

2020

Medgap  
cover policy

GUARD YOURSELF AGAINST MEDICAL  
EXPENSE SHORTFALLS DURING  
HOSPITALISATION

EXCLUSIVE TO

health  
print  
your health

GUARDRISK  
TAILORED RISK SOLUTIONS



Guardrisk Insurance Company Limited proudly offers you the MedGap product.

MedGap is not a medical scheme and does not offer the same cover offered by a medical scheme. Only active medical scheme members are eligible to join MedGap. This product is not a substitute for medical scheme membership and no day-to-day benefits are covered.

Many medical practitioners charge considerably more than medical scheme tariffs. This creates a shortfall or a gap between what the medical scheme has paid and the actual cost incurred for the services by the medical practitioner who treated you in hospital.

As a member you will be personally liable for the difference in cost, which for specialists and surgeons can add up to a sizeable amount.

MedGap offers you and your loved ones specially designed products which provides cover for medical expense shortfalls in the event of hospitalisation involving surgery or medical treatment, as well as for certain procedures performed out of hospital.



# BENEFITS SUMMARY

2020

## Shortfall Benefits

(These benefits are collectively limited to R165 000 per person per year)

**Benefit for shortfalls in medical practitioner costs (shortfall cover)**

SUPREME

PRIMARY

**Benefit for co-payments applied by your medical scheme for certain procedures**

**Benefit for co-payments levied by your medical scheme on oncology treatment programmes**

## OR

**Oncology extender benefit for exceeded medical scheme oncology benefit limits**

**Lump sum shortfalls for internal prosthesis costs**

**Benefit for shortfalls in emergency casualty costs due to an accident**

## Lump Sum Benefits

**Lump sum benefit for first time, minimum-stage cancer diagnosis**

**Lump sum benefit for accidental death and permanent total disability**

**Trauma counselling benefit**

**Violent crime benefit**

**Premium waiver benefit**

**Baby bump benefit**

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# 2020 | SHORTFALL BENEFITS

(The shortfall benefits are collectively limited to R165 000 per person per year)

## **Benefit for Shortfalls in Medical Practitioner Costs**

For in-hospital procedures, we will cover the shortfall between what the medical practitioner charged and the medical scheme paid, up to 3 times the amount paid by the medical scheme.

Prescribed minimum benefits (PMB) procedures are covered under this benefit.

We will also cover you up to the above multiples of what your scheme has paid, for certain authorised out-of-hospital procedures. The list of procedures which we will cover you for include:

- Cardiovascular - Coronary angioplasty and angiogram
- Ear, nose, throat - Adenoidectomy, direct laryngoscopy, grommets, myringotomy, sinus surgery and tonsillectomy
- General surgery - Hernia repairs and certain biopsies
- Gastro-intestinal - Closure of colostomy, colonoscopy, endoscopy, gastroscopy, laparoscopy, oesophagoscopy, haemorrhoidectomy
- Gynaecology - Cervical laser ablation, dilatation and curettage, hysteroscopy, tubal ligation
- Obstetrics - Childbirth in a non-hospital setting
- Oncology - Chemotherapy and radiotherapy
- Ophthalmology - Cataract removal, pterygium removal, trabeculectomy
- Orthopaedic - Arthroscopy, bunionectomy, carpal tunnel release, ganglion surgery
- Radiology - CAT, MRI, X-rays and PET scans, nuclear radiology, varicose vein removal
- Renal - Kidney dialysis
- Respiratory - Bronchoscopy
- Urology - Circumcision (due to medical necessity), cystoscopy, orchidopexy, prostate biopsy, vasectomy
- Prescribed Minimum Benefit (PMB) procedures are covered under this benefit

## **Benefit for Co-Payments for certain procedures**

Co-payments and deductibles are commonly applied to radiology scans (MRI, CAT, PET) and specialist referral procedures, depending on your medical scheme option. Our co-payment benefit provides you with peace of mind that if your medical scheme levies a co-payment for an approved in-hospital or out-of-hospital procedure which you need to pay upfront and out of your own pocket, we will cover this.

