

KeyHealth

MEDICAL SCHEME



Real value speaks for itself



2025

BENEFITS BROCHURE



ORIGIN OPTION



MAJOR MEDICAL BENEFITS	MST (≤)	BENEFIT	EXPLANATORY NOTES / BENEFIT SUMMARY
HOSPITALISATION			
Pre-authorisation compulsory			
Varicose vein surgery, facet joint injections, rhizotomy, reflux surgery, back and neck surgery (incl. spinal fusion), joint replacement			PMB level of care / entitlement only All other procedures will be covered at 100% of agreed tariff, subject to case management, use of DSP and Scheme protocols
Private hospitals			Unlimited, up to 100% of agreed tariff, subject to use of DSP hospital (Netcare or Life Healthcare countrywide and selected Mediclinics in Western Cape, Bloemfontein and Polokwane). 30% co-payment at non-DSP hospital
State hospitals			Unlimited, up to 100% of agreed tariff
Specialist and anaesthetist services	100%		Unlimited, subject to use of DSP
Prosthetics / prosthesis Internal, external, fixation devices and implanted devices	100%		Pre-authorisation compulsory and subject to case management, reference pricing, use of DSP and Scheme protocols. PMB level of care / entitlement only
Medication on discharge	100%	R670	Per admission
MAJOR MEDICAL OCCURRENCES			
MATERNITY			
100%			
Private ward for 3 days for natural birth Pre-authorisation compulsory and subject to case management, use of DSP and Scheme protocols			
Antenatal visits (GP, gynaecologist or midwife) and urine test (dipstick)#			Female beneficiaries. Pre-notification of and pre-authorisation by the Scheme compulsory. 12 visits. Subject to use of DSP. Subject to the Health Booster benefits
Ultrasounds (GP or gynaecologist) – one before the 24th week and one thereafter#			Female beneficiaries. Pre-notification of and pre-authorisation by the Scheme compulsory. 2 pregnancy scans. Subject to use of DSP Subject to the Health Booster benefits
Short payments / co-payments for services rendered (#above) and birthing fees			Covered to the value of R1 510 per pregnancy Subject to the Health Booster benefits
Antenatal vitamins			Covered to the value of R2 550 per pregnancy Subject to the Health Booster benefits
Antenatal classes			Covered to the value of R2 550 for first pregnancy Subject to the Health Booster benefits
SUB-ACUTE FACILITIES AND WOUND CARE Hospice, private nursing, rehabilitation, step-down facilities and wound care	100%		Pre-authorisation compulsory and subject to case management and Scheme protocols. PMB level of care / entitlement only
TRANSPLANTS (solid organs, tissue and corneas) Hospitalisation, harvesting and drugs for immuno-suppressive therapy	100%		Pre-authorisation compulsory and subject to case management PMB level of care / entitlement in DSP hospitals only
PSYCHIATRIC TREATMENT	100%	R24 000	Pfpa. In-hospital services. Pre-authorisation compulsory and subject to case management. In-hospital benefit only Out-of-hospital: PMB level of care / entitlement only Unlimited PMB benefits
DIALYSIS	100%		Pre-authorisation compulsory and subject to case management and Scheme protocols. PMB level of care / entitlement only
ONCOLOGY	100%	R197 500	Per family per rolling 12-month cycle. Pre-authorisation compulsory and subject to case management, Scheme protocols and use of DSP
PALLIATIVE CARE	100%		In lieu of hospital admission. Pre-authorisation compulsory and subject to case management and Scheme protocols
RADIOLOGY			
100%			
MRI and CT scans		R20 900	Pfpa. Combined benefit in- or out-of-hospital
X-rays			Unlimited
PET scans			No benefit
PATHOLOGY	100%		Unlimited. Hospitalisation is not covered if admission is for investigative purposes only (day-to-day benefits will then apply)
BLOOD TRANSFUSION	100%		Unlimited. Pre-authorisation compulsory
ENDOSCOPIC PROCEDURES (SCOPES)			
100%			
Colonoscopy and / or gastroscopy			Pre-authorisation compulsory. No co-payment* if done in DSP hospital and use of a DSP specialist for out-of-hospital services and in the case of PMB conditions
All other endoscopic procedures			Pre-authorisation compulsory. No co-payment* if done in DSP hospital and use of a DSP specialist for out-of-hospital services and in the case of PMB conditions



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*Subject to Scheme rules, clinical protocols and the use of DSPs.

