

# Application for continued membership



Enquiries: 086 0100 678  
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 Postal address: PO Box 26004, ARCADIA, 0007  
 www.medihelp.co.za

**How to complete this form:**

- Please complete in print, using black ink, and email, fax or post all pages of the form to Medihelp.
- Please complete all sections in full and sign the application form.
- Never sign a blank application form.

**Please indicate the nature of your application by ticking the appropriate box:**

- Continued membership for existing dependants of a deceased member
- Membership for dependants who no longer qualify as dependants in terms of Medihelp's Rules
- Status change on the same benefit option – spouse on previous membership becomes the principal member with new membership
- Principal member and dependant(s) split membership and both remain on the same benefit option

**1. Date from when membership is required**

**2. Details of applicant (person who requests membership)**

Previous membership number

ID/passport number

Title

A copy of your passport must be attached if you use your passport number.

Surname  Initials

First names  Gender

Known as

Marital status	<input type="text" value="Married in community of property"/>	<input type="text" value="Married out of community of property"/>	<input type="text" value="Single"/>	<input type="text" value="Divorced"/>	<input type="text" value="Widow"/>	<input type="text" value="Widower"/>	<input type="text" value="Other (specify)"/>
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Date of birth

Date of marriage

Income tax number

Language

**3. Contact details of applicant**

Residential address  Tel No. (W) Code  No.

Tel No. (H) Code  No.

Code  Fax No. Code  No.

Postal address  Cell No.

Email address

Code

May Medihelp use your/your dependant's(s') personal details to determine the quality of our service?

To improve the quality of our communication to you, please indicate if the following is applicable to you:

Visually impaired   Hearing impaired

**4. Details of employer/institution responsible for paying your subscriptions**

NB: Complete only if subscriptions are paid in full or partially by your employer or any other institution.

Name of employer/institution  Campus/site

Branch code/Employer group No.

Payroll number

Appointment date

Appointment

Pay area

Office stamp of employer

## 5. Choice of benefit option (choose only one benefit option by marking with an "X" at 5.1)

### 5.1 Benefit options

#### Note:

- If you are a full-time student with a monthly income of between R0 and R600, please refer to section 5.2;
- If you choose any of the savings options, please refer to section 5.3; and
- If you choose any of the network options (including Necesses), please refer to section 5.4.

<input type="checkbox"/> Prime 1   Hospital plan	<input type="checkbox"/> Prime 1 Network   Hospital plan	<input type="checkbox"/> Prime 2   Savings	<input type="checkbox"/> Prime 2 Network   Savings
<input type="checkbox"/> Prime 3   Comprehensive	<input type="checkbox"/> Prime 3 Network   Comprehensive	<input type="checkbox"/> Elite   Comprehensive	<input type="checkbox"/> Plus   Comprehensive
<input type="checkbox"/> Necesses   Network	<input type="checkbox"/> Unify   Savings		

**Important:** If no benefit option is marked, Medihelp will enrol you on the benefit option applicable to your previous membership.

### 5.2 Full-time students – Necesses only

Please provide proof of your enrolment as a full-time student as well as proof of your monthly income. For the purpose of the Necesses option, "monthly income" means the gross monthly income before any deductions.

#### Acceptable proof of full-time studies

- A notice or letter on an official letterhead from the tertiary institution where you are registered as a full-time student, confirming your registration.

#### Acceptable proof of income

- Official bank statements for the past three months on which the account holder's initials and surname appear. Please indicate clearly on the bank statements which deposit(s) refer to your income.
- If no acceptable proof of income is provided, your membership fees will be calculated according to the highest income category.
- Medihelp may require additional proof, if necessary.

### 5.3 Utilisation of savings account funds (Prime 2, Prime 2 Network and Unify)

Please indicate your preference. If you do not select an option, Medihelp will pay all qualifying medical expenses from your savings account.

- Pay all qualifying medical expenses from my savings account.
- Pay only selective qualifying medical expenses from my savings account, excluding certain in-hospital expenses (e.g. tariff reductions, co-payments, amounts exceeding available benefits).

### 5.4 Declaration by applicants who apply for enrolment on a network option (including Necesses)

I confirm that I am aware of the following:

1. I will be liable for co-payments if I do not use Medihelp's hospital network, designated service providers (DSPs) and formulary medicine.
2. I must register my prescribed minimum benefit (PMB) condition with Medihelp and my PMB chronic medicine must be pre-authorized by Medihelp. Medihelp uses a DSP for PMB chronic medicine and a formulary applies. I will be responsible for a co-payment\* on my PMB chronic medicine should I fail to obtain this medicine from the DSP or deviate from the formulary for my benefit option.
3. My treating specialists should form part of Medihelp's DSP specialist network in order to prevent co-payments on PMB treatments.
4. I must use Medihelp's hospital network for all planned hospital admissions. If there is no network hospital available near my place of residence, I will need to travel to the nearest network hospital to obtain medical services. If I use a non-network hospital instead, I will be liable for a co-payment\*.

