CIRCULAR

Reference:	Update on CMS Operations on Level 3
Contact person:	Customer Care Centre
E-mail:	information@medicalschemes.co.za
Tel	0861 123 267
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Circular 4 of 2021: Update on CMS Operations on Level 3 lockdown

The Council for Medical Schemes (CMS) supports government's Alert Level 3 regulations, as the country endures the second COVID-19 wave with increased infections and fatalities. As such, the CMS wishes to update the industry and the public at large of the following:

1. COVID-19 vaccine as a PMB

The COVID-19 vaccine has been included in the amended Prescribed Minimum Benefit regulations, approved by the Minister of Health Dr Zweli Mkhize. This amendment includes the insertion of the Diagnosis and Treatment Pair in the list of Prescribed Minimum Benefits under the heading "Respiratory System" Treatment: screening, clinically appropriate diagnostic tests, ***vaccination***, medication, medical management including hospitalisation and treatment of complications, and rehabilitation of COVID-19.

2. CMS Operations

All CMS personnel are working from **home**, except when required by the CMS to perform critical tasks, which cannot be carried out from home. All CMS landlines have been rerouted to staff cellphones.

3. Complaints

Walk-in complaints are not welcome. Complainants are requested to rather use the online complaints form to submit their complaints with the supporting documentation. The Complaints and Adjudication unit is working tirelessly to see to all complaints lodged during this period.

4. Deliveries

Drivers and couriers are required to wear face masks to be admitted to CMS. At all points of entry, hand sanitising (with 60% alcohol based sanitiser), and temperature screening will be mandatory.

5. The COVID Alert SA app

The COVID Alert SA app is a Bluetooth tracing app, that informs people when they have been in close contact with someone who has tested positive for COVID-19. When an app user anonymously reports to the app that they have

COVID-19, the COVID Alert SA app sends notifications to those devices that were in close contact with this person's device.

These exposure notifications warn those app users that they could potentially have been exposed to the virus. App users are guided as to what to do next to optimize their wellbeing and prevent the spread of the COVID 19 virus to others. The COVID Alert SA app is available for Android devices on the Google Play store and on the Apple App Store for iPhones.

Finally, the CMS would like to encourage all citizens to continue to practice social distancing, to sanitise and consistently wear a mask.

Yours sincerely,



Dr Sipho Kabane
Chief Executive & Registrar
Council for Medical Schemes