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Health Calendar

SEPTEMBER 2023

Cervical cancer screening month

Childhood cancer awareness month

Eyecare awareness month (20 September – 17 October)

Heart awareness month

National Oral health month

Pharmacy month

21 September World Alzheimer's Day

5 – 9 September National Kidney awareness week

19 – 25 September World Retina week

29 September World Heart day



MESSAGE FROM THE PRINCIPAL OFFICER'S DESK

What is Platinum Health's competitive advantage and value proposition?



This question has been asked numerous times by members and stakeholders and it is always with a sense of pride to respond to it as follows:

Platinum Health (PH) is different from other medical schemes because it goes the extra mile to provide appropriate healthcare of high quality, cost-efficiently which will obtain the approval of all stakeholders.

It delivers quality service by offering a one-stop solution to its members, where a multi-disciplinary team is available, such as Doctors, Nurses, Radiographers, Psychologists etc. PH offers these services because it operates a Staff Model Health Maintenance Organisation (HMO) which means that, where economically viable it appoints its own healthcare service providers in its medical facilities. In instances where it is not economically viable to appoint its own healthcare service providers, PH makes sure that members still receive affordable healthcare by contracting with hospitals and other related Designated Service Providers (DSPs).

PH, at its medical facilities, assist members with bookings and getting authorisation for hospital admissions, specialist appointments and specialised radiology such as MRI, CT, and PET scans. Members are also assisted to register on the scheme's disease management programmes such as Oncology, Maternity or Diabetes etc. PH medical facilities are situated within easy to reach locations across the Platinum and Chrome mining belt, ensuring accessible healthcare to members.

Looking at PH benefits, I am extremely delighted at the fact that the scheme's premium option, the Plat Comprehensive Option provides rich benefits with unlimited cover for benefits such as hospitalisation, chronic and acute medicine, GP, and Specialist visits, etc.

Normally, if medical scheme members need assistance from their medical scheme, they contact the Scheme's Call Centre. In contrast, PH prefers to provide a personal service to members by deploying dedicated Client Liaison staff at participating employers. This gives members the opportunity to be conveniently assisted at their workplaces with queries regarding membership, benefits, claims, accounts, tax certificates or any other service-related query. This service sets PH apart from other medical schemes in South Africa as a competitive advantage.

PH also engages with members on a personal level through the Vulindlela Wellness Campaign and through bi-lateral meetings held with organised labour on a regular basis. These fora are the Principal Officer's tools to get closer to members and all stakeholders at scheme participating employers.

**Yours in health and safety
Welcome Mboniso**



PLATINUM HEALTH Board of Trustees

An essential part of any successful initiative is a strong management team, of which a competent and committed Board of Trustees is a key component. The main objective of the Platinum Health Board of Trustees is to manage the affairs of the Scheme on behalf of the members in accordance with the Medical Schemes Act of 1998 and the Scheme Rules.

The responsibilities of the Board of Trustees entail that they:

- Take all reasonable steps to ensure that the interests of beneficiaries in terms of the rules of the Medical Scheme and the provisions of the Act are protected at all times.
- Act with due care, diligence, skill, and good faith.
- Take all reasonable steps to avoid conflicts of interest.
- Act with impartiality in respect of all beneficiaries; and
- Take all reasonable precaution to safeguard the assets of the scheme.

The Act and the Scheme's Rules also require that at least 50 percent of the members of the Board of Trustees be elected from amongst its members.

Consequently, the Board of Trustees is made up as follows:

- Seven employer nominated trustees and their alternates and seven member elected trustees and their alternates.
- The trustees serve a term of four years (Rule 18.3) but are eligible for re-election provided that no person serves on the Board for more than two consecutive terms and no more than a total of three terms.
- The term of office of a newly elected trustee (Rule 18.6) shall commence at the annual general meeting at which the trustee is appointed/elected and lapse at the annual general meeting in the fourth year thereafter.

Due to the term of office ending for member elected trustees of Constituencies 1 (Anglo American Platinum Process Division), 4 (Royal Bafokeng Platinum) and 5 (Modikwa Platinum); nominations and elections took place at these constituencies during the past months. The terms of office for employer nominated trustee Darren McDonald (Modikwa Platinum) ended and PH would like to thank him for his time and effort during the period he served PH.