OUT-OF-HOSPITAL BENEFITS	MST (≤)	BENEFIT	EXPLANATORY NOTES / BENEFIT SUMMARY
DAY-TO-DAY BENEFITS			
ROUTINE MEDICAL EXPENSES General practitioners, including virtual consultations and specialist consultations, radiology (incl. nuclear medicine study and bone density scans), prescribed and over-the-counter medicine, optical and auxiliary services, e.g. physiotherapy, occupational therapy and biokinetics. This is a family benefit, which means that one member of the family can use the total benefit allocation.	100%		Principal Member: R3 295 pa Adult Dependant: R1 915 pa Child Dependant: R1 010 pa
Over-the-counter medicine	100%		Subject to day-to-day benefit
Over-the-counter reading glasses		R140	Pbpa. 1 pair per year. Subject to day-to-day benefit
PATHOLOGY	100%		Subject to day-to-day benefit
OPTICAL SERVICES	100%	R1 490	Pbp2a total optical benefit. Subject to day-to-day benefit and optical management Benefit confirmation compulsory
Frames		R525	Per frame, 1 frame pbp2a. Subject to overall optical benefit
Lenses			1 pair single-vision lenses pbp2a. Subject to overall optical benefit
Eye test			1 test pbp2a. Subject to overall optical benefit
Contact lenses			No benefit
Refractive surgery			No benefit
DENTISTRY			
CONSERVATIVE DENTISTRY			Subject to day-to-day benefit. Scheme rules and protocols apply
Consultations	100%		1 check-up pbpa. 3 specific (emergency) consultations pbpa
X-rays: Intraoral	100%		4 intraoral radiographs pbpa
X-rays: Extra-oral	100%		1 pbp3a
Preventative care	100%		1 scale and polish treatment pbpa
Fillings	100%		1 per tooth per 720 days. A treatment plan and X-rays may be required for multiple fillings. Retreatment of a tooth subject to clinical protocols
Tooth extractions	100%		Subject to day-to-day benefit
Plastic dentures			No benefit
SPECIALISED DENTISTRY			
Maxillo-facial and oral surgery			DENIS protocols and Scheme rules apply
Surgery in dental chair	100%		DENIS pre-authorisation compulsory. Removal of impacted teeth only
Surgery in-hospital (general anaesthesia)	100%		DENIS pre-authorisation compulsory. Removal of impacted teeth only
HOSPITALISATION AND ANAESTHETICS			
Hospitalisation (general anaesthesia)	100%		DENIS pre-authorisation compulsory. Removal of impacted teeth only R1 980 co-payment per hospital admission (no co-payment for day hospitals)
Inhalation sedation in dental rooms	100%		DENIS pre-authorisation compulsory. Removal of impacted teeth only
Moderate / deep sedation in dental rooms	100%		DENIS pre-authorisation compulsory. Removal of impacted teeth only
CHRONIC BENEFITS			
CHRONIC MEDICATION			
Category A (CDL)	100%		Unlimited, subject to reference pricing and protocols Unlimited, subject to reference pricing and protocols. Registration on Chronic Disease Risk Programme compulsory
Category B (other)			No benefit
SUPPLEMENTARY BENEFITS			
DOCUMENT BASED CARE (DBC) Conservative back and neck treatment			Conservative back and neck treatment in lieu of surgery. Pre-authorisation compulsory and subject to case management and Scheme protocols at approved DBC facilities PMB entitlement only
HIV / AIDS	100%		Unlimited. Chronic Disease Risk Programme managed by LifeSense
AMBULANCE SERVICES	100%		For emergency transport contact 082 911. Unlimited, subject to protocols
MEDICAL APPLIANCES			
Wheelchairs, orthopaedic appliances and incontinence equipment (incl. contraceptive devices)	100%	R9 200	Pfpa. Combined in- and out-of-hospital benefit, subject to quantities and protocols No pre-authorisation required
Oxygen / nebuliser / glucometer / blood pressure monitor			Pre-authorisation compulsory and subject to protocols
Hearing aids and maintenance			No benefit

MONTHLY CONTRIBUTION

MONTHLY CONTRIBUTION	Principal Member	Adult Dependant	Child Dependant
	R2 451	R1 746	R799

HEALTH BOOSTER

Health Booster provides additional benefits to members at no extra cost. It is aimed at preventative treatment and therefore gives access to free screening tests.

Only those benefits stated in the benefit structure under Health Booster will be paid by the Scheme, up to a maximum rand value which is determined according to specific tariff codes. Subject to DSPs.

QUALIFICATION

Once you have completed the screening tests you will gain access to the Health Booster benefits.

- Pre-authorisation is required in order to access the maternity benefits on Health Booster. Contact the Pre-authorisation Department on **0860 671 060** to obtain authorisation. (Failing to do this will result in the service costs being deducted from day-to-day benefits).
- Verify the tariff code or maximum rand value with the call centre consultant.
- Inform the service provider involved accordingly.
- When claiming for your antenatal vitamins, request that the pharmacist at the dispensary claim the antenatal vitamins electronically from the Scheme or supply the Scheme with a specified paper claim with a valid NAPPI code(s), ICD-10 code, and proof of payment for reimbursement.

