

# CompCare

Medical Scheme



# ExtraCare



Administered by



**Universal**<sup>®</sup>

CompCare Medical Scheme is administered by  
Universal Healthcare Administrators (Pty) Ltd.

# ExtraCare

Enjoy private hospitalisation within the extensive Netcare and Mediclinic hospital groups, along with out-of-hospital services and shared day-to-day benefits, including additional coverage for radiology, pathology and dentistry, as well as optometry.





### Premium Day-to-Day Benefits

Generous day-to-day cover for out-of-hospital expenses such as GP visits, medicines, and dental care, helping you manage ongoing healthcare costs.

### Preventative Care and Wellness

These benefits enhance your day-to-day cover by offering screenings and checkups for early detection of health issues, while also being tailored to support your overall well-being.

### Care Maximiser

The Care Maximiser provides an additional range of day-to-day benefits, covered by Scheme Risk, without impacting your pocket, ensuring extended coverage.

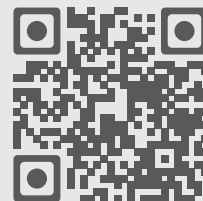
Through the Care Maximiser, Preventative Care and Wellness benefits, you can enjoy up to an extra R42 600 in additional coverage, on top of your day-to-day benefits.

### Comprehensive Chronic Cover

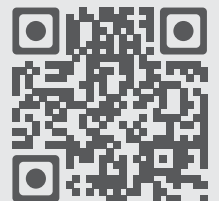
Covers the 27 listed Chronic Disease List (CDL) conditions and 13 additional chronic conditions, offering peace of mind for long-term health management.

ExtraCare	Principal member	Adult dependant	Child dependant
<b>Contribution</b>	R6 968	R6 968	R2 438
<b>Day-to-Day Benefit</b>	R6 970	R4 890	R2 490
<b>Day-to-Day Extender Benefit</b>	R6 970 PB to a maximum of R10 880 PMF		

*Child rates apply until the child turns 21 years. Members only pay for a maximum of 3 children.*



Scan to apply online



Scan to speak to a product specialist to join



# Speciality healthcare bundles

Being on autopilot doesn't mean switching off — it means staying in motion through every life stage. From student life to your first job, late-night hustles to weekend resets, solo moves to starting a family — your health and wellness can keep up, effortlessly. That's why these bundles are designed for real life — giving you the right care, at the right time, no matter where you are in your journey.

## Maternity

Cherish every moment with care that supports you and your baby from bump to beyond.

- Antenatal classes and visits.
- Maternity bag.
- Confinements including 2D ultrasound scans.
- Breast pump per pregnancy.
- One additional nutritional and fitness assessment per pregnancy.
- Unlimited virtual nurse consults.
- Unlimited telephonic psychosocial counselling.
- Cover for hospitalisation and home births.
- Get trusted, WHO-endorsed maternity advice 24/7 from SARAH — your AI health assistant.

## Child wellness

Nurturing little lives with protection, guidance, and support through every milestone and magical moment.

- New-born hearing screening benefit.
- New-born congenital hypothyroidism test.
- Baby wellness visits.
- Childhood immunisations.
- School readiness assessments.
- Pre-school eye, hearing, and dental screening.
- One additional emergency room visit for children younger than 6 years.
- Three additional paediatric consultations.
- Unlimited GP consultations and basic dentistry for children younger than 6 years.
- Initial occupational therapy consultation.
- Kids' fitness assessment and exercise prescription programme.
- Kids' nutritional assessment and healthy eating programme.
- Hearing aids for children under 12.
- From teething tips to school health checks, SARAH offers WHO-backed guidance anytime.

## Flu prevention

Protect the people you love from flu's grip with proactive care and all-season defence.

- Flu and pneumococcal vaccines.
- Cover for a humidifier/nebuliser.
- Ask SARAH how to protect your family before flu season — with science you can trust.
- Unlimited virtual nurse consults.

## Cancer prevention

Take control with screenings and support that empower you to face life with confidence.

