



APRIL 2017

newsletter

Dear Member → **Message from the Trustees**

Welcome to the first edition of the Engen Medical Benefit Fund newsletter for 2017.

The past few months have seen many changes, which included bidding farewell to some of our Trustees, namely Ms Marijke Lund, Mr Njabulo Zungu and, recently, Mr Vukile Zondani. We thank these Trustees for their exceptional service to our members and the Fund. At the end of March 2017, we also bade a sad farewell to our Principal Officer, Nazeem Salie, after many years of sterling service. His invaluable contributions to the deliberations of the Board of Trustees will be missed. We wish him a healthy and enjoyable retirement. With change comes new beginnings, and we wish to congratulate Ms Lesley Shaw as the new Principal Officer of the Fund. We look forward to working with her and wish her all the best in her new position.

With winter fast approaching, don't delay – make your appointment at your local Clicks or Dis-Chem pharmacy now for a flu vaccine. You might also want to take advantage of this visit to have your other health assessments; done through the Momentum Multiply programme. You will not be charged for these assessments they are already covered by the Fund through the Momentum Multiply programme. We provide more details on the flu vaccine further on in the newsletter.

You will receive communication about the upcoming Trustee elections and the Fund's annual general meeting (AGM) in due course. We encourage you to read the communication and participate in the management of your Fund by attending the AGM.

We look forward to another healthy partnership with you this year.

Best wishes

The Board of Trustees

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FLU VACCINATIONS

With winter on our doorstep, we encourage you to consider having yourself and your dependants vaccinated against the flu bug.

Who is at higher risk?

- All children aged six to 59 months
- All adults aged 65 years and older
- People who have long-term health problems
- Immune-suppressed people, including those who are HIV positive
- Smokers, as they are prone to respiratory illnesses

Who should not be vaccinated?

- People who have a severe allergy to eggs
- People who have had a severe reaction to a flu vaccine in the past
- Children younger than six months of age
- People who have a moderate or severe illness with a fever – they should not be vaccinated until their symptoms lessen dramatically



Side-effects usually consist of low-grade fever and mild, flu-like symptoms lasting eight to 24 hours after immunisation. If you experience these symptoms for more than a day after you have been vaccinated or if they last longer than two days, it is almost certainly an illness not related to the vaccine. In such cases, please consult your healthcare provider.

Did you KNOW that the flu vaccine is covered by the Fund? The benefit is limited to one vaccine per beneficiary per year, payable from savings. Pneumococcal vaccines are paid from insured benefits for beneficiaries older than 65 years of age, limited to one vaccine per beneficiary per year.

Multiply, your wellness and rewards partner

Do you know about Multiply, your wellness and rewards partner?

All members enjoy free access to Momentum's Multiply Starter wellness and rewards programme. Therefore, if you are a member of the Fund, you are also a Multiply Starter member and qualify for their benefits!

The programme rewards you for making good lifestyle changes, focussing on financial wellness, health, safety and fitness. The Fund and Multiply have entered into an agreement that provides you with free access to certain wellness and rewards benefits. Some of these benefits will also not accrue from your annual day-to-day benefits.

Multiply preventative screening tests covered at no extra cost

The following preventative tests are **free** to members at Clicks and Dis-Chem pharmacies:

- blood pressure;
- blood glucose;
- cholesterol; and
- body mass index.

Remember, these benefits are available to you and your dependants at no extra cost once every 12 months. Results from the screening tests can help members and the Fund with the early detection and successful intervention in conditions such as cardiovascular disease, high blood pressure and high cholesterol.

By being a member of Multiply, you will qualify for great discounts from selected shopping partners.

You also have the option to upgrade to a higher option on Multiply, i.e. Provider or Premier. When you upgrade, you will be required to sign a new agreement with Multiply and you will be liable for the full contribution on the higher option. The upgrade will allow you to earn points and to qualify for bigger discounts from Multiply's partners. The discounts depend on your Multiply status.

For details on upgrading or further information on your Multiply Starter wellness benefits, go to the Momentum Multiply tab on the Fund's website at www.engenmed.co.za.



