

## Claiming for medical expenses after a road accident

### Who we are

Engen Medical Benefit Fund (referred to as 'the Fund'), registration number 1572, is a not-for-profit organisation, registered with the Council for Medical Schemes.

Discovery Health (Pty) Ltd (referred to as 'the Administrator') is a separate company and an authorised financial services provider (registration number 1997/013480/07). We take care of the administration of your membership for the Fund.

### Claiming for medical expenses after a road accident

#### Payment of accident-related medical expenses

If you're involved in a motor vehicle accident, Engen Medical Benefit Fund will pay for your accident-related healthcare expenses in accordance with the Rules of the Fund.

If you lodge a claim with the Road Accident Fund, you must include details of any accident-related medical expenses paid for by the Fund, which will be provided to you or your attorney. If the Road Accident Fund pays for medical expenses, which were previously paid by the Fund, the Fund must be reimbursed with the amounts paid by the Road Accident Fund.

#### Inform Engen Medical Benefit Fund about the accident

You must inform the Fund about the accident as soon as possible.

We will refer you to a preferred attorney who will assist you with your claim against the Road Accident Fund. You may make use of your own attorney if you want to.

If you use one of the Fund's approved attorneys, they will assess your accident at no cost to you to determine whether you have a valid claim. If you choose to use your own attorney, please ask your attorney to contact us so we can assist them with details of your accident-related claims and any administration fee-related queries which they may have.

## **Additional benefits of claiming from the Road Accident Fund**

You may be able to claim from the Road Accident Fund if you or your family member(s) were in an accident as a driver, passenger, cyclist, or pedestrian.

If your claim against the Road Accident Fund is successful, you may receive payment for past and future loss of earnings, reimbursement for past and future medical expenses paid by yourself, reimbursement for past and future medical expenses paid by the Fund (to be refunded to the Fund), loss of support for your dependants and disability payment for injuries that are classified as 'Serious' by the Road Accident Fund in terms of the Road Accident Fund Act.

Once Engen Medical Benefit Fund receives a refund for medical expenses paid by the Fund, the payment will be allocated to your Medical Savings Account or Primary Care Benefits (if applicable), and/or to the Fund's risk pool.

The following attorneys are our preferred providers

<b>Johannesburg, Randburg and East Rand</b>	A Wolmarans Inc. Attorneys	Tel: 011 781 6050
	Levin Tatanis Attorney	Tel: 011 886 0915
	Clive Unsworth Attorneys	Tel: 011 618 2209
	Greg Schlosberg Attorneys	Tel: 011 656 2850
	Hirschowitz Flionis Attorneys	Tel: 011 880 3300
	Robert and Associates Inc	Tel: 010 140 6040
	Jerry Nkeli & Associates	Tel: 011 838 7280
	Podbielski Mhlambi Attorneys	Tel: 0861 777 7770
	Molefe Dlepu Inc	Tel: 011 616 0005
<b>Vereeniging, Vanderbijlpark, Parys</b>	Mills Groenewald	Tel: 016 421 4631
	Meise Nkaiseng Inc.	Tel: 016 420 2600   2500
<b>Pretoria and North West</b>	Riette Oosthuizen Attorneys	Tel: 012 460 6359
	Shayne White Inc. Attorneys	Tel: 012 809 0920
	MacRobert Attorneys	Tel: 012 425 3400
	Gert Nel Attorneys	Tel: 012 333 8290
<b>Limpopo Province</b>	Marais Basson	Tel: 013 690 3968
<b>Mpumalanga Province</b>	Marais Basson	Tel: 013 690 3968
<b>Cape Town and Western Cape</b>	Sohn Wood Attorneys	Tel: 021 424 2638
	De Vries, Shields Chiat Attorneys	Tel: 086 1465879
	Jonathan Cohen & Associates	Tel: 021 422 5270
	Kemp Attorneys	Tel: 021 979 3280
<b>Knysna, George and Plettenberg Bay</b>	Cilliers & Associates	Tel: 044 072 0020
<b>Kimberley, Upington and Northern Cape</b>	Gert Nel Attorneys	Tel: 076 790 7771
<b>Durban, Pietermaritzburg and KwaZulu Natal</b>	A Wolmarans Inc. Attorneys (KZN)	Tel: 031 564 9718
	Berkowitz Cohen Wartski	Tel: 031 314 9300
	Thorrington Smith & Silver	Tel: 031 307 5171
	Podbielski Mhlambi Attorneys	Tel: 0861 777 7770
	Pather & Pather Attorneys	Tel: 031 304 4212
<b>Bloemfontein and Free State</b>	A Wolmarans BFT Branch	Tel: 051 111 0004
<b>East London,</b>	McWilliams & Elliott Inc Attorneys	Tel: 041 582 1250
	Kirk Attorneys INC	Tel: 043 735 1400
<b>Port Elizabeth, and Eastern Cape</b>	Jaco Hattingh Litigation Attorneys	Tel: 041 364 2624
	Jock Walter Attorneys	Tel: 041 363 5501

## Contact us

Should you require further details on the claim process, wish to report a road incident, or desire to speak with a manager, feel free to reach out to any one of our below team members:

<b>Email address</b>	<a href="mailto:discovery_third_party_recovery_services@discovery.co.za">discovery_third_party_recovery_services@discovery.co.za</a>	
<b>Contact person and phone number</b>	Tia	011 529 3047
	Gcinile	011 529 5108
	Vusi	011 529 5701
	Maria	011 529 1747
	Tsholo	011 529 3056
	Lance	011 529 1806
<b>Escalation contact person and phone number</b>	Yeolandi Greyson	011 529 4747

## Complaints process

You can lodge a complaint or query with Engen Medical Benefit Fund directly on 0800 001 615.

If you are not satisfied with how your query was resolved, please send a complaint in writing to the Principal Officer at the Fund's registered address.

Once the Fund's internal processes are exhausted, and your query or issue remains unresolved, you may approach the Council for Medical Schemes for assistance:

Council for Medical Schemes Complaints Unit, Block A, Eco Glades 2 Office Park, 420 Witch-Hazel Avenue, Eco Park, Centurion, 0157 / [complaints@medicalschemes.co.za](mailto:complaints@medicalschemes.co.za) / 0861 123 267 / [www.medicalschemes.co.za](http://www.medicalschemes.co.za)