## **\*Benefit for Co-Payments on Oncology Treatment Programmes**

Some medical schemes impose a co-payment of up to 20% on their members, once they reach their oncology treatment benefit limit for the year.

If you are registered with your medical scheme's oncology treatment programme and you reach your benefit limit for the year, we will cover the co-payment (including biological drugs and specialised medication) that is imposed on you by your medical scheme.

## **\*Oncology Extender Benefit** (where medical scheme limits have been reached)

Where a medical scheme's oncology benefit limit has been reached and no further benefits are available, we will pay 20% of the cost of each treatment (including biological drugs and specialised medication) paid by the insured person. Insured persons are required to register with the medical scheme's oncology treatment programme.

\*Insured persons are eligible for only one of the above oncology treatment benefits, depending on their medical scheme's oncology benefit.

## **Benefit for Shortfalls in Internal Prosthesis Costs** (In-hospital procedures)

Internal prosthesis costs can become quite expensive especially if your medical scheme only pays up to a certain amount and you end up having to pay the difference yourself. If you undergo a medical procedure that requires the use of an internal prosthesis to replace a body part and you reach your medical scheme limit for the year, we will pay the shortfall up to a limit of R30 000 per family per year.

## **Emergency Casualty Costs**

If you need to visit an emergency casualty facility due to an accident, we will pay you up to R10 000 of the costs paid by you and which you cannot claim back from your medical scheme.

This benefit is limited to three casualty visits per family per year and one of these visits may be for an emergency only, for a child who is 5 years old or younger. This claim will be limited to R2 000.

# LUMP SUM BENEFITS | 2020

## **Lump Sum Benefit for First Time Cancer Diagnosis**

Where a person covered on the policy is diagnosed as having a minimum severity (stage II, regional and malignant) cancer for the first time, we will pay a once-off lump sum benefit. The first amount of R15 000 will be payable upon diagnosis and the second amount of R10 000 will be payable upon reaching the medical scheme's oncology benefit limit OR depending on your medical plan option, the medical scheme having paid more than R200 000 in oncology treatment costs within 12 months from the date of diagnosis.

If the person is diagnosed for the first time as having a minimum severity of stage II, local and malignant, we will pay a lump sum of R5 000.

This benefit is payable once in a lifetime per person covered on the policy.

## **Lump Sum Benefit for Accidental Death and Permanent Total Disability**

We will pay a lump sum amount of R50 000 if a person covered on the policy dies or becomes permanently and totally disabled as a result of an accident. This benefit will be reduced if the death relates to a minor.

## **Violent crime benefit**

Statistics show that we are living in a high crime country. If accidental death or disability occurs as a result of a violent crime, we will double-up the accidental death or disability benefit that we pay out. This benefit will be capped to legislated limits if the death relates to a minor.

## **Trauma Counselling benefit**

If you are a victim of, or witness to, an act of violence (such as murder, assault, robbery, rape, kidnapping or hijacking) or a traumatic accident, we believe that undergoing trauma counselling is an important step in recovering from an event such as this.

We will therefore pay you a fixed amount of R750 per session, for any trauma counselling fees paid by you as a result of an act of violence or a traumatic accident, limited to R25 000 per family per year.

## **Premium Waiver benefit**

If you pay the monthly premium for this cover and you become permanently and totally disabled or you die as a result of an accident, we will pay R5 000 per month for 6 months, towards your dependents' medical scheme contributions and gap cover premiums. The full amount for the 6 months (R30 000) will be paid upfront to the claimant.

## **Baby bump**

If you become pregnant, we will pay you R2 000 to assist with any unplanned expenses.





# 2020

# WHAT WE DON'T COVER

All of the benefits offered are subject to the terms and conditions of the policy. Additional information on the exclusions listed below are available upon request or in the policy wording.

