, incorrect deductions and savings refunds (as a result of changes that need to be or have been made due to registrations i.e. dependants or plan changes)	<ul style="list-style-type: none">• Three (3) working days for e-mails• Three (3) working days for telephone queries• Seven (7) working days for correspondence
<i>N.B. The turnaround time for each level for escalated queries is three (3) working days and seven (7) working days if it requires input from the Principal Officer. Members should expect to be advised if the process will take longer as a result of investigation in order to agree on a reasonable timeline.</i>	

2. If you are not satisfied with the outcome, you are requested to make use of the following process to contact the specific Medscheme managers of the Fund via e-mail if not specified otherwise:

Call Centre		
Level 1	Manoj Ramautar (Team Leader) ManojR@medscheme.co.za (011) 671 4692	If you are not satisfied, go to level 2.
Level 2	Stephen Volanie (Manager) Stephenv@medscheme.co.za (011) 671 4536	If you are still not satisfied, go to level 3.
Level 3	Liesel Alexander (Senior Operations Manager) Lieselsu@medscheme.co.za (011) 758 8034	If you are still not satisfied, go to level 4.
Level 4	Letitia van der Berg (Fund Manager) letitial@medscheme.co.za (021) 466 3010	If you are still not satisfied, go to level 5
Level 5	Fiona Reynolds (Principal Officer) freynolds@oldmutual.com (021) 509 7036	

Claims enquiries and benefits queries: e-mails and written		
Level 1	Michelle Rorke (Team Leader) MichelleR@medscheme.co.za (011) 671 4406	If you receive no feedback after the specified turnaround times or you are not satisfied with the response, go to level 2.
Level 2	Stephen Volanie (Manager) Stephenv@medscheme.co.za (011) 671 4536	If you are still not satisfied, go to level 3.
Level 3	Liesel Alexander (Senior Operations Manager) Lieselsu@medscheme.co.za (011) 758 8034	If you are still not satisfied, go to level 4.
Level 4	Letitia van der Berg (Fund Manager) letitial@medscheme.co.za (021) 466 3010	If you are still not satisfied, go to level 5
Level 5	Fiona Reynolds (Principal Officer) freynolds@oldmutual.com (021) 509 7036	

Fully completed applications for membership or change of membership details		
Level 1	Natalie van Zyl (Team Leader) nataliez@medscheme.co.za (011) 671 4367	If you receive no feedback after the specified turnaround times or you are not satisfied with the response, go to level 2.

Level 2	Sonia Alexandre (Manager) soniaa@medscheme.co.za (011) 671 2198	If you are still not satisfied, go to level 3
Level 3	Lloyd Lazarus (Senior Manager) lloyd1@medscheme.co.za (011) 671 2730	If you are still not satisfied, go to level 4
Level 4	Letitia van der Berg (Fund Manager) letitial@medscheme.co.za (021) 466 3010	If you are still not satisfied, go to level 5
Level 5	Fiona Reynolds (Principal Officer) freynolds@oldmutual.com (021) 509 7036	

Credit Management		
Level 1	Natalie van Zyl (Team Leader) nataliez@medscheme.co.za (011) 671 4367	If you receive no feedback after the specified turnaround times or you are not satisfied with the response, go to level 2.
Level 2	Sonia Alexandre (Manager) soniaa@medscheme.co.za (011) 671 2198	If you are still not satisfied, go to level 3
Level 3	Lloyd Lazarus (Senior Manager) lloyd1@medscheme.co.za (011) 671 2730	If you are still not satisfied, go to level 4
Level 4	Letitia van der Berg (Fund Manager) letitial@medscheme.co.za (021) 466 3010	If you are still not satisfied, go to level 5
Level 5	Fiona Reynolds (Principal Officer) freynolds@oldmutual.com (021) 509 7036	

If, after following the procedure detailed above, you are still not satisfied with the outcome of the process, or you have not received a response within seven (7) working days, you may contact the Council for Medical Schemes' Complaints Department:

Telephone: (012) 431 0500

Fax: (012) 431 0608

Send your complaint via the Council's website: www.medicalschemes.com (follow the "Consumer Assistance – Complaints link")