It is with great pleasure that we introduce the 2023 Board of Trustees for Platinum Health.



Employer Nominated Trustees



William McCarthy
Anglo American
Platinum



Imraan Osman
Siyanda Bakgatla
Platinum



Philip Coetzer
Royal Bafokeng
Platinum



Retha Baxter
Modikwa Platinum



Colin Smith
Northam Platinum



Stephen Bullock
Anglo American
Platinum



Dr Kelvin Naidoo
Anglo American
Platinum

Member Elected Trustees



Gabriel Gabonewe
Mmusi
AAP Process
Division
Constituency 1



Danny Molao
Noko
Siyanda Bakgatla
Platinum
Constituency 2



Siphon Patluza
Mkhonto
Amandelbult
Platinum Health
Constituency 3



Bafana Lekoro
Royal Bafokeng
Platinum
Constituency 4



Hilda Tolo Maroga
Modikwa Platinum
Constituency 5



Moribula Margaret
Malatji
Mogalakwena &
Other
Constituency 6



Jairos Hlangweni
Northam Platinum
Constituency 7

Platinum Health supports

NELSON MANDELA

18TH JULY INTERNATIONAL DAY

Platinum Health (PH) showcased its support for promoting the Nelson Mandela legacy, by visiting various institutions on Mandela Day on 18 July 2023. The initiative was PH's contribution in honouring Mandela Day's global call to action that each individual has the power to transform the world and the ability to make an impact.



Rehlahleng Special School

The School is a Public Government School in the Sekhukhune Region, in the community of Ga Mampuru in the Limpopo Province. The School caters for children with Down Syndrome and special needs. The children receive lessons in food production (cooking), sewing, fine art, gardening, welding, carpentry, and hat making.

Platinum Health donated mattresses, stress balls, toothbrushes, toothpaste, and brushing charts to Rehlahleng Special School.

Platinum Health's Chief Executive Officer (CEO), Mr Rodney Gounden, Dr Matome Sekgala (Chief Operating Officer – Eastern Limb), together with a delegation from PHMS, visited Rehlahleng Special School on 18 July to donate

much-needed items to the school. Underlining the importance of preserving the legacy of Madiba, Mr Rodney Gounden reiterated that Mandela Day came about as a day to recognise Madiba. "It serves as a call to action for each and every one of us. It is a day that urges us to reflect on our actions, promote peace, equality, and justice and to strive towards a society free from discrimination and oppression. This day is not just about remembering Madiba's achievements, it is about honouring his values and principles!"

Mr Gounden also recognised that education was the key to unlocking the potential of individuals and empowering them to create a better future. In honour of this belief Mandela



Above: Thank you for the generous donation - Mrs Nomonde Bhembe (School Principal) seen here with Mr Rodney Gounden (Chief Executive Officer). Standing with them are teachers from Rehlahleng Special School, together with Dr Matome Sekgala (Chief Operating Officer – Eastern Limb) and Dr Marroph Mokonyane (Business Unit Manager).

Day encourages people to dedicate their time to educational initiatives, supporting schools and helping to provide equal access to education, for all. “This Mandela Day we identified the Rehlahleng Special School as a school that’s part of the community that we

serve and for which we wanted to do something special for on this day. We are thankful for what the school does for its learners in empowering them to improve themselves. We hope that our contributions today will assist you to be better and help your learners,” he said.



Above: Judging by the smiles on their faces, the children from Rehlahleng Special School were overjoyed with their gifts.

Sizabantu Upliftment Centre

The Centre is a registered entity which serves as a community-based centre. It is situated in Tlhabane, near Rustenburg in the North West Province. The centre caters for a total of 63 people, from children aged five months to adults aged 60 years of age. The facility provides proper healthcare, social support, and training to strengthen them for orphans, vulnerable children, individually abused family members, victims, young adults, or women as well as pregnant teenagers.

Platinum Health donated fleece blankets, baby nappies, vitamins, stress balls, an urn, linen savers, gloves, toothbrushes, toothpaste and brushing charts to Sizabantu Upliftment Centre.