\* Please refer to your benefit option's guide/brochure for all applicable co-payments.

Signature of applicant

Date

2	0	y	y	m	m	d	d
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## 6. Details of dependant(s) to continue on new membership

The following dependants of an applicant may be registered:

- Spouse/partner.
- Father/mother/brothers/sisters/grandchildren of the applicant and whose financial care is entrusted to the applicant (**PLEASE NOTE:** these dependants of the spouse/partner cannot be registered as dependants of the applicant, and grandchildren of the applicant pay the same subscription as that of an adult dependant, unless legally adopted).
- Dependent own children (of the applicant and spouse/partner).
- Dependent stepchildren (of the applicant and spouse/partner).
- Adopted children/foster children/children in temporary safe care/children born in terms of a surrogate motherhood agreement (of the applicant and spouse/partner). Official proof of the Court/clerk of the Court/appointed social worker must be provided in terms of the set criteria determined by Medihelp – foster children and children in temporary safe care may be registered as dependants only up to the age of 21 years in terms of legislation.
- In the case of dependants who are not South African citizens, a copy of their passport must be submitted with the completed application form.





**7. Banking details**

**7.1 Individual who pays own subscriptions (choose only one option by marking an "X")**

I hereby authorise Medihelp to recover the applicable subscriptions payable by me to Medihelp by debit order from my bank account, monthly on the date indicated below. I further authorise Medihelp to increase or decrease the subscriptions, should it be necessary, and recover the amended amount, or any subscriptions in arrears, from my bank account.

Please deduct my monthly subscriptions by debit order from my bank account on the following date:

<input type="checkbox"/>	On the first workday of the month in which I requested enrolment and thereafter on the first workday of every subsequent month.
<input type="checkbox"/>	On the 25th day of the month prior to my enrolment and thereafter on the 25th day of the subsequent months of my membership.
<input type="checkbox"/>	On the last workday of the month prior to my enrolment and thereafter on the last workday of the subsequent months of my membership.

**Note:**

- Your subscriptions are payable in advance, and if your membership cannot be finalised in time for the deduction date chosen above, Medihelp will make two separate debit order deductions in your first month of membership, namely on the first available workday following the activation of your membership AND on the actual date you have chosen in the same month. Medihelp will thereafter collect your subscriptions monthly on the date you have chosen above.
- If the debit order deduction date falls on a weekend or a public holiday, your subscriptions will be deducted on the first workday after the selected deduction date.
- If no debit order deduction date is selected, Medihelp will make the deduction on the first workday of the month.

**7.2 Individual whose employer/institution pays subscriptions**

My employer/institution as my authorised agent hereby authorises Medihelp to recover the applicable subscriptions payable by my employer/institution as my authorised agent to Medihelp by debit order from my employer/institution as my authorised agent's bank account monthly on the last workday of each month as from the date of enrolment. I authorise Medihelp to increase or decrease the subscriptions, should it be necessary, and recover the amended amount, or any subscriptions in arrears, from my employer/institution as my authorised agent's bank account.

**7.3 Banking details for debit order deductions and credit refunds (must be completed by all applicants)**

<p><input type="checkbox"/> 1. Use this account for all transactions</p> <p><input type="checkbox"/> 2. Use this account only for the recovery of subscriptions  <b>NB: If you select this option, please complete your banking details for credit refunds in the table on the right.</b></p> <p>Bank _____</p> <p>Branch _____</p> <p>Branch code <input style="width: 100px; height: 20px; border: 1px solid black;" type="text"/></p> <p>Type of account <input type="checkbox"/> Savings <input type="checkbox"/> Cheque</p> <p>Name of account holder _____</p> <p>Account number _____</p>	<p><input type="checkbox"/> Use this account for credit refunds only  <b>NB: If you selected option 2 on the left, please complete your banking details below.</b></p> <p>Bank _____</p> <p>Branch _____</p> <p>Branch code <input style="width: 100px; height: 20px; border: 1px solid black;" type="text"/></p> <p>Type of account <input type="checkbox"/> Savings <input type="checkbox"/> Cheque</p> <p>Name of account holder _____</p> <p>Account number _____</p>
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If only one bank account number is provided, this account will be used both for the recovery of subscriptions and for refunding credit amounts. In the case of a trust, a copy of the trust deed must be submitted and the responsible trustee must sign.

<p>Signature of account holder/authorised signatory for recovery of subscriptions</p> <div style="border: 1px solid black; height: 40px; width: 100%;"></div>	<p>Signature of account holder for credit refunds</p> <div style="border: 1px solid black; height: 40px; width: 100%;"></div>
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## 8. Conditions of membership, declaration by applicant and consent for Medihelp to process personal information

### Medihelp confirms that –

1. your and your registered dependant's(s') personal and medical information will be treated confidentially and will not be sold to a third party or used for commercial or related purposes;
2. security measures have been implemented to protect your data and that Medihelp staff and contracted parties have access to your data to process and pay claims, among other things, and that they have signed a confidentiality agreement in terms of which they undertake not to disclose your personal information to any unauthorised parties;
3. your personal information will only be used for purposes such as processing your application for membership, paying your medical claims, determining whether you are entitled to benefits, managing risks, and for any communication purposes;
4. the Scheme will accept liability for any breach of confidence and will manage such occurrences in accordance with its internal policy; and
5. should you make use of a Medihelp-contracted brokerage's services then relevant membership information will be made available to the appointed brokerage in order to render a service to you, and any authorised person at the brokerage may instruct Medihelp to change any of your personal information except for your banking details, unless you instruct Medihelp otherwise.

### Your responsibilities as a member of Medihelp:

6. I will ensure that I know all the provisions of Medihelp's Rules and will read all the correspondence from Medihelp, such as newsletters and statements, and I will study my benefit guide and familiarise myself with the coverage offered by the benefit option that I have chosen.
7. I undertake to abide by the Rules, as amended from time to time and available at [www.medihelp.co.za](http://www.medihelp.co.za) on the secured website for members, and to not submit any fraudulent claims or commit any fraudulent acts.
8. I declare that the information provided in this application for membership is accurate and complete. I understand that any false declaration or omission of information may result in the termination of my membership and that of my registered dependant(s) or any other measures which Medihelp, in its sole discretion, may decide to take, subject to appeal procedures. I understand that it is my responsibility to ensure that the details provided in this application are true and complete for myself and my dependant(s), even if this application was completed by my financial adviser or any other third party on my behalf. I undertake to notify Medihelp in writing should there be any changes in my health status or that of my dependant(s) after my application for membership has been submitted but prior to my membership commencement date. I confirm that the residential address stated on page 1 is the address that I choose for the purpose of serving any legal documentation. I undertake to notify Medihelp in writing should there be any future changes in my personal details and/or banking details and I understand that any non-adherence hereto may result in my membership being terminated in accordance with provisions of the Medical Schemes Act and Medihelp's registered Rules.
9. I understand that this application form is valid for a period of 30 days from the date of signature. The period may be further extended, subject to Medihelp's discretion, up to a maximum of 60 days, whereafter the application form will be cancelled and I will be required to submit a new application form.
10. I confirm that neither my dependant(s) nor I will be registered as beneficiaries of another registered medical scheme on the date on which I requested membership of Medihelp.
11. I take note that the monthly subscription fees will be due on the date selected by me at Section 7 of this application form or on the first workday after this date, and thereafter on the same day of every subsequent calendar month. Should my employer/institution, as my authorised agent, undertake to pay my subscriptions to Medihelp, I give permission to my employer/institution to deduct the amount payable to Medihelp from my salary and pay such amount over to Medihelp. I furthermore give permission that Medihelp may provide the following information to my employer/institution in order to pay subscriptions: my identity number, my tax certificate information, as well as my dependant's(s') dates of birth, ages and relationship. I am also responsible for repaying any debt outstanding on my medical savings account should I terminate my membership of Medihelp.
12. I confirm that I am responsible to give advance notice of termination of membership, and that neither my dependant(s) nor I will be registered as beneficiaries of another registered medical scheme while still members of Medihelp.

### Medihelp's rights as a medical scheme:

13. I am aware that any unexpired period of an existing general or condition-specific waiting period previously imposed may be maintained by Medihelp. Medihelp shall continue to apply a late-joiner penalty that was applied on a beneficiary during the initial enrolment. Medihelp may finalise my membership without issuing a document containing the conditions of my membership in the event that no waiting period and/or late-joiner penalty is imposed.
14. I am also aware that Medihelp may restrict benefits to be granted and limit amounts/tariffs to be paid in respect of particular services, for example by enforcing co-payments and exclusions.
15. Medihelp's Rules may provide for various interventions designed to promote cost-effectiveness and appropriateness of services, such as pre-authorisation and designated service providers.
16. Medihelp may also restrict interchanges between benefit options to the beginning of a year, and require a notice period as set out in the Rules.
17. Medihelp may refuse to pay a claim that is submitted after the period as prescribed in the Rules.
18. I am further aware that my membership may be suspended should I not pay my contributions or debt in full for a period of one month, and that my membership may be terminated should I be in arrears for a period of two months, and that my account will be handed over for collection.
19. I am aware that Medihelp may increase its subscriptions annually at the beginning of the year.