SCREENING TESTS

One of the benefits available is the Health Assessment (HA). This assessment comprises the following screening tests:

- Body mass index (BMI)
- Blood sugar (finger prick test)
- Cholesterol (finger prick test)
- Blood pressure (systolic and diastolic)
- Prostate phlebotomy for PSA test

Digital Health Assessment, via SMS

Principal Members and their beneficiaries will be entitled to one Health Assessment (HA), done at any pharmacy, or Digital Health Assessment (DHA), via SMS, per calendar year.

A Health Assessment (HA) form can be obtained at any pharmacy or downloaded from www.keyhealthmedical.co.za.

No authorisation is required for these screening tests.

Results can be submitted by either the member or the service provider and can be faxed to **0860 111 390** or emailed to disease.management@keyhealthmedical.co.za.

BENEFIT	WHO & HOW OFTEN	
CHILD BOOSTER BENEFITS		
Child immunisation	Child Dependants aged ≤6 – as required by the Department of Health	
HPV vaccination	Female beneficiaries aged 9-14 years – 2 doses per lifetime	
Paediatrician visits	Baby registered on Scheme. 2 visits in baby's 1st year. 1 visit in baby's 2nd year	
Child growth assessments	3 baby growth assessments per year at a pharmacy / baby clinic for beneficiaries aged 0-7 years (Silver, Equilibrium and Origin options only)	3 baby growth assessments per year at a pharmacy / baby clinic for beneficiaries aged 0-35 months (Platinum and Gold options only)
Hearing screening test	Newborns aged 0-8 weeks (once)	
Eye test	Child Dependants aged 0-7 years (once)	
EARLY DETECTION TESTS		
Pap smear (pathologist)	Female beneficiaries aged ≥15 – once per year	
Pap smear (including consultation and pelvic organs ultrasound: GP or gynaecologist)	Female beneficiaries aged ≥15 – once per year	
Mammogram	Female beneficiaries aged ≥40 – once per year	
Prostate specific antigen (PSA) (pathologist)	Male beneficiaries aged ≥40 – once per year	
Colon screening test for colon cancer	Beneficiaries aged 50-75 years (Excludes the Origin option)	
HIV / AIDS test (pathologist)	All beneficiaries – once per year	
Health Assessment (HA): Body mass index (BMI), bloodpressure measurement, cholesterol test (finger prick), blood sugar test (finger prick), PSA (finger prick) OR Digital Health Assessment (DHA)	All beneficiaries – once per year	
PREVENTATIVE CARE		
Flu vaccination	All beneficiaries	
COVID-19 vaccinations and boosters	All beneficiaries	
Tetanus injection	All beneficiaries – as and when required (Excludes the Origin option)	
Pneumococcal vaccination (Prevenar not included)	All beneficiaries	
Malaria medication	All beneficiaries – R480 once per year	
Contraceptive medication – tablets / patches	Female beneficiaries aged ≥16 – R185 every 20 days (Silver, Equilibrium and Origin options only)	
Contraceptive medication – injectables	Female beneficiaries aged ≥16 – R285 every 72 days (Silver, Equilibrium and Origin options only)	
WEIGHT LOSS (Pre-authorisation essential to access benefits)		
Weight Loss Programme (Excludes the Origin option)	All beneficiaries with HA BMI ≥30: <ul style="list-style-type: none"> • 3 x dietician consultations (1 per month) • 1 x biokineticist consultation (to create a home exercise programme for the member) • 3 x additional dietician consultations (one per month, provided that a weight loss chart was received from the dietician proving weight loss after the first 3 months) • 1 x follow-up consultation with biokineticist 	
MATERNITY (Pre-authorisation compulsory)		
Antenatal visits (GP, gynaecologist or midwife) and urine test (dipstick)#	Female beneficiaries. Pre-notification of and pre-authorisation by the Scheme compulsory. 12 visits	
Ultrasounds (GP or gynaecologist) – one before the 24th week and one thereafter#	Female beneficiaries. Pre-notification of and pre-authorisation by the Scheme compulsory. 2 pregnancy scans	
Short payments / co-payments for services rendered (#above) and birthing fees	Covered to the value of R1 510 per pregnancy	
Antenatal vitamins	Covered to the value of R2 550 per pregnancy	
Antenatal classes	Covered to the value of R2 550 for first pregnancy	

BENEFITS OF EASY-ER

No upfront payment required.

Guaranteed payment of the full ER event – in case of an emergency.

Not paid from day-to-day benefits or medical savings accounts.



- Easy-ER offers all KeyHealth members direct access to the closest hospital's emergency room (ER) for medical treatment in emergency situations.
- Easy-ER guarantees full payment without any hidden costs or unexpected fees.

WHAT IS AN EMERGENCY?