## Medical Expense Shortfall Benefit

- Shortfalls where your medical scheme has not paid the first portion of the costs
- Hospital and day clinic fees including theatre charges, ward charges or any other hospital or day clinic costs
- Pre-admission or out-of-hospital consultation costs
- Materials or medication used during a procedure
- Exploratory procedures such as blood tests, pap smears, ultrasounds, etc
- Procedures that are paid for by your medical scheme on an exception or ex-gratia basis
- Procedures performed specifically for the treatment of obesity
- Any costs levied as a direct result of the patient's Body Mass Index (BMI) or bodily weight
- Auxiliary or para medical services (speech therapists, audiologists, physiotherapists, etc)
- Medical examinations performed annually or routinely, such as pap smears, annual check-ups, etc
- Procedures performed with the use of robotic machinery
- Anxiety disorders, mood disorders, psychotic disorders, dementias and eating disorders
- Transportation costs (including resuscitation) in an emergency vehicle or aircraft and emergency medical service costs
- Hospice or step-down facilities
- Dental implants or external prosthesis
- Appliances (wheelchairs, crutches, braces, etc)
- Out-of-hospital dental procedures
- Home and private nursing
- Cosmetic procedures
- Elective procedures performed for religious or cultural reasons

## Co-payment benefit

- Co-payments that are levied by a medical practitioner, a hospital or a day clinic
- Co-payments applied for the use of a non-Designated Service Provider (non DSP)
- Co-payments applied for not adhering to the medical scheme's protocols (e.g. not being referred to a specialist by a GP, not obtaining a pre-authorisation for a procedure, etc)
- Co-payments applied for use of a private ward or any other special request not covered by your medical scheme
- Co-payments applied to a condition for which you are in a waiting period

## Oncology co-payment benefit

- Co-payments applied for undergoing treatment with a non DSP
- Co-payments that are applied by your medical scheme prior to you reaching your medical scheme oncology treatment benefit limit

## Oncology extender benefit

- Costs where the remaining 80% has not been paid directly by the member
- Co-payments applied for undergoing treatment with a non Designated Service Provider
- Cost applied to reaching the medical scheme limit



# WHAT WE DON'T COVER | 2020

## **Internal prosthesis shortfall benefit**

- Shortfalls where your medical scheme has not paid the first portion of costs
- Devices that are placed inside a body to assist with the functioning of a body part (pacemakers, stents, etc)
- External prostheses or dental implants

## **Casualty benefit**

- Elective procedures undertaken at a casualty ward
- Casualty ward visits due to illness, unless it is due to an emergency only, for a child who is 5 years old or younger

## **Benefit for first time cancer diagnosis**

- Any diagnosis which does not meet the minimum criteria for eligibility of the benefit
- Any diagnosis which is not a first time diagnosis
- All skin cancers and cancers diagnosed and treated by primary biopsy

## **Benefit for accidental death or accidental permanent and total disablement**

- Death or permanent and total disablement which is not directly due to an accident as defined in the policy
- Disability which is not total and permanent as defined in the policy

## **Violent crime benefit**

- Accidental death or disability claims which have been rejected
- Death or disability which was not due to violent crime as defined in the policy

## **Benefit for trauma counselling**

- Any counselling that is not related to an act of violence or a traumatic accident
- Any counselling not undertaken by a counsellor as defined in the policy

## **Premium waiver benefit**

- Death or disability that is not due to an accident as defined in the policy
- Death or disability of a person that is not the premium payer
- Disability that does not meet the criteria of permanent and total disability

## **Baby bump**

- Any pregnancy diagnosis which occurs before cover has begun
- Any pregnancy diagnosis not confirmed with the required blood tests or evidence of registration on the medical schemes maternity programme

2020 | MILLENNIAL GAP

**THIS IS EXCLUSIVE COVER FOR  
YOUNG INDIVIDUALS**



AGES

**OVER 18 TO UNDER 30 YEARS**

ONLY A SINGLE

**INSURED PERSON**

OFFERING BOTH THE **PRIMARY** AND **SUPREME** OPTIONS  
**AT A COMPETITIVE RATE**



The policy holder will move to the standard rate on 1 January after they turn 30



# T's & C's OF COVER 2020

All of the benefits offered by MedGap are subject to the terms and conditions of the policy. A comprehensive description of the terms and conditions, as well as the exclusions, are available upon request or in the policy wording.