Depression checklist

Do I have **DEPRESSION** or is it stress?

Feeling down from time to time is normal, but when the feeling of emptiness and despair will not go away and it affects your ability to function optimally, you may need help.

Depression is a common mental disorder and symptoms include, but are not limited to:

- a depressed mood;
- a loss of interest in activities you once found enjoyable;
- feelings of guilt or low self-worth;
- disturbed sleep;
- a poor appetite;
- low energy; or
- poor concentration.

These problems can become chronic or recurrent and lead to substantial impairment in an individual's ability to take care of his or her everyday responsibilities.

Facts

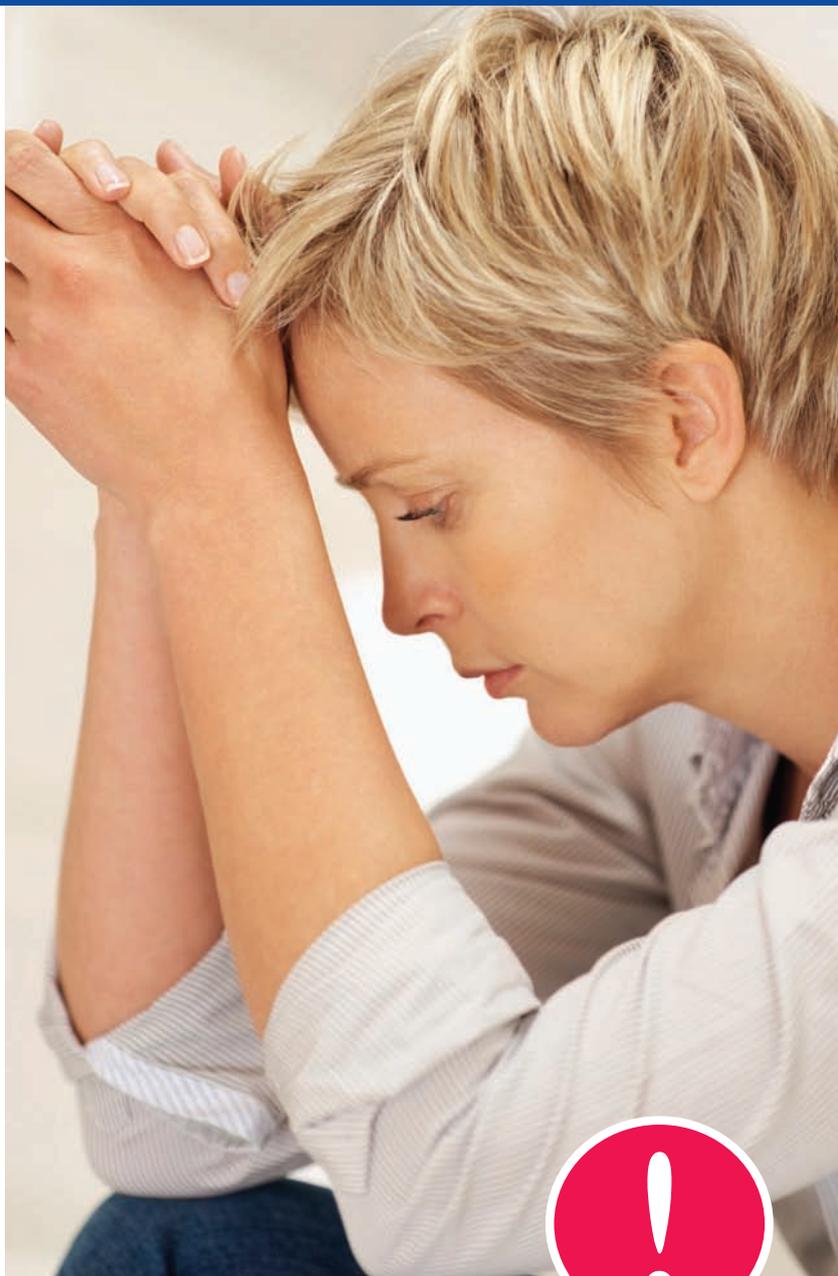
- Depression is common, affecting about 121 million people worldwide.
- Depression is among the leading causes of disability worldwide.
- Depression can be reliably diagnosed and treated.
- Fewer than 26% of those affected have access to effective treatment