- HPV (Cervical Cancer) vaccine.
- Pap smear screening.
- Mammogram.
- Prostate-specific antigen (PSA) blood test.
- Colorectal cancer screening.
- Unlimited virtual nurse consults for any questions.
- Unlimited telephonic psychosocial counselling.
- We'll waive the co-payment for an elective hysterectomy if there's a family history — across three generations — of breast, uterine, or ovarian cancer.
- SARAH answers your cancer screening questions with WHO-approved information.

## Heart health

Give your heart the care it deserves with personalised plans and expert, ongoing guidance.

- An annual health check that includes a blood pressure and a cholesterol test.
- Fitness & exercise – Stay active with an annual assessment, custom plan, and expert support to keep your heart strong.
- Nutrition – Eat smart with a tailored plan, guided by annual assessments and check-ins for a healthy heart.
- Unlimited virtual nurse consults for any questions.
- SARAH helps you understand your results and make heart-smart choices, backed by WHO expertise.

## Mental health

Compassionate care, counselling, and support to help you feel stronger, lighter, and more in control.

- Psychiatric and psychological treatment in and out of hospital.
- Alcoholism, drug dependence and narcotics.
- R170 depression medication benefit.
- Psychosocial counselling with unlimited telephonic counselling including 3 face-to-face sessions.

## Healthy weight

Feel energised and confident with a plan built around your body, your goals, your life.

- **Fitness assessment and exercise prescription:**  
Access to the Universal Network of biokineticists for annual fitness assessment, virtual consultations, exercise prescription and regular monitoring.
- **Nutritional assessment and healthy eating plan:**  
Access to the Universal Network of dietitians for annual assessment, virtual consultations, healthy eating plan prescription, and regular monitoring.
- Unlimited virtual nurse consults for any questions.
- An annual health check that includes a Body Mass Index (BMI) measurement.
- SARAH provides WHO-backed nutrition and exercise insights to help you reach your goals.

## Travel health

Explore the world with peace of mind, knowing your health is protected every step.

- Preventative malaria medication.
- Travel vaccinations such as Yellow Fever, Typhoid Fever, Hepatitis A, Rabies and Meningococcal disease.
- International Travel cover for emergency medical costs (via Universal Rewards®).
- Plan trips safely with SARAH's WHO-approved travel health and vaccine advice.



# Preventative care and wellness benefits

Enjoy the comprehensive preventative care and wellness benefits to proactively manage your health. From routine screenings and vaccinations to personalised nutrition plans and fitness support, we help you to stay healthy and prevent illness without having to use your day-to-day benefits.

Total value in addition to your day-to-day benefits	R15 600
<b>Essential health test</b> Blood pressure, blood sugar, cholesterol, BMI and waist circumference: <ul style="list-style-type: none"><li>• One measurement per beneficiary over the age of 18 years, limited to R300 per event. Only at a DSP pharmacy.</li></ul>	✓
<b>Rapid HIV test</b> As required.	✓
<b>Prophylaxis for malaria</b> Preventative medicine as required.	✓
<b>Flu vaccine</b> One per beneficiary per annum.	✓
<b>Tetanus vaccine</b> One injection when required.	✓
<b>PSA (Prostate Specific Antigen)</b> One test per male beneficiary over the age 40.	✓
<b>Colorectal cancer screening</b> One test every 24 months (from date of service) for beneficiaries between the ages of 45 and 75.	✓
<b>Glaucoma test</b> One per beneficiary per annum.	✓
<b>Lipogram</b> One fasting lipogram per beneficiary over the age of 20 years. Once every five years.	✓
<b>Pap smear</b> One test per female beneficiary over the age of 18 per annum.	✓
<b>Mammogram</b> One test per female beneficiary over the age of 35 every second year.	✓
<b>HPV (cervical cancer) vaccine</b> One course per female beneficiary between 9 and 18 years of age per lifetime.	✓
<b>Adult and child pneumococcal vaccine</b> Per beneficiary as required, subject to pre-authorization and protocols.	✓
<b>Fitness assessment and exercise prescription</b> <ul style="list-style-type: none"><li>• Access to Universal's Network of biokineticists for annual fitness assessments, virtual consultations, exercise prescription and regular monitoring.</li><li>• One additional assessment per pregnant member per pregnancy. Strict protocols apply.</li></ul>	✓
<b>Nutritional assessment and healthy eating plan</b> <ul style="list-style-type: none"><li>• Access to Universal's Network of dieticians for annual assessment, virtual consultations, healthy eating plan prescription and regular monitoring.</li><li>• One additional assessment per pregnant member per pregnancy. Strict protocols apply.</li></ul>	✓
<b>Travel vaccinations such as Yellow Fever, Hepatitis A, Rabies and Meningococcal disease</b> Per beneficiary as required.	✓