An emergency medical condition means the sudden and, at the time, unexpected onset of a health condition that requires immediate medical treatment and / or intervention. If the treatment or intervention is not available, the emergency could result in weakened bodily functions, serious and lasting damage to organs, limbs or other body parts, or even death.

WHAT QUALIFIES AS AN EASY-ER EMERGENCY?

- Motor vehicle accidents
- Sport injuries
- Dental injuries (direct blow to the face / mouth)
- Playground accidents

UNSURE OF WHEN TO GO TO THE ER?

- Contact **Netcare 911's 24-hour Health-on-Line** service on **082 911** to speak to a registered nurse about medical advice, information and your KeyHealth Easy-ER cover.
- Visit **Netcare 911's** website **www.netcare911.co.za** for information on first aid, emergencies, childhood illnesses and baby / child safety.

DENTAL EMERGENCIES

- In a dental emergency, if a tooth is broken or knocked out, Easy-ER guarantees the payment of all dental treatment needed to restore the damaged tooth to functional use.
- In the case of such a dental emergency, the beneficiary can go directly to the dental practitioner for treatment.

IMPORTANT

- Easy-ER is available to ALL KeyHealth members.
- The Easy-ER benefit does not include pharmacy or medical appliance claims, follow-up consultations and follow-up radiology and pathology tests.
- Any further hospitalisation needed, after emergency medical treatment, will be covered under the normal in-hospital benefit.
- If emergency transport is needed (e.g. ambulance services), KeyHealth's emergency transport provider, Netcare 911, must be called on 082 911.
- Access to emergency treatment at the closest hospital's emergency room (ER) is guaranteed on confirmation of KeyHealth membership by a Client Service Centre agent.
- Not all visits or consultations at the hospital's emergency room will be funded from the Easy-ER benefit, as benefits are approved for *bona fide* emergencies only.

080 111 0215

www.keyhealthmedical.co.za



SMART BABY PROGRAMME

GUIDANCE WHEN YOU NEED IT MOST

KeyHealth's Smart Baby Programme offers support and general advice on health and wellness during pregnancy and peace-of-mind for mothers- and fathers-to-be.



THE SMART BABY PROGRAMME PROVIDES

- Health Booster cover for short / co-payments for antenatal visits (GP, gynaecologist or midwife), scans and birthing fees.
- Information about KeyHealth's maternity benefits and how to access them.
- *The New Baby and Childcare Handbook* by Marina Petropulos for first-time parents.
- Information about baby's first year (e.g. vaccinations, Easy-ER, etc.).
- Access to **Netcare 911's 24-hour Health-on-Line** service on **082 911** for medical advice and information from a registered nurse.

SMART BABY PROGRAMME BENEFITS

The benefits available to mothers (and babies) on the Smart Baby Programme are separate from day-to-day benefits and medical savings accounts.

Antenatal visits (GP / gynaecologist / midwife) and dipstick urine test	12 visits, 1 of which is following baby's birth
Ultrasound (scans)	2 pregnancy ultrasounds
Paediatrician visits (once baby is a registered member)	2 visits in baby's first year 1 visit in baby's 2nd year
Antenatal vitamins	R2 550 per pregnancy
Antenatal classes	R2 550 for first pregnancy

ADDITIONAL SCREENING TESTS

- Haemoglobin (Hb) level at the first antenatal visit then repeated between 28-32 weeks and 36 weeks of gestation
- Bacteriuria at the first visit or at 12-16 weeks of gestation
- Gestational diabetes, screened at the first antenatal visit and again at 28 weeks of gestation (if the initial screening was negative), for mothers who do not have pre-gestational diabetes (i.e. already known to be diabetic)

HOW TO BENEFIT FROM THE SMART BABY PROGRAMME

- Register on the Smart Baby Programme as soon as the pregnancy is confirmed.
- Make use of KeyHealth's Designated Service Provider (DSP) network of hospitals and specialists to avoid short payments.
- Make sure the DSP hospital and / or specialist clearly indicates the relevant diagnosis code (**ICD10 code**) on claims.
- Verify tariff codes or maximum rand values with the KeyHealth Client Service Centre on **0860 671 050**.
- **Get pre-authorisation for the delivery** after the second trimester (after week 24 of the pregnancy) by calling the Pre-authorisation Department on **0860 671 060**.
- Register baby as a KeyHealth dependant within 30 days after birth.
- When claiming for your antenatal vitamins, request that the pharmacist at the dispensary claim the antenatal vitamins electronically from the Scheme or supply the Scheme with a specified paper claim with a valid NAPPI code(s) and ICD-10 code and proof of payment for reimbursement.

HOW TO REGISTER FOR THE SMART BABY PROGRAMME

- Register using the KeyHealth member app which can be downloaded on Android, iOS and Huawei operating systems, **or**
- Complete the registration form online at www.keyhealthmedical.co.za

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Visit
www.keyhealthmedical.co.za



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