At the event, Mr Albert Kokota (Nursing Services Executive) said PH is always happy when we are able to make a positive difference in people's lives, especially the youngsters of today as they are the leaders of tomorrow. "It is an exhilarating experience to be part of an initiative that gives



Above: An urn was on the list of what they needed most. Seen here handing over the much needed item to Ms Violet Kgomotso Setshedi is Mr Tiisetso Tsiki (Chief Financial Officer) and Mr Chris Kern (Chief People Officer).

something meaningful to the community. We received a warm welcome from Sizabantu Upliftment Centre and I would like to take this opportunity to thank School Management and all involved for making these 'giving' initiatives such a success."



Above: A joyful time for the Platinum Health delegation to be able to give to Sizabantu Upliftment Centre. Standing from left are: Dr Gwen Ramatlo (Business Unit Manager); Peter Kgekong (Nursing Assistant); Sr Cokiswa Qomfo (Nursing Services Coordinator); Mrs Suzan Seemela (Dental Assistant); Dr Sakinah Khan (Dental Services Manager); Mr Albert Kokota (Nursing Services Executive); Reinette Lotz (Allied Services Manager) and Gillian du Preez (Materials Requirement Controller).

Dikweipi Social Institute

The Institute is a Non-Governmental Organisation (NGO) and it is situated in Dikweipi, Moruleng in the Northwest Province. The Institute is a home for the elderly, homeless



Above: Dr Vincent Ramaroka (Business Unit Manager) said in a society where the elderly was often overlooked or forgotten, it was wonderful to spend the day with the residents of Dikweipi Social Institute. Standing with him is Peggy Lerefolo (Client Liaison Officer) and elders from Dikweipi.

Bokamoso Old Age Home

The PH team from Union Hospital visited Bokamoso Old Age Home on Mandela Day. They treated the elderly with a deliciously cooked meal and they donated much-needed groceries to the Old Age Home.



Above: The residents from Bokamoso Old Age Home was overjoyed with the generous donation from PH staff from Union Hospital.



Above: Standing with children and an elder from the Institute are: Dr Vincent Ramaroka (Business Unit Manager); Dr Mel Mentz (Chief Operating Officer – Western Limb); Dr Tryphine Zulu (Chief Healthcare Officer) and Sr Kefilwe Diphoko (Nursing Services Coordinator).

and disabled. The facility currently houses 39 people.

Platinum Health donated fleece blankets, adult diapers, adult vitamins, an urn, linen savers, and gloves to Dikweipi Social Institute.



Standing from left are: Rose Seronne-Motene (Occupational Therapist); Lucia Wilson (Administration); Rachel Skosana (Claims Officer); Isaac Lechole (Enrolled Nurse); Marthen Shongwane (Driver); Solly Mafatshe (RFA Operator); Kefilwe Diphoko (Nursing Services Manager); Vincent Ramaroka (Business Unit Manager); Ms Moshai (Bokamoso Old Age Founder); Precious Molokela (Kitchen Supervisor); Nthabiseng Kgaditswe (Enrolled Nurse); Mokgadi Choshi (Auxiliary Nurse); Segomotso Motsi (Social Worker); Keneilwe Fileyo (Administration); Patricia Mlangeni (Physiotherapist) and Betty Telane (Radiographer)



Platinum Health prides itself on **PROVIDING ACCESSIBLE HEALTHCARE to MEMBERS**

When PH initially started in 2001, four medical facilities were available to members. As PH expanded over the years, facilities have been added, and to date the scheme has NINETEEN world-class medical facilities; which are placed within easy reach locations across the Platinum and Chrome mining belt, making healthcare accessible to members.

Health services offered at medical facilities include, but are not limited to primary healthcare, visits with general practitioners, psychology (mental health), optometry, dental

care and dispensing services. The model below indicates the health services offered at each PH medical facility.



SERVICE DELIVERY MODEL														
	OHC	RFAC	Trauma	Emergency	PHC	GP	Dentist	Pharmacy	Radiology	Physiotherapy	Psychology	Social Worker	Hospital	Optometry
Rustenburg Region														
PH Medical Centre				✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Royal Bafokeng Platinum Mine Clinic	✓		✓	✓	✓	✓			✓			✓		
Phokeng Clinic					✓	✓								
Sun Village Clinic					✓	✓								
Brits Medical Centre				✓	✓	✓	✓							✓
Mogwase Clinic					✓	✓								
Bosveld Region														
Union Hospital	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Amandelbult Hospital			✓	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓
Thabazimbi Medical Centre				✓	✓	✓	✓	✓				✓		✓
Northam Medical Station	✓		✓	✓	✓	✓		✓	✓	✓	✓			✓
Northam Clinic					✓	✓								
Moruleng Clinic					✓	✓								
Setaria Clinic					✓	✓	✓			✓	✓			
Eastern Limb Region														
Mokopane Medical Centre				✓	✓	✓					✓			
Mashishing Medical Centre				✓	✓	✓							✓	
Jane Furse Clinic				✓	✓	✓	✓						✓	✓
Modikwa Clinic	✓	✓	✓	✓	✓	✓			✓				✓	
Steelpoort Clinic				✓	✓									
Burgersfort Medical Centre				✓	✓	✓	✓	✓			✓	✓		✓

Members who present with general ailments can consult with Primary Healthcare Nurses (PHCNs) who are fully trained to examine patients, to make diagnosis and to prescribe treatment. The benefit of consulting PHCNs is that members need not make appointments and no levy is payable either. If however, the diagnosis is not within the PHCN's scope of work, they can refer patients to GPs, in which instance the R80 levy is also not payable.

Taking it one step further in service delivery, members visiting PH medical facilities are assisted by the receptionists with:

- Making bookings or getting authorisation for specialist appointments, hospital admissions or specialised radiology such as

MRI, CT and PET scans.

- Registering on one of PH's managed care programmes.

Now that's providing a ONE-STOP-SHOP to our MEMBERS!

Did you know?

Members on the PlatCap and PlatComprehensive options need to be referred by a General Practitioner or Specialist in order to obtain services for physiotherapy and biokinetics. This is to prevent members from having to pay from their own pocket, as this will be the case where no referral was obtained from Platinum Health.



VULINDLELA Wellness Campaigns

Platinum Health Medical Scheme initiated Wellness campaigns called Vulindlela in 2015 and due to the success of the campaigns, the scheme has continued hosting similar Vulindlela Wellness Campaigns at Participating Employer Groups.

Vulindlela means “opening the way” and PH is confident that the Vulindlela campaigns serve as an efficient tool towards opening the way towards a healthier lifestyle for its members.

Apart from the Wellness aspect of the campaign, it also serves as a platform to build stronger relationships with Scheme members, as they have the opportunity to be informed about Scheme benefits and procedures or be assisted by Client Liaison Officers with regards to any queries such as membership, claims, tax certificates or service-related concerns.

During the campaigns, members’ blood pressure (BP) and blood glucose levels are evaluated and should any irregularity be noted, they are referred to the Platinum Health facilities for further treatment. Members also have the

opportunity to be tested for HIV in a confidential and private setting.

Over the past five months, Platinum Health has visited numerous Participating Employers, offering thousands of members the opportunity to conveniently do health checks at their workplaces. Let’s take a look.....

Northam Eland



Northam Booyensdal



Northam Zondereinde



Amandelbult Mlanje Concentrator & 15 East Shaft



Amandelbult Tumela



Amandelbult Dishaba



Modikwa Platinum



Dwarsrivier



Siyanda Bakgatla Richard Shaft



Siyanda Bakgatla Central Services



Polokwane Smelters



Siyanda Bakgatla Spud Shaft



RST Special Metals



Watch this space as Platinum Health may be visiting your workplace next!!

24TH ANNUAL GENERAL MEETING FEEDBACK

The 24th Annual General Meeting (AGM) was held on Friday, 30 June this year at Kings Palace Hotel in Rustenburg. Platinum Health (PH) would like to take this opportunity to thank all members who attended the AGM.

