

Bestmed maternity care programme

Step 1: Register on the Maternity Care Programme with Bestmed

You need to register on the Maternity care programme as soon as you have confirmed your pregnancy by means of a pathology test and/or ultrasound scan from your general practitioner or gynaecologist to have access to the maternity benefits.

Please email your membership number, contact number, email address, expected delivery date and a copy of your pathology test result and/or ultrasound scan to **maternity@bestmed.co.za**.

Step 2: You will be contacted via email by DLA (2 – 3 weeks after registration)

Once you have registered, you will receive a welcome email from DLA with a registration form to complete your enrolment onto the Maternity Care programme. You will receive weekly emails with helpful tips and information regarding your pregnancy.

Please note that the email with the Maternity Care Programme information will be from DLA (address ending with @dlagroup.co.za) and not from a Bestmed email address. Please also check your SPAM folder. Kindly follow the instructions in the email and forms. On this form, they will collect your address for the gift delivery together with other clinical information.

Who is DLA?

DLA is our third-party service provider that manages the Maternity Care Programme on behalf of Bestmed. They offer the following services (which you register on the programme for):

- Choice of a maternity gift
- Online pregnancy wellness class with rewards for mom-to-be
- Access to a 24-hour medical advice line
- Weekly emails with helpful tips about pregnancy, baby development and pregnancy symptoms
- Emails sent (every two weeks) to partner / spouse / father to also inform them about the baby's development and mom's progress
- Online childbirth classes with rewards for mom-to-be
- Separate monitoring programme for high-risk patients
- Trimester wellness calls
- Post-birth support call
- One online consultation with a Lactation Consultant

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Bestmed Medical Scheme is a registered medical scheme (Reg. no. 1252) and an Authorised Financial Services Provider (FSP no. 44058).



Step 3: Receive a gift selection form in the 2nd trimester

After the 2nd trimester you will be able to choose your gift from a comprehensive list which includes a baby bag and other useful items which will be sent to you.

Please return the form to the email address specified on the form, not to Bestmed.

Step 4: Delivery for you

Your maternity gift pack will be sent to you after you have made your gift selection and returned the forms to **lindy@dlagroup.co.za**

For gift enquiries (after the gift selection process was completed at the end of the 2nd trimester only), please call DLA on **011 704 0072**.

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Important contact details

Pregnancy-related claims

All enquiries related to claims (including pregnancy claims) should please be directed to **service@bestmed.co.za** and all claim submissions to **claims@bestmed.co.za** for reimbursement.

Hospital pre-authorisation

For hospital delivery pre-authorisations, please contact **authorisations@bestmed.co.za**. Kindly include the following information in the email:

- Membership number
- Planned procedure date
- Procedure codes
- Hospital practice number
- Doctor / midwife practice number

Maternity benefits check

To confirm available benefits and for other general enquiries, please contact **service@bestmed.co.za**.

How to register your baby to your membership

To register your baby with Bestmed after delivery, please contact **membership@bestmed.co.za** within 30 days after the birth. Please include the following in your email:

- Membership number
- Copy of the birth certificate

Should your baby need medical attention at birth or during the hospital stay, please notify us on **086 0002 378** or **membership@bestmed.co.za** as soon as possible, to arrange cover for your baby.

For general enquiries or assistance please email **maternity@bestmed.co.za**

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Why use Bestmed Designated Service Providers (DSP)?

A DSP is a service provider that is part of the Bestmed provider network. To avoid short payments on the doctor's account, the member can consult a DSP doctor. Voluntary use of a non-DSP provider will result in the member being liable for any shortfall above 100% Scheme tariff. Bestmed pays 100% Scheme tariff on claims from service providers not contracted with them. This includes antenatal consultations, 2D scans and the delivery. All shortfalls are payable to the provider.

We highly recommend downloading the Bestmed App where you can do searches for any network service provider across all disciplines in any area. This is also handy when on holiday or away from home.

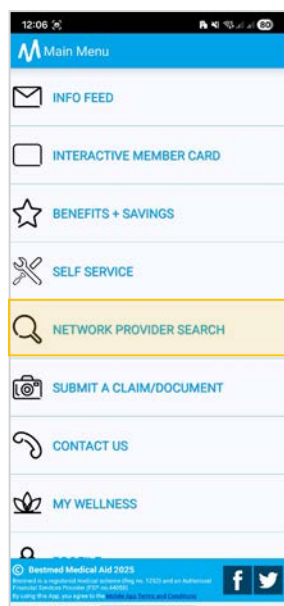
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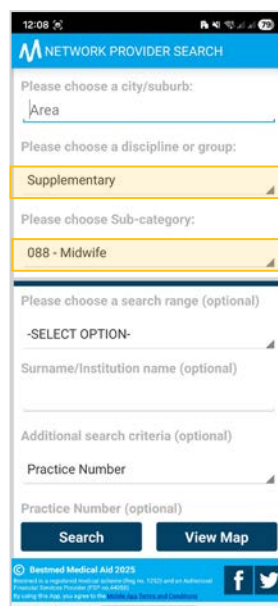
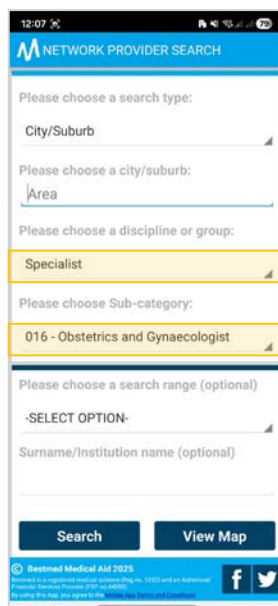
The World Health Organisation (WHO) recommends midwife-led continuity of care models. These models include a midwife, or a small group of midwives, known to the woman and support her through the antenatal, intrapartum and postnatal period.

We have 70 midwives on our Bestmed Preferred Healthcare Provider network!

Maternal care providers need to be selected with care. Talk to your healthcare providers to ensure you are comfortable with their treatment approach, views and care.



Select "Network Provider Search" from the main menu and complete the fields as needed.



Maternity benefits as offered on Bestmed benefit options

Maternity benefits are offered across all Bestmed options. As a Bestmed member, you will have access to the following benefits at 100% scheme tariff (Not paid from your savings account):

Network providers apply to the Rhythm1 and Rhythm2 options, subject to the following benefits:

BEAT1, BEAT2 AND RHYTHM1

Consultations:

- 6 antenatal consultations (routine check-up procedure code) at a general practitioner (GP) **OR** gynaecologist **OR** midwife.
**Please refer to the paragraph on the DSP network*

Ultrasounds:

- 1 x 2D ultrasound scan in the 1st trimester (between 10 to 12 weeks) at a GP **OR** gynaecologist **OR** radiologist.
- 1 x 2D ultrasound scan in the 2nd trimester (between 20 to 24 weeks) at a GP **OR** gynaecologist **OR** radiologist.

BEAT3, BEAT3 PLUS, BEAT4, PACE1, PACE2, PACE3, PACE4 AND RHYTHM2

Consultations:

- 9 antenatal consultations (routine check-up procedure code) at a GP **OR** gynaecologist **OR** midwife.
- 1 post-natal consultation with a GP **OR** gynaecologist **OR** midwife. **Please refer to the paragraph on the DSP network*

Ultrasounds:

- 1 x 2D ultrasound scan in the 1st trimester (between 10 to 12 weeks) at a GP **OR** gynaecologist **OR** radiologist.
- 1 x 2D ultrasound scan in the 2nd trimester (between 20 to 24 weeks) at a GP **OR** gynaecologist **OR** radiologist.

Supplements:

- Any item categorised as a maternity supplement can be claimed up to a maximum of R145 per claim, once a month, for a maximum of nine months. This benefit will be activated once you are registered on the programme with Bestmed.

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