



MEMORANDUM

To Members of the Rand Water Medical Scheme Option A, Option B Plus
From Principal Officer
Date 23 March 2020

2020 BENEFIT ENHANCEMENT FOR EMERGENCY MANAGEMENT AND APPROPRIATE TREATMENT FOR CORONAVIRUS (COVID-19)

Dear Sir/Madam

Coronavirus - COVID-19 is a notifiable condition declaration by the World Health Organisation (WHO) as a pandemic, which causes respiratory infections ranging from the common cold to severe respiratory condition. By law it requires notification to national government authorities such as the National Institute of Communicable Disease (NICD).

The Board of Trustees (BoT) of the Rand Water Medical Scheme are pleased to advise members and their dependents that they have reviewed and further enhanced benefit offering to ensure adequacy in the management and appropriate treatment of COVID-19 following the defined basket of care protocols as per World Health Organization (WHO), Department of Health (NDoH) as well as National Institute of Communicable Disease (NICD refer to attached **Annexure 1** Council for Medical Scheme's Script "*Issue 1 of 2020*").

The benefit will be available to both Option A and Option BPlus members and dependents subject to the presentation of the following clinical criteria;

- a) Cough;
- b) Shortness of breath;
- c) High fever;
- d) Sore throat;
- e) Everybody who traveled to a country with ongoing community transmission of COVID-19 and is classified as high risk country.

- f) Direct contact with a person who tested positive for COVID-19.

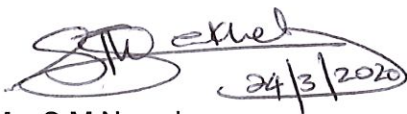
The benefit is subject to a 100% cover of scheme rate, which includes diagnostic testing, consultation, defined treatment and medication.

Importantly, this Out of Hospital benefit is only available during the phase of outbreaks as recognized by WHO, NDoH and NICD. After the outbreak period, standard benefits applicable to the relevant healthcare services will apply.

Hospital treatment related to COVID-19 will continue to be funded from Hospital Benefit under the member's chosen plan. We will also like to encourage our members to practice good hygiene practices and social distancing in order to flatten the curve and prevent further infections. As the outbreak of COVID-19 continues to spread across our country we have a narrow window of opportunity to substantially slow the spread and minimise the impact on the healthcare system and society at large. Social distancing is one way to slow the spread. This was reiterated in the President's address to the nation as an urgent measure, to manage the disease and reduce the impact of the outbreak on our society. Furthermore, the Scheme encourages the members to:

- Wash their hands frequently with soap and water or hand sanitizers for at least 20 seconds;
- Cover their mouths frequently when coughing and sneezing with a tissue or flexed elbow and
- Avoid close contact with everyone with cold or flu-like symptoms.

Further to this we commit to updating members regarding further developments that would be valuable as the COVID-19 outbreak is progressing. For any queries do not hesitate to contact the Scheme at RWMED@randwater.co.za.



Ms. S M Nyembe

PRINCIPAL OFFICER

ENCLOSED

- CMS Script," issue 1 of 2020" for more details about the COVID-19.
- NDoH COVID-19 Coronavirus "**Frequently asked questions**"
- COVID-19 Hotline: **0800029999**
- Send "hi" on WhatsApp to COVID-19 Connect:0600 012 3456]
- Visit the website: www.sacoronavirus.co.za