2027

PREVENTATIVE CARE BENEFITS

bestMed

personally yours

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)*

bestMed

personally yours

© Bestmed Medical Scheme
Bestmed Medical Scheme is an Authorised Financial Services Provider (FSP no. 44058)

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:*** *The Rhythm range offers preventative services under the dental benefit.*
	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	All ages	Once per beneficiary per annum	*Available on Beat2, Beat3, Beat3 Plus and Beat4	√	

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

bestMed

personally yours

© Bestmed Medical Scheme
Bestmed Medical Scheme is an Authorised Financial Services Provider (FSP no. 44058)

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:

Email: 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

086 000 2378
service@bestmed.co.za
068 376 7212
www.bestmed.co.za
Bestmed Medical Scheme
Bestmed Medical Scheme

bestMed
personally yours

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