

New courier chronic medication service provider appointed

Following poor service delivery by Chronicare, the Board of Trustees decided to terminate its contract with Chronicare. The Board is however pleased to announce that Clicks **directmedicines** (CDM), part of the Clicks group, has been appointed as the new designated service provider (DSP) for the provision of chronic medicines via courier/post. Medication can be couriered to a specified address or to a Clicks pharmacy in your area where it can be collected from the patient-ready parcel counter at your convenience.

How does this affect you?

How this appointment will affect you, depends on whether you use chronic medication and whether you previously had your medication delivered by Chronicare.

Members who do not use chronic medication

These members are not affected at all. Day-to-day acute medicines should be acquired from the same service providers or pharmacies as before. Clicks pharmacies have however agreed to dispense acute medication at a very favourable rate to DBBS members (maximum of 26% or R26 plus VAT per line item) and members are encouraged to use this service.

Members currently registered on the chronic medication programme

- Members who previously used services provided by Chronicare have already been sent a detailed letter by CDM about the new arrangement, asking them to complete forms, submit the relevant prescriptions and make direct contact with CDM in order facilitate a smooth transition.

- DBBS members who receive their chronic medication from one of the following suppliers will continue to do so and are not affected by the change in service provider: Healthcare Pharmacy in Kimberley, Healthcare Pharmacy in Lime Acres, Healthcare Pharmacy in Cullinan, the Namaqualand Pharmacy in Springbok or directly from Dr HA Burger in Springbok.

New or existing members about to register on the chronic medication programme

- There is no change to the actual chronic medication registration process. (See www.dbbs.co.za for more information on registering or contact the Society on tel 053 807 3400 in this regard.)
- After registering your chronic condition with the Society, members in Kimberley, Lime Acres, Cullinan and Springbok may obtain their chronic medication from the pharmacies outlined above.
- Members in areas other than those above must contact CDM and provide the relevant details and prescription and will then receive their chronic medication via courier or via a patient-ready parcel for collection at an agreed Clicks Pharmacy Collection point.

We believe that Clicks **directmedicines** will offer a vastly improved service experience and would like to hear your comments – please email benefitpost@dbbs.co.za and tell us about your experience of this new service provider.

CDM can be contacted on:

Website: <http://www.clicksdirectmedicines.co.za>
Telephone: 0861 444 405 (members not based in RSA, please call 011 997 3104)
E mail: clicks.directmedicines@dirmed.co.za
Emergencies only: 083 282 5629 or 083 625 9041
Fax: 0861 444 414



Clicks **directmedicines** (CDM) should not be confused with Clicks pharmacies and you will not be able to have your chronic medication dispensed by Clicks pharmacies. However, you can use your closest Clicks pharmacy as an alternative courier delivery point to collect your patient-ready parcel, should you not be at home to receive your medicines. Acute medicine may however be obtained from any pharmacy but you may have additional co-payments if their pricing structure is higher than the 26%/R26 benefit as provided for by the DBBS. For more information about CDM, visit <http://www.clicksdirectmedicines.co.za>

Benefit Society query line
053 807 3400

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Changes to your Board of Trustees

Every three years, new trustees are elected to the Board of Trustees of the Benefit Society. The most recent trustee elections came to an end earlier this year and the new trustees started their three-year term of office in May. The current member-elected trustees are:



Huck Endersby
(re-elected)



Bernard Bishop
(re-elected)



Pat Bartlett
(newly elected)



Hans Gastrow
(newly elected)



Colin Blanckenberg
(new company appointed)

Stephen Dietrich (a Company-appointed trustee) has resigned from the Board and consequently as chairman as well. The Company has appointed Mr Colin Blanckenberg as his replacement with effect from 20 September 2010. The Board will elect a new chairman from amongst their own ranks in due course. We thank our previous trustees and chairman for their loyal service to the Society and welcome both the newly elected and re-elected member trustees as well as the Company-appointed trustee – may you all have a productive three years at the helm of the Society!

HIV-positive members to benefit from government initiative

In April 2010, the government launched an HIV Counselling and Testing (HCT) campaign. This campaign, themed “I am responsible”, will make provision for more than 15 million people to be tested for HIV before the end of June 2011, amongst other benefits. The long-term campaign goals include reducing the rate of HIV infection by 50 percent by 2011 and providing ARV treatment to at least 80 percent of those in need.

To ensure the campaign’s success, medical schemes such as the Benefit Society have an important role to play. HIV/AIDS is already recognised as a Prescribed Minimum Benefit (PMB), which means that the Society will provide members with access to treatment.

In order to enjoy the full benefits offered in terms of PMB regulations, members who require treatment for HIV/AIDS are therefore asked to join the Society’s disease management programme. Such members’ privacy, in terms of their HIV status, is protected by the Medical Schemes Act and will be held in strict confidence. Joining this programme will not only ensure that a member’s HIV-related expenses will be fully covered by the Society, but will also empower members by giving them access to educational materials and counselling.



10 easy ways to increase your health

A good medical aid can only go so far in keeping you healthy... when it comes to your health, prevention is always better than treatment. Here are some easy ways to maintain or improve your health and general quality of life.

1. Do stretching exercises when you wake up to improve your circulation and digestion, and to ease back pain.
2. Eating a proper breakfast has been proven to be one of the best things you can do each day, especially if you want to lose weight.
3. The best way of getting all the vitamins and minerals your body needs is to eat at least five servings of fresh fruit and vegetables every day.
4. Avoid drinking cool drinks or energy drinks and rather rehydrate with pure water (unless you do long-distance running or other extreme sports). It's better for your metabolism, your teeth and your weight!
5. If you want to burn fat and/or keep your blood sugar levels stable, avoid processed carbohydrates such as bread and rather have beans, rice, pasta, lentils, peas, and oat bran, all of which have a lower glycaemic index (GI) count.
6. Find out your family history to check whether there aren't any inherited diseases in your gene pool.
7. If you are a woman, do regular self-examinations of your breasts and have a pap smear every year.
8. Avoid too much exposure to the sun, especially between 10 am and 3 pm. Use a good sunscreen where necessary.
9. Having a good cry, or laugh, is good for you. Don't bottle everything up.
10. Sleep heals the body and has been shown to lessen the risk of heart trouble and psychological problems.

SOURCE: www.health24.com

Health Tips



The benefit of generic medicines

South Africa is fortunate to have some of the world's leading generic manufacturers, many of whom have been accredited by the World Health Organisation and the US's Food and Drug Administration. We can therefore be assured that generic medicines available in our country are of the highest standard. This, coupled with internationally accredited regulatory requirements insisted upon by the MCC prior to registration, offers patients and schemes alike access to quality, affordable medicines.

Generic Reference Pricing now to apply to all medicines

In terms of the Society's rules, the benefit for all medicines has in the past been limited to Generic Reference Pricing (GRP), except in the case of specific medication that could not be substituted with generic alternatives.

However, the Medicines Control Council (MCC) recently released its revised position statement regarding the substitution of previously non-substitutable medicines. In terms of their new statement, the list of non-substitutable medicines has been recalled and is no longer applicable.

From 1 September 2010, GRP will therefore apply to all medicines where an approved (by the MCC) generic equivalent medicine is available to substitute the original brand product.

Members who used previously non-substitutable medicines in the six months before 1 September were personally advised of the impact on them and their benefit.

Society sports independent new e-mail addresses

The Society, as a registered medical scheme, is a separate legal entity from De Beers, with its own Board of Trustees, brand identity, objectives and structures. To entrench its status as a separate entity, the Board decided from the outset to register its website (www.dbbs.co.za) as a separate site from that of the company (www.debeersgroup.com).

In the same vein, all the Society's e-mail addresses have now been changed to be independent from those of the company. For example, benefitpost@debeersgroup.com has now been changed to benefitpost@dbbs.co.za. Personal staff members' email addresses have also been changed in the same manner.

Please make sure that you use the new e-mail address format in any future communication with the Society – see the contact details below for full details.



Society's contact details

Should you wish to contact the Society, please use one of the following:

E-mail:
benefitpost@dbbs.co.za

Website:
www.dbbs.co.za
(where you can also check your personal details and benefits)

Phone: 053 - 807 3400

Fax: 053 - 807 3499

Post:
PO Box 1922, Kimberley, 8300

Have your contact details changed?

Please make sure that important information from the Society reaches you by always informing us when any of your contact details change.

Register on the Benefit Society website and enable the Society to communicate with you instantaneously

Visit www.dbbs.co.za and register today!

The Society recently used all the registered e-mail addresses to communicate the change from Chronicare to Clicks **direct**medicines — this is but one example of the benefit of registering your e-mail address.

Once your e-mail and other electronic contact information is registered on the Benefit Society's system, you will receive:

- Electronic statements (sent as an attachment to an e-mail).
- Claims information (weekly e-mail advising you of claims processed in the last seven days). This allows for the early detection of incorrect or fraudulent transactions.
- Annual benefits used and available per beneficiary, membership detail, authorised cases and last member statement e-mailed to you on request. (Simply send an e-mail to webmail@dbbs.co.za and a response will be sent to you in approximately five minutes with the specified information as attachments.)

By registering, you will also assist the Society in keeping administration costs well in hand.

