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PREVENTATIVE CARE BENEFITS

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Preventative care benefits 2027

BENEFIT	QUANTITY AND FREQUENCY	BENEFIT CRITERIA	BEAT	PACE	RHYTHM
Respiratory syncytial virus (RSV) vaccines	One (1) single dose per lifetime.	Infants born between January and May. Indicated from birth up to six months of age.	✓	✓	✓
Flu vaccines	One (1) per beneficiary per annum.	Applicable to all active members and beneficiaries.	✓	✓	✓
Pneumonia vaccines	Children: As per schedule of Department of Health. Adults: Twice in a lifetime with booster above 65 years of age.	The Scheme will identify high-risk individuals for immunisation.	✓	✓	✓
Travel vaccines	Quantity and frequency depending on product up to the maximum allowed amount.	Mandatory travel vaccines for typhoid, yellow fever, tetanus, meningitis, hepatitis and cholera from Scheme risk benefits.	*Available on Beat2, Beat3, Beat3 Plus and Beat4	✓	✓
Paediatric immunisation	According to the Bestmed vaccine schedule.		✓	✓	✓
Baby growth and development assessments	Three (3) assessments per annum for beneficiaries 0-2 years.	Assessments are done at a Bestmed partner pharmacy clinic.	✓	✓	✓
Oral / injectable / implantable female contraceptives OR Intrauterine device (IUD)	Female contraceptive quantity and frequency dependent on product and subject to maximum amount OR 1 IUD device every 5 years.	Limits per female beneficiary per annum apply per benefit option for oral / injectable / implantable female contraceptives. IUD funding subject to applicable benefit limits per option.	✓	✓	✓
Glaucoma screening	Beneficiaries 50 years and older. Once every 12 months.	Subject to service being received from the contracted Optometrist Network only.	X	*Available on Pace2, Pace3 and Pace4	X
Mammogram	Females 40 years and older. Once every 24 months.	Scheme tariff applies.	✓	✓	✓
HPV vaccinations	Three (3) vaccinations per beneficiary. Males and females 9 - 26 years.		✓	✓	*Available on Rhythm2
PSA screening	Males 45 years and older. Once every 24 months.	Can be done at a urologist or GP. Consultation paid from the available personal medical savings account (PMSA) / consultation benefit.	✓	✓	✓
Bone densitometry	Beneficiaries 45 years and older. Once every 24 months.		X	✓	X
Pap smear	Beneficiaries 18 years and older. Once every 24 months.	At any gynaecologist or GP. Consultation is paid at Scheme tariff from Scheme risk benefits.	✓ *Consultation cost available on Beat4	✓ *Consultation cost available	✓
Preventative dentistry	Refer to Comparative guide for a full breakdown of benefits per option.	Subject to clinical protocols and funding guidelines.	*Available on Beat2, Beat3, Beat3 Plus and Beat4	✓	X
Colon cancer screening	40 years and older. Once every 24 months.	Faecal Occult Blood Test (FOBT).	✓	✓	✓
HIV rapid test	Voluntary counselling and testing (VCT) subject to Scheme protocols and funding guidelines.		✓	✓	✓

Note: Benefits mentioned above may be subject to pre-authorisation, clinical protocols, formularies, funding guidelines and the MediKredit Reference Price (MMAP)

Preventative dentistry benefits 2027

DESCRIPTION OF SERVICE	AGE	FREQUENCY	BEAT	PACE	RHYTHM
General full-mouth examination by a general dentist (incl. gloves and use of sterile equipment for the visit)	12 years and above	Once per annum	*Available on Beat2, Beat3, Beat3 Plus and Beat4	✓	Note: <i>The Rhythm range offers preventative services under the dental benefit.</i>
	Under 12 years of age	Once every six months	*Available on Beat2, Beat3, Beat3 Plus and Beat4	✓	
Full-mouth intra-oral radiographs	All ages	Once every 36 months	*Available on Beat2, Beat3, Beat3 Plus and Beat4	✓	
Intra-oral radiographs	All ages	2 photos per annum	*Available on Beat2, Beat3, Beat3 Plus and Beat4	✓	
Scaling and/or polishing	All ages	Once every six months (i.e. every 6 months from the date of service)	*Available on Beat2, Beat3, Beat3 Plus and Beat4	✓	
Fluoride treatment	All ages	Once every six months (i.e. every 6 months from the date of service)	*Available on Beat2, Beat3, Beat3 Plus and Beat4	✓	
Fissure sealant	Up to and including 21 years of age		*Available on Beat2, Beat3, Beat3 Plus and Beat4	✓	
Space maintainers	During primary and mixed denture stage	Once per space	*Available on Beat2, Beat3, Beat3 Plus and Beat4	✓	

*Subject to pre-authorisation, clinical protocols and funding guidelines.



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HOSPITAL AUTHORISATION

Tel: 080 022 0106

Email: authorisations@bestmed.co.za

CHRONIC MEDICINE

Tel: 086 000 2378

Email: medicine@bestmed.co.za

CLAIMS

Tel: 086 000 2378

Email: service@bestmed.co.za (queries)

claims@bestmed.co.za (claim submissions)

MATERNITY CARE

Tel: 012 472 6797

Email: maternity@bestmed.co.za

WALK-IN FACILITY

Block A, Glenfield Office Park,
361 Oberon Avenue, Faerie Glen,
Pretoria, 0081, South Africa

POSTAL ADDRESS

PO Box 2297, Arcadia,
Pretoria, 0001, South Africa

NETCARE 911

Tel: 082 911

Email: customer.service@netcare.co.za (queries)

PMB

Tel: 086 000 2378

Email: pmb@bestmed.co.za

INTERNATIONAL MEDICAL TRAVEL INSURANCE

AZOZA

Tel: 0861 838 333

Claims and emergencies: assist@azoza.co.za

Travel registrations: bestmed-assist@linkham.com

COMPLAINTS

Tel: +27 (0)86 000 2378

Email: escalations@bestmed.co.za or

(Subject box: Manager, escalated query)

Postal address:

PO Box 2297,

Pretoria, Gauteng, 0001

CMS ESCALATIONS

Should an issue remain unresolved with the Scheme, members can escalate to the Council for Medical Schemes (CMS) Registrar's office:

Fax Complaints: 086 673 2466.

Email Complaints: complaints@medicalschemes.co.za

Postal Address:

Private Bag X34, Hatfield, 0028

Physical Address:

Block A, Eco Glades 2 Office Park, 420 Witch-Hazel Avenue,
Eco Park, Centurion, 0157

BESTMED ETHICS AND FRAUD HOTLINE, OPERATED BY ADVANCE CALL

Should you be aware of any fraudulent, corrupt or unethical practices involving Bestmed, members, service providers or employees, please report this anonymously to Advance Call.

Hotline: 0800 111 627

WhatsApp: 0860 004 004

SMS: 48691

Hotmail: bestmed@behonest.co.za

Free post: BNT165, Brooklyn Square, 0075

Website & chat: www.behonest.co.za



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Bestmed Medical Scheme



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