The key objectives of the meeting were to:

- Review and approve the Platinum Health Group Annual Financial Statements for 2022.
- Review and approve the Board of Trustees Report.
- Ratify the new Employer Nominated Trustee:
 - Mrs. Retha Baxter (Modikwa Platinum)
- Ratify the new Member Elected Trustees:
 - Mr. Gabriel Gabonewe Mmusi (Anglo American Platinum Process Division)

- Mr. Bafana Lekoro (Royal Bafokeng Platinum)
- Ms. Hilda Tolo Maroga (Modikwa Platinum)

The group financial statements for 2022 as well as the Board of Trustees Report was unanimously accepted. After the meeting was concluded, members had the opportunity to spend time with the Platinum Health staff and management, whilst enjoying a cup of tea and something to eat.



Above: Platinum Health's Annual General Meeting held on 30 June 2023 was well-attended.

PLATINUM HEALTH OFFERS COMPREHENSIVE BENEFITS AT AFFORDABLE CONTRIBUTIONS

Platinum Health (PH) is extremely proud of the fact that it offers rich benefits to its members, whilst still maintaining low contributions.

How are we able to do this?

PH operates as a Staff Health Maintenance Organisation (HMO) which means where economically viable the Scheme appoints its own health service providers such as primary healthcare nurses, general practitioners, specialists, dentists, psychologists, optometrists, radiographers, physiotherapists, audiologists and pharmacists. Where it is not economically viable PH has appointed designated service providers (DSPs) to provide services to its members.

The fact that PH has its own medical facilities and pharmacies which is manned by its own professional health service providers ensures that PH is able to manage healthcare costs efficiently, which ultimately benefits its members as the Scheme is able to keep contributions affordable.

PH leads the industry by providing rich benefits

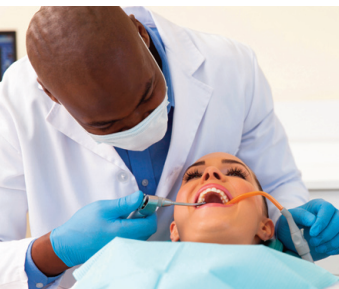
PH is extremely proud of its premium product, the Plat Comprehensive Option, which offers

exceptional benefits which includes but are not limited to:

- Unlimited Hospitalisation
- Unlimited General Practitioner services (in-and-out of hospital)
- Unlimited Specialist services (in-and-out of hospital)
- Unlimited Medicine - acute as well as chronic
- Unlimited Conservative Dentistry
- Unlimited Prosthesis benefit
- Unlimited General and Specialised Radiology (in-and-out of hospital)
- Unlimited Pathology (in-and-out of hospital)
- Unlimited Physiotherapy and Biokinetics (in-hospital)
- Unlimited Chemotherapy, Radiotherapy, Organ Transplant and Kidney Dialysis

Income-based contributions

Taking it one step further in ensuring equity for members, PH offers income-based contributions which allows all members to access comprehensive medical scheme benefits at affordable contributions.





What does income-based contributions mean?

A member's contribution is determined by his/her basic monthly salary (income).

Example:
Two members are on the PlatComprehensive Option

Member 1		Member 2	
Earns R18 000 per month and therefore falls in the R0 – R19 372 salary scale.	Monthly contribution is R1 616	Earns R29 500 per month and therefore falls in the R29 375+ salary scale.	Monthly contribution is R2 771
↓	↓	↓	↓
Salary Scale R0 – R19 372	Principal member R1 616	Salary Scale R27 326+	Principal Member R2 771

Contribution Table for PlatComprehensive

Salary Scale	R0 – R19 372	R19 373 – R29 374	R29 375+
Principal Member	R1 616	R2 337	R2 771

How do members benefit from income-based contributions?

This allows members who **EARN LESS**, to enjoy the **SAME BENEFITS** as members who **EARN A BIT MORE**.

Although Member 1's **MONTHLY CONTRIBUTION IS MUCH LESS** than Member 2's, **THEY BOTH ENJOY THE EXACT SAME BENEFITS**.



**PLATINUM
HEALTH**

**CAN YOU REALLY AFFORD
NOT TO BE A MEMBER OF
PLATINUM HEALTH?**

BROWSE OUR WEBSITE FOR COMPREHENSIVE INFORMATION

AT NO COST TO YOU!

Platinum Health (PH) continuously enhances its website to offer members a satisfying experience. We understand that members don't always have data available to browse the website, and therefore a "Free Browsing" function is available on the website. This means that any website visitor using a device with a SIM card will automatically be able to browse the website FOR FREE! Members using devices without SIM cards will incur normal data costs.

To find a DSP closest to you (or at the location you choose), click on the **DESIGNATED SERVICER PROVIDERS** tab on the Homepage and find:

- General Practitioners
- Platinum Health facilities
- Hospitals
- Pharmacies
- Optometrists
- Dentists
- Pathologists

If you want to **REQUEST** any of the following, click on the relevant tab on the Homepage, and your request will be processed and emailed to you:

- Claims advices
- Remittances
- Tax Certificates
- Membership Certificates
- Authorisation for specialist visits, hospital admissions, specialised radiological investigations such as MRI and CT scans and Managed care programmes such as Maternity and Oncology



You can find any of the following FORMS by clicking on the "FIND FORM" tab on the Homepage:

Forms for MEMBERS:

- Membership application form
- Request to change membership details, contact details or card request form
- Chronic illness benefit application form
- Chronic medication delivery order form
- Maternity programme registration form
- HIV management programme application form
- Debit order instruction form

Forms for SERVICE PROVIDERS:

- Radiology authorisation request form
- Group practice information form
- Suppliers information form
- Referral letter
- Specialist feedback form

Learn more about Platinum Health on the ABOUT US Page

- Our business
- Our medical facilities
- Board of Trustees
- Annual Financial Statements
- Act, Regulations and Rules

Links to:

- Council for Medical Schemes (CMS)
- Board of Healthcare Funders (BHF)
- World Health Organisation (WHO)
- Health Professionals Council of South Africa (HPCSA)
- South African Pharmacy Council (SAPC)
- Statistics South Africa (SSA)

MEMBER TOOLS Page

View everything you need to know about:

- Membership application; Who qualifies as a dependant?; How to register your dependant; How to request a membership card, How to change your Option, What does waiting periods and late joiner penalties mean?; How to continue membership with PH if you retire or if a principal member passes away; Tax certificates.
- The function of Case Management and authorisation management
- Specialist referrals procedure
- Maternity programme
- Hospital authorisations procedure
- HIV management programme
- View details of Client Liaison Officers who are available at sites to assist members
- How to submit Claims or request Refunds
- Chronic medication

OUR OPTIONS Page

View detailed benefits and contributions of Platinum Health's 3 Options - PlatComprehensive, PlatCap and PlatFreedom

VACANCIES

View vacancies and apply online

HEALTHBLOG

View a variety of scheme and health related news on this Page.

Visit the CONTACT US AND OPERATING HOURS Page

To view contact details and operating hours of all Platinum Health departments and medical facilities.

REASONS TO JOIN PLATINUM HEALTH

JOIN US because:

- We are financially healthy. Platinum Health's solvency ratio, at the end of 2022, was 40.24%. This is more than the minimum 25% solvency required by CMS.

JOIN US because:

- We offer comprehensive benefits at affordable contributions!

JOIN US because:

- We provide accessible healthcare to members! We have NINETEEN medical facilities located within easy reach from Participating Employers!

JOIN US because:

We provide a personal touch!

- Client Liaison Officers assist members at their workplaces!
- Receptionists at our medical facilities assist members with making appointments with Specialists and getting authorisation
- We even transport patients to Specialist visits (as per stakeholder agreements)!
- Our Principal Officer & Stakeholders Relations Manager personally meet with participating employers at bi-lateral meetings.

JOIN US and get COMPREHENSIVE BENEFITS on the PlatComprehensive Option:

- Unlimited Hospitalisation
- Unlimited GP & Specialist visits
- Unlimited Chronic and Acute Medicine
- Unlimited Conservative Dentistry
- Unlimited Prosthesis benefit
- Unlimited General and Specialised Radiology (in-and-out of hospital)
- Unlimited Pathology (in-and-out of hospital)
- Unlimited Physiotherapy and Biokinetics (in-hospital)
- Unlimited Chemotherapy, Radiotherapy, Organ Transplant and Kidney Dialysis

CAN YOU REALLY AFFORD NOT TO BE A MEMBER OF PLATINUM HEALTH?