# Care Maximiser

Unlock additional benefits with our Care Maximiser. Designed to help you stretch your benefits further, the Care Maximiser ensures that you get more value from CompCare - because your health deserves more.

Unlocking your Care Maximiser is easy.

To activate your Care Maximiser benefit, all you need to do is go for your essential health test.

All adult beneficiaries on your medical aid plan need to go for the following health tests at any of our DSP pharmacies:

Blood pressure measurement

Blood sugar test

Cholesterol test

BMI and waist circumference

Two virtual consultations at R470 per event (including acute medicine).  
Universal Network applies.



GP wellness consultation: One visit PB per annum excluding procedures. Limited to tariff code 0190/1/2 and ICD10 Z00.0 or Z00.1.



Unlimited GP visits for children <6 years old.



Unlimited basic dentistry for children <6 years old.



Emergency room visit for children <6 years old.

To a maximum of R1 610 per event, unless a PMB.

Contraceptives up to the age of 55 years (Oral/IUD device).

13 scripts to a maximum of R3 680, OR an IUD to a maximum of R3 680.

### Covid benefit

- Pulse Oximeter: R880 per family.
- Nebulizer: R570 per family.
- Thermal Thermometer: R470 per family.

To the maximum value of R1 920.

### Home test bundle

- One Covid test
- One urinary tract test
- One ovulation test
- One pregnancy test

Overall limit of R360.



Antenatal visits with a GP, specialist or midwife.

100% of the CompCare rate.  
12 antenatal visits.



# Day-to-day benefits

Day-to-day benefits cover routine healthcare costs such as GP visits, prescription medicine, dental check-ups, radiology, pathology and optometry.

## Day-to-day benefits

### Day-to-day Benefit:

Specified day-to-day benefits including GP's, specialists, chronic medicines, acute medicines, over the counter medicine, specialised dentistry, auxiliary services, clinical psychologists and psychiatry, home oxygen, surgical and medical appliances and home nursing visits will be paid from the Day-to-Day Benefit. P: R6 970 A: R4 890 C: R2 490

### Day-to-Day Extender Benefit:

Out-of-hospital radiology, pathology, basic dentistry, physiotherapy and biokinetics are paid from the Day-to-Day Extender Benefit to the amounts of: PB: R6 970 PMF: R10 880

### Optometry Benefit:

R6 760 PMF.

## Virtual nurse consultations

100% of the CompCare rate. Unlimited at a DSP. Paid from risk.

## General practitioner consultations, procedures and material costs

100% of the CompCare rate. Paid from the Day-to-Day Benefit.

## Outpatient emergency room consultations

100% of the CompCare rate. Paid from the available Day-to-Day benefits.

## Specialists

100% of the CompCare rate. Paid from the Day-to-Day Benefit. Referral by a GP is required, after which a specialist can refer a member to another specialist, to avoid a 35% co-payment. Subject to pre-authorisation and protocols.

## Chronic medicines (27 CDL conditions)

100% of RP. First paid from the Day-to-Day Benefit. The Scheme will cover the costs once the Day-to-Day Benefit is depleted. DSP pharmacies apply. Subject to formularies, protocols and pre-authorisation. 25% co-payment for non-formulary medicine and use of non-DSP pharmacy.

## Medicine for non-CDL conditions

14 non-CDL conditions. 100% of RP. Paid from the Day-to-Day Benefit. DSP pharmacies apply. Subject to formularies, protocols and pre-authorisation. 25% co-payment for non-formulary medicine, and use of a non-DSP pharmacy.

## Acute medicines

Paid from the Day-to-Day Benefit. 25% co-payment on medicines where no generic is available. RP applies.

## Over-the-counter medication and homeopathic medicines

Paid from the Day-to-Day Benefit. Limited to R320 per event. RP applies.

## Basic radiology

Black and white X-rays and ultrasound

100% of the CompCare rate. Paid from the Day-to-Day Extender Benefit. Combined benefit with pathology, basic dentistry, biokinetics and physiotherapy to the amount of: PB: R6 970 PB to a maximum of R10 880 PMF. Referral by a GP/specialist is required, to avoid a 35% co-payment.

## All specialised radiology

Including MRI and CT scans

100% of the CompCare rate. Pre-authorisation and a medical motivation are required for MRI, CT and High-resolution CT scans. Limited to R31 200 PMF unless otherwise pre-authorised. R3 950 co-payment PB applies for each scan, except PMBs. Combined limit in-and-out of hospital.

## Ultrasound scans for pregnancies

100% of the CompCare rate. Two 2D scans per pregnancy.

## Pathology

100% of the CompCare rate. An overall annual limit of R43 370 PMF apply, for in- and-out of hospital services, subject to the Day-to-Day Extender Benefit of R6 970 PB to a maximum of R10 880 PMF. (The Day-to-Day Extender benefit is a combined benefit with radiology, basic dentistry, biokinetics and physiotherapy.) Referral by a GP/specialist is required, to avoid a 35% co-payment. Protocols apply.

## Conservative dentistry

Including consultations, preventative care, fillings, extractions including wisdom teeth, root canal treatment and infection control

100% of the CompCare rate. Paid from the Day-to-Day Extender Benefit. Combined benefit with radiology, biokinetics and physiotherapy to the amount of R6 970 PB to a maximum of R10 880 PMF. Protocols apply.

## Specialised dentistry

Including maxillofacial and oral surgery – in-and-out of hospital combined benefit (A quotation must be submitted for approval prior to the commencement of the treatment. Orthodontic treatment for patients older than 18 is excluded.)

100% of the CompCare rate. Paid from the Day-to-Day Benefit. Protocols apply.

# How are these benefits covered?



## Day-to-Day Benefit

The ExtraCare benefit option includes a Day-to-Day Benefit which covers routine healthcare expenses that occur on a daily basis. Examples of such expenses include:

- Doctors' consultations (GP and specialist visits)
- Prescription medication
- Minor medical procedures that don't require hospitalisation



## Day-to-Day Extender Benefit

This day-to-day benefit, on the ExtraCare benefit option, are available for out-of-hospital radiology, pathology, basic dentistry, physiotherapy and biokinetics.



## Optometry Benefit

This additional day-to-day benefit covers optometry including optometry visits, lenses and contact lenses and frames.

### Optometry visits

100% of the SAOA tariff.  
One eye test PB every 24 months, from the date of the last eye test, included in the R6 760 PMF optometry benefit amount.  
Protocols apply.

### Lenses and contact lenses

100% of the SAOA tariff.  
Sub-limit of R1 190 for lenses or contact lenses PB, included in the R6 760 PMF optometry benefit amount, every 24 months.  
Protocols apply.

### Frames

100% of the SAOA tariff.  
Available benefit of R680 PB, included in the R6 760 PMF optometry benefit amount, every 24 months.  
Protocols apply.

### Speech therapists, social workers, podiatrists, occupational therapists, homeopaths and naturopaths, dieticians, chiropractors (X-rays excluded), audiologists, physiotherapists and biokineticists

100% of the CompCare rate.  
Paid from the Day-to-Day Benefit.  
Biokinetics and physiotherapy are paid from the Day-to-Day Extender Benefit, limited to a collective sub-limit of R5 200 PMF, in-and-out of hospital.  
Protocols apply.

### Clinical psychologists and psychiatry (GP referral required)

100% of the CompCare rate.  
Limited to the Day-to-Day Benefit.  
**PMB benefit:**  
Up to a maximum of 21 days' admission OR  
15 consultations.  
The 15 consultations will first be paid from the Day-to-Day Benefit, thereafter it is covered by the Scