



NEWSLETTER

DECEMBER 2022

TOPICS FOR DISCUSSION

1. 2023 Benefit, Premium & Rules changes
2. Benefit Accumulator
3. Health News
4. Prosperity Operating hours during the festive season

1. 2023 BENEFIT, PREMIUM & RULES CHANGES

1.1 PREMIUM INCREASES

One of the core strategic objectives of the Board of Trustees of the GEMHEALTH Scheme is to ensure that the Scheme remains competitive in its benefit and premium offering. Like any other business organization, GEMHEALTH Medical Aid Scheme and its long-term sustainability are influenced by industry-related factors such as medical inflation, claims escalations, demographic and chronic illness profiles, and risks associated with the ageing of the Scheme members.

The sound financial position of the Scheme is critical in providing members and employer groups with peace of mind, as well as meeting the regulatory requirements as set by the Registrar of Medical Funds/NAMFISA.

As part of the 2023 benefit design process, the Trustees repeated the annual benchmarking review that also compares the GEMHEALTH Scheme to other

open medical aid funds. The process this year was on the back of some major challenges that the healthcare industry faced as well as Namfisa, the Namibian medical aid industry, and the GEMHEALTH Scheme. The industry trend reports published by Namfisa and Namaf showed that the claims experience for 2022 continued on the high claims trend for 2021. The exercise followed to set the 2023 product benefits/contributions was conducted in consultation with the independent Scheme Actuaries and all factors that affect the Scheme's financial performance were taken into account. This is critical as the Scheme have to protect the company/members interest whilst the proposed percentage increase in contributions, and setting of the benefits must be in line with the Namfisa benchmark requirement for reserves, etc.

The Scheme like all medical aid funds in Namibia experienced a drop in claims in 2020 during the Covid lockdown period. Claims however showed an extraordinary bounce back for 2021 and that continued during the year-to-date. The claims reflected an increase in claims across a wide range of claim disciplines with the highest claims categories being hospitals, specialists and medication. The claims trend exceeded the expected increase in claims after the 2020 lockdown, which was expected to increase due to the impact of possible postponed elective surgeries and costs related to patients that may suffer from pro-long Covid conditions. The spike in claims now seems to be the new trend and that is a major concern for the medical aid industry and the GEMHEALTH Scheme Board of Trustees. The Board is currently focusing its efforts on trying to control the costs escalation, the increase in utilisation and increase in the number of line items claimed.

The financial sustainability and position of the Scheme is critical in providing members and employer groups' peace of mind that the Scheme can take care of their healthcare needs and ensuring that it meets the regulatory requirements as set by the Registrar of Medical Funds/Namfisa.

Thus, to cater for the expected increase in claims costs, the increase in the Scheme Benchmark tariff structure for 2023, the expected continuation of the increase in the utilization of benefits, and the benefit enhancements effective 01 January 2023, the Board of Trustees herewith announces

An overall premium increases effective 1st April 2023 as follows:

- Option 1: Overall increase of 10 % on all income brackets.

Attached (page 8 and 9), are the new 2023 premium tables effective 01 April 2023, and the revised benefit structure for Option 1 effective 01 January 2023.

We trust that you will understand the circumstances under which the above decisions have been made and we assure you that the Board of Trustees is committed to working towards ensuring that the GEMHEALTH Medical Aid Scheme survives the challenges of time, and remains affordable and sustainable. In conclusion, the Board of Trustees would like to take this opportunity to wish all members and their loved ones a joyous festive season and encourage members traveling during this period to adhere to the road rules and to drive safely.

1.2 Discontinuation of Option 2 effective 01 January 2023

In 2016, the Scheme in its effort to address a concerned group of members for a lower-priced

option introduced a second benefit option or Option 2. The number of members who joined the option since inception amounted to only 15 until 2018. The number of members on the option has since decreased and currently stands at ten (10) members in 2022.

With the promulgation of the Financial Intelligence Market Act (FIMA) by Namfisa/Ministry of Finance in October 2021, the Registrar of Medical Aid Schemes (Namfisa) will implement the new Financial Intelligence Market Act (FIM Act) early in 2023 (after the implementation was postponed from 1 October 2022). The FIM Act introduces several changes from the previous Medical Aid Funds Act of 1995 and is now incorporated under the provision for Medical Aids under Chapter 7 of the FIM Act.

Amongst others, this enforces Medical Schemes to ensure that all individual medical aid options are self-sustainable and funded. This restricts the cross-subsidization of one option over the other, meaning that the total contribution received by members in any one option, should be able to cover the total claims of those members on the specific option.

Thus the provision means that a medical aid benefit option, like Option 2 of the GEMHEALTH Scheme has to remain self-sustainable. Due to the low number of members, this is not possible and the option remains highly volatile.

After the Actuaries advised the Board of Trustees that the option will not be able to be self-funded or funded from the contribution income of the 10 members, it was resolved to give the members 12 months' notice that the option will be deregistered with effect 1 January 2023.



1.3 BENEFIT CHANGES - 2023

All benefit categories received an overall inflationary increase for 2023, however, listed benefits below received a higher percentage increase. All the new increased benefits will be effective 01 January 2023. The new benefit structure is attached Annexure A. **Summary of benefit changes:**

NO	BENEFIT	CURRENT BENEFIT	NEW BENEFIT EFFECTIVE 01 JANUARY 2023
1	Ambulance In hospital transfer (Out of Town)	100% of Cost. Limited to: M0: N\$3 050 M1: N\$3 950 M2: N\$4 650 M3+: N\$5 400	Ambulance Services (Out of town transfers) 100% of cost limited to: Overall Annual Limit Subject to Clinical Protocols and Pre-authorisation.
2	Colonoscopy and Gastroscopy in Rooms	Per Beneficiary: N\$19 450 All other outpatients/in room procedures are subject to GP and Specialist limits.	Overall Annual Limit (OAL) Subject to Pre-authorisation
3	Mirena (IUCD Device) All-inclusive benefit	Acute Medicine 100% of NMPL, per Beneficiary: N\$14 150 10% Levy	100% of Cost. Limited to: Per Beneficiary: N\$6 800 every 3 years Subject to pre-authorisation
4	Optical benefit	100% of Scheme Tariff for: • Optical Tests - 1 per beneficiary • Lenses and Frame - every second year Limit per beneficiary Consultation - N\$520 Single Vision Lens - N\$830 per pair Bifocal Lens - N\$1 770 per pair Multifocal Lens - N\$2 600 per pair NOTE: Members are reminded that you can use your same frame and have it re-lensed and that will save you and the Scheme the cost of another frame! Discuss with your optical dispenser Contact Lenses - N\$1 770 per pair Frames & Lens Enhancements- N\$2 600	N\$5 000 per beneficiary every second year • Consultation/Tests - 1 per beneficiary - 100% of Scheme tariff • Lenses - 150% of Scheme tariff subject to optical limit Frames & Lens Enhancements - 100% of cost limited to N\$2 600 per beneficiary- subject to optical limit

1.4 RULE CHANGES

The following Scheme rules below, have been amended effective 01 January 2023.

RULE NO	CURRENT RULE	NEW RULE EFFECTIVE 1 JANUARY 2023	REASON FOR RULE CHANGE
5.42	5.42 "Options" The Scheme offers two options: Option 1 and Option 2. As of 01 April 2019, no new members will be permitted to join Option 2;	5.42 "Options" The Scheme offers one option.	Scheme discontinues Option 2 effective 01 January 2023. Scheme will only offer one option only.
15.7.8	Colonoscopy and Gastroscopy in Rooms	15.7.8 At the end of April of each benefit year, 100% of the previous year available balance of the benefit accumulator will be carried over to the new financial year	Rule to indicate that 100% of benefit accumulator is carried over to the following year.
17.	New rule inclusion	17.6.2 Where a claim relates to co-payment on medication as a result of benefit exceeded, price difference, or Scheme Levies on Acute, Chronic, or self-medication such a claim may be paid directly to the Health Professional without submission of a claim form from the member.	New rule addition to enable direct payment of co-payments on medication from the benefit accumulator.
21.1	The Scheme shall be managed, administered, and controlled according to these Rules by Board of Trustees consisting of twelve trustees (excluding the Principal Officer) The Employer and Employees will be represented by an equal number of trustees of the Scheme. The Employer and Employees will be represented by an equal number of trustees of the Scheme.	The Trustees representing the employer shall be members (principal member or dependent) in good standing of Gemhealth Medical Aid Scheme. They will be appointed according to the rules and regulations laid down by the employer for such matters and which nominations shall be ratified by the members of the Scheme. No trustee shall be under the age of 21 years.	Rule amendment to align the appointment criteria for Trustees.

2. BENEFIT ACCUMULATOR



The Scheme offers personal low claim incentive allocated to members whose annual day to day claims are below the claims threshold. It is a scheme benefit that offers members the option to accumulate funds to cater for healthcare costs. It is a reward offered to members as an incentive in recognition of their low claims during a benefit year.

TOTAL REWARDS ALLOCATED FROM 2019 TO 2021: N\$ 6,4 MILLION

The Benefit Accumulator was launched in 2019 with the first rewards awarded in 2020 to 922 members. Since inception more and more members benefitted/qualified on a year-on-year basis. Despite the increased communication from the Scheme, the total number of members that ended up utilizing the Benefit Accumulator Savings benefits remained low. The number of members that utilized their savings benefits increased from 50 members in 2020 to 139 members in 2021.

To further enhance the use of Benefit Savings the Board resolved to amend the current rules for 2023, and introduce an automatic payment process of levies, co-payments or benefits exceeded on chronic, acute and OTC medication benefits paid at pharmacies and that will be directly from the Benefit Accumulator Saving balances. Up to now, members had to complete a claim form and it seems that this discourages members to submit claims.

FEEDBACK FROM MEMBERS

To encourage members to utilize the Benefit Accumulator Savings benefits, note feedback from members who have utilized the benefits.

Marilyn Klaaste

Dear GEMHEALTH, I would like to send my gratitude to the Scheme on the benefit of the Wallet initiation. This helped me 2 times so far for optical shortfalls in the past 2 years. This was really a relief during a difficult time and I am impressed with this benefit. Thank you very much, Yours in HEALTH

Frans L Shiimbi

I would like to bring to your attention the importance of the benefit wallet, it has helped me alot which is something that I am thankful for, I believe it is really a good thing about this medical aid and I hope others can attest to this, Kind Regards

Arthur Mwangala

I have witnessed and know the value of the GEM HEALTH Benefit Accumulator Savings option that me and my family incredibly benefited from especially during the COVID-19 pandemic that we used and not only during the pandemic but throughout the past 3 years. It's beneficial when you don't use your medical aid everytime now and then and to buy or pay for medical expenses not covered by medical aid. I used my benefit accumulator on dental cleaning, first aid supplies and chronic disease machines and many more supplies I got from the benefit. It's easy to claim and get processed as you only get a quote from the accredited pharmacy and send to the administrator for them to process the application in a short period of time. You need to call or email the administrator to get your balance to know how much you have in the pocket. It's free, easy, and helpful in the time of need and only GEM HEALTH offers such wonderful benefits.

I'm lucky and thankful for the efficient and effective service I have received over the years and will always support GEMHEALTH.

3. HEALTH NEWS

How to keep fit during the festive season

With the festive season fast approaching, training & diet will take a backward step on everyone's list of priorities. We tend to ruin our usual diets during the festive season, and as a result, gain additional weight that makes us feel guilty. We should always remember that we are still able to enjoy the festive season and stay fit at the same time! Below [1] are [2] a few useful tips that might help:



EAT LESS AND MORE OFTEN

Distribute your meals evenly throughout the day, and do not eat everything at once. Eat your dinner earlier and have a nice walk before going to bed.



AVOID SKIPPING MEALS

Don't skip meals, especially breakfast! Even though it can be tempting to skip certain meals, believing that it will make up for the treats you consumed the previous day, don't do it because it will only lead to counterproductive results.



EAT BEFORE HEADING OUT

It is best that you eat something before heading out to visits or family dinners. By doing so, you will no longer be tempted to eat a lot or overindulge yourself since you have already eaten. Skipping on meals is not a good idea either, because you will only be forced to eat more later.



DRINK WITH MODERATION

It is best to regulate your drinking since alcohol, coke or other juices can add calories.



DRINK A LOT OF WATER

This can reduce your appetite as well as keep you hydrated at all times. And it will also prevent a possible hangover if you overdo it with alcohol.



BE ACTIVE

You should still perform your fitness routine whenever possible and if you can't do that, simply walk more, park your car some distance away from the store or just use the stairs!



SPEND SOME TIME OUTDOORS

Make the holidays a family affair and plan outdoor activities where everyone is involved.



4. OPERATING HOURS OF PROSPERITY HEALTH OFFICES OVER THE FESTIVE SEASON

NO	OFFICE	OPERATING HOURS & ADDITIONAL INFORMATION
1	Prosperity Head Office, Windhoek	Office will remain open, operating on all working days except Public Holidays: Normal working hours will be from 08h00 till 17h00:
2	<ul style="list-style-type: none"> • Tsumeb • Ongwediva • Oranjemund • Walvisbay • Swakopmund 	All Offices will remain open operating normal working hours from 08h00 till 17h00

AFTER HOUR /EMERGENCY NUMBERS

Namibia



**Hospital Authorisations
(After hours)**

+264 81 145 7233



**Emergency Evacuation/
Ambulance Services**

924

Or download the Emed 24 mobile app on your phone and by the press of the button it will share your location coordinates and activate Emed 24, the Emergency Call Centre to call you back

HOSPITAL AUTHORISATIONS ALL HOURS AND FOR AFTER HOURS/ EMERGENCY EVACUATION /AMBULANCE SERVICES:



0100015110 (South Africa)



NOTICE

Operating hours will be from **08:00** to **17:00**, Monday to Friday. We will be closed on Public Holidays.

On the **23rd** and **30th** of **December 2022**, our office hours will be from **08:00** to **13:00**. Kindly contact your nearest branch office for queries.

TOTAL CONTRIBUTIONS EFFECTIVE 01 APRIL 2023

TOTAL CONTRIBUTIONS

NON-PENSIONERS - OPTION 1

Income Band		M	M + 1	M + 2	M + 3	M + 4	M + 5
-	8,700	2,109	3,934	4,906	5,682	6,246	6,767
8,701	11,220	2,300	4,280	5,322	6,164	6,754	7,317
11,221	13,560	2,550	4,715	5,882	6,797	7,449	8,071
13,561	15,600	2,740	5,089	6,331	7,323	8,012	8,681
15,601	19,950	3,021	5,567	6,949	8,041	8,821	9,556
19,951	24,490	3,225	5,976	7,446	8,557	9,416	10,198
24,491	29,170	3,347	6,200	7,723	8,876	9,765	10,577
29,171	33,710	3,552	6,575	8,181	9,401	10,345	11,203
33,711	39,190	3,691	6,832	8,496	9,763	10,743	11,634
39,191	73,690	3,827	7,087	8,815	10,131	11,145	12,072
73,691	-	4,159	7,703	9,586	11,016	12,118	13,128

PENSIONERS - OPTION 1

Income Band		M	M + 1	M + 2	M + 3	M + 4	M + 5
-	8,700	2,620	4,891	6,097	7,059	7,764	8,409
8,701	11,220	2,859	5,318	6,612	7,660	8,393	9,092
11,221	13,560	3,169	5,859	7,311	8,449	9,257	10,031
13,561	15,600	3,404	6,327	7,868	9,100	9,957	10,788
15,601	19,950	3,755	6,917	8,634	9,990	10,964	11,878
19,951	24,490	4,006	7,428	9,254	10,635	11,702	12,673
24,491	29,170	4,157	7,707	9,598	11,032	12,135	13,144
29,171	33,710	4,412	8,171	10,166	11,684	12,857	13,924
33,711	39,190	4,587	8,486	10,558	12,132	13,352	14,458
39,191	73,690	4,757	8,804	10,956	12,593	13,850	15,004
73,691	-	5,171	9,574	11,912	13,689	15,058	16,314

DOLLAR N\$ VALUE OF INCREASE : TOTAL CONTRIBUTION

NON-PENSIONERS - OPTION 1

Income Band		M	M + 1	M + 2	M + 3	M + 4	M + 5
-	8,700	197	367	458	531	583	632
8,701	11,220	215	400	497	576	631	683
11,221	13,560	238	440	549	635	696	754
13,561	15,600	256	475	591	684	748	811
15,601	19,950	282	520	649	751	824	892
19,951	24,490	301	558	695	799	879	952
24,491	29,170	313	579	721	829	912	988
29,171	33,710	332	614	764	878	966	1,046
33,711	39,190	345	638	793	912	1,003	1,086
39,191	73,690	357	662	823	946	1,041	1,127
73,691	-	388	719	895	1,029	1,132	1,226

PENSIONERS - OPTION 1

Income Band		M	M + 1	M + 2	M + 3	M + 4	M + 5
-	8,700	245	457	569	659	725	785
8,701	11,220	267	497	617	715	784	849
11,221	13,560	296	547	683	789	864	937
13,561	15,600	318	591	735	850	930	1,007
15,601	19,950	351	646	806	933	1,024	1,109
19,951	24,490	374	694	864	993	1,093	1,183
24,491	29,170	388	720	896	1,030	1,133	1,227
29,171	33,710	412	763	949	1,091	1,201	1,300
33,711	39,190	428	792	986	1,133	1,247	1,350
39,191	73,690	444	822	1,023	1,176	1,293	1,401
73,691	-	483	894	1,112	1,278	1,406	1,523

RE-INSURANCE

Cover	Monthly Premium
Funeral Cover	N\$ 25.00