### Protection of information:

20. I hereby give permission, and declare that I have obtained the consent of all my dependant(s), that –
- 20.1 Medihelp may enquire about my health status or that of my dependant(s) at any medical doctor or any person who is in possession of such information, and give permission for the doctor or person concerned to make such information available to Medihelp and its contracted third parties for the administration of my health plan;
- 20.2 my dependant(s) may enquire about my personal and medical information and that of any of my dependant(s) at Medihelp's disposal;
- 20.3 an adviser in the service of a Medihelp-contracted brokerage, should I make such an appointment and use their services, may have access to my personal and medical information and that of any of my registered dependant(s) at Medihelp's disposal, and that such adviser or an authorised person at the brokerage may instruct Medihelp to change any of my personal information for the purpose of proper administration and underwriting, except for my banking details;

**8. Conditions of membership, declaration by applicant and consent for Medihelp to process personal information (continued)**

- 20.4 Medihelp may disclose my and my dependant's(s') medical and personal information to medical service providers for the purpose of delivering medical services to me and my dependants and to pay for such services; and
- 20.5 Medihelp may share my information for statistical analysis and academic research purposes.
- 21. I understand that the information contemplated in paragraph 20 will only be used for the purposes as set out in Medihelp's confidentiality statement (on this application form) and that any deviation will be regarded as a breach of confidence. Should Medihelp wish to use the information for any other purpose, Medihelp must first obtain my approval.
- 22. I agree that all my telephone conversations and/or that of my dependant(s) with Medihelp and/or its contracted third parties may be recorded for quality control purposes and to help detect and prevent fraud.
- 23. I agree that Medihelp may, for the purpose of considering my application for membership or conducting underwriting or risk assessments or considering a claim for medical expenses, request information about me and my dependant(s) from medical practitioners, financial advisers, industry regulatory bodies or employers/institutions.
- 24. I further consent, and declare that I have obtained the consent of my dependant(s), that Medihelp may provide any credit bureau or credit providers industry association with any information about my/my dependant's(s') consumer credit record, including and not limited to information about my/my dependant's(s') credit history, financial history, personal information (excluding medical information) and judgment or default history.

Signature of applicant		Date	<table border="1" style="border-collapse: collapse; text-align: center;"> <tr> <td style="width: 20px;">2</td> <td style="width: 20px;">0</td> <td style="width: 20px;">y</td> <td style="width: 20px;">y</td> <td style="width: 20px;">m</td> <td style="width: 20px;">m</td> <td style="width: 20px;">d</td> <td style="width: 20px;">d</td> </tr> </table>	2	0	y	y	m	m	d	d
2	0	y	y	m	m	d	d				

Should you be applying on behalf of another person as guardian or curator, please complete the following:

In your capacity as 

Guardian	
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Curator	
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ID/passport number 

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 Title 

Mr	Mrs	Ms	Other (specify)
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A copy of your passport/ID document, as well as the document confirming your appointment as guardian/curator, must accompany this application.

First name \_\_\_\_\_ Surname \_\_\_\_\_

Tel No. (W) Code \_\_\_\_\_ No. \_\_\_\_\_ Fax No. Code \_\_\_\_\_ No. \_\_\_\_\_

Cell No. \_\_\_\_\_

**9. Undertaking and declaration by adviser**

**NB:** If this section is not completed in full by the adviser, no commission will be paid.

I declare that –

- 1. the applicant has appointed me as his/her adviser and is entitled to cancel my services at any time;
- 2. I have signed a valid contract with my Medihelp-contracted brokerage; and
- 3. the applicant has signed the application in person.

**I take note that the adviser/brokerage indemnifies Medihelp against any non-adherence to the legal requirements as quoted above.**

Name of brokerage \_\_\_\_\_

Brokerage code 

A				
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 Adviser code 

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Name and surname of adviser \_\_\_\_\_

Tel No. Code \_\_\_\_\_ No. \_\_\_\_\_ Fax No. Code \_\_\_\_\_ No. \_\_\_\_\_

Email address \_\_\_\_\_

Signature of adviser		Date	<table border="1" style="border-collapse: collapse; text-align: center;"> <tr> <td style="width: 20px;">2</td> <td style="width: 20px;">0</td> <td style="width: 20px;">y</td> <td style="width: 20px;">y</td> <td style="width: 20px;">m</td> <td style="width: 20px;">m</td> <td style="width: 20px;">d</td> <td style="width: 20px;">d</td> </tr> </table>	2	0	y	y	m	m	d	d
2	0	y	y	m	m	d	d				

Lead reference number 

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For office use only

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In case of a dispute, the registered Rules of Medihelp will apply.