Depression checklist

If you answer **'yes'** to one or more of the following questions, you may be suffering from clinical depression, especially if the symptoms have persisted for longer than four weeks:

- Are you irritable and short-tempered? Yes No
- Are you constantly tired, even if you have had enough sleep, or are you not getting enough sleep (insomnia)? Yes No
- Do you find that once-easy tasks are now difficult to do and it is hard to focus for long? Yes No
- Do you feel hopeless and helpless? Yes No
- Do you sometimes think that life is not worth living? **(Get medical help immediately if you feel like this)** Yes No
- Are negative thoughts becoming overwhelming? Yes No
- Are you eating too much (comfort eating) or too little? Yes No

Source: World Health Organisation



REMEMBER:

Depression is nothing to be ashamed of! Seek professional help by talking to your doctor or mental health professional.



Remember to let us know if your details have changed

With the hustle and bustle and stress associated with modern living, the last thing on one's mind is to let your medical scheme know that your contact details have changed. If we don't have your current contact details, we can't communicate important information to you. **It is just as important that you let us know if your banking details have changed to ensure that refunds due to you are made into the correct bank account.**

If you are an employee at Engen, please remember to let your Human Resources Department know that your details have changed. If you are a pensioner or continuation member, send the details of the changes in your address, contact numbers and email address to **engen@mhg.co.za** or post it to **PO Box 5324, Cape Town 8000.**

Note: The walk-in Client Services Centre in Adderley Street, Cape Town, closed when the Administrator relocated to Bellville in August 2015.



IMPORTANT CONTACT DETAILS

ADDRESS FOR CLAIMS QUERIES

Engen Medical Benefit Fund
PO Box 5324, Cape Town 8000

PHYSICAL ADDRESS

Parc du Cap, 7 Mispel Road, Bellville 7530

CLIENT SERVICE DEPARTMENT

Tel: 0800 001 615
Fax: 0860 104 125
Email: engen@mhg.co.za
Website: www.engenmed.co.za
Electronic query facility: 021 480 4901
General enquiry email: engen@mhg.co.za
New claims submission email: engenaccounts@mhg.co.za

KPMG FRAUD HOTLINE

Toll free: 0800 200 564
Email: audit@mhg.co.za

HOSPITAL PRE-AUTHORISATION

Tel: 0800 118 884 or 021 480 4488
Fax: 021 480 2754
Email: hrmengen@metropolitanhrm.co.za

ONCOLOGY RISK MANAGEMENT PROGRAMME

Tel: 0800 118 884 or 021 480 4488
Fax: 021 480 2754
Email: hrmengen@metropolitanhrm.co.za

PMB CARE PLANS

Tel: 0800 118 884 or 021 480 4460
Fax: 021 480 2754
Email: hrmengen@metropolitanhrm.co.za

LIFESENSE DISEASE MANAGEMENT (PTY) LTD/HIV PROGRAMME

Tel: 0860 506 080
Fax: 0860 804 960
Email: results@lifesense.co.za

CHRONIC MEDICATION ENQUIRIES

General chronic medication application enquiries:

Tel: 0800 001 615

Obtaining an application form:

Website: www.engenmed.co.za

Pharmacist-on-line: (for exclusive use by doctors/pharmacists)

Tel: 0861 888 344

MEDICINE RISK MANAGEMENT PROGRAMME

Fax: 021 480 2754
Email: engenmrm@mhg.co.za
Address: PO Box 15079, Vlaeberg 8018

SCRIPTWISE MEDICINES DISPENSING AND DELIVERY ENQUIRIES

Medication orders, delivery enquiries and general enquiries:

Tel: 0860 102 622 or 018 788 5814
Fax: 018 788 5109
Email: engen@scriptwise.co.za