## Waiting Periods

- 3-month General Waiting Period  
If you are a private individual that has not joined as part of your employer group, a 3-month general waiting period will apply. During this period you cannot claim for any benefits.
- 9-month Pre-Existing Medical Condition Waiting Period  
Within the first 9 months of cover a waiting period will apply during which no claims can be submitted for any procedure or surgery relating to any pre-existing condition for which you have received advice or treatment during the 12 months prior to your cover start date. Examples of pre-existing medical conditions which will have this waiting period applied include (but are not limited to):
  - Back, shoulder, hip or knee problems
  - High blood pressure, high cholesterol or other heart-related medical conditions
  - Ovarian cysts
  - Stroke, spinal cord injury or other brain, spinal or nerve conditions
  - Gastric ulcers, hernias, or other abdominal conditions
  - Cataracts, or other disorders of the eye
  - Conditions of the ear, nose or throat
  - Gynaecological-related
  - Liver-related
  - Spinal or brain-related
  - Thyroid-related
- 12 months - cancer, birth or pregnancy related

## 2020 GENERAL EXCLUSIONS

### We do not cover any claims that arise from the below events:

- Participation in war, invasion, terrorist activity, rebellion, active military duty, police duty, police reservist duty, civil commotion, labour disturbances, riot, strike or the activities of locked out workers
- Nuclear weapons, nuclear material, ionising radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the burning of nuclear fuel, including any self-sustaining process of nuclear fission (the splitting of an atomic nucleus into small parts)
- Taking of any legal drug unless it has been prescribed by a registered medical practitioner (other than you) and you are following the instructions of the medical practitioner in your taking of the drug
- Taking of any illegal drug
- Illegal behaviour or as a result of breaking any law of the Republic of South Africa
- Suicide, attempted suicide, intentional self-injury or any form of exposure to danger
- Aviation except if you are on a commercial flight as a fare-paying passenger

# 2020 | RATES



OPTION	2020	% DISCOUNT	HEALTHPRINT RATE
Supreme	R382	20%	R305
Primary	R308	27%	R225
MILLENNIAL			
Supreme	R230	9%	R210
Primary	R185	3%	R179
PENSIONER			
Supreme	R562		R562
Primary	R529		R529

These rates are exclusive to HealthPrint members and are guaranteed for 2020. Our MedGap products offers cover for you, your spouse, your children and your parents that are registered as dependents on your medical scheme and that are eligible for cover at the date of you joining. Millennial is a product for individuals over the age of 18 and under the age of 30. New members cannot join if they are already 30. When a member turns 30 during the year, we will automatically move them to the individual family cover with their renewal in January the following year. Our MedGap Pensioner products offers cover for you only, if you are over the age of 65 at the date of joining.

# HOW TO CLAIM | 2020



## **Claims can be submitted online at**

[www.medgaponline.co.za](http://www.medgaponline.co.za), or forms are obtainable by emailing [info@medgaponline.co.za](mailto:info@medgaponline.co.za) or calling **0860 102 936**

**Please Note:** All related documents must be submitted with the completed claim form within 180 days from the date of treatment.

## **Enquiries**

### **New Business:**

Tel: 0860 102 936 | Email: [new@medgaponline.co.za](mailto:new@medgaponline.co.za)

### **General Enquiries:**

Tel: 0860 102 936 | Email: [info@medgaponline.co.za](mailto:info@medgaponline.co.za)

### **Claim Enquiries:**

Tel: 0860 102 936 | Email: [claims@medgaponline.co.za](mailto:claims@medgaponline.co.za)

### **Premium Enquiries:**

Tel: 0860 102 936 | Email: [premiums@medgaponline.co.za](mailto:premiums@medgaponline.co.za)

If you want to join SMS **43366** or visit [www.medgaponline.co.za](http://www.medgaponline.co.za)

## **MedGap Products 2020**

Underwritten by Guardrisk Insurance Company Limited (FSP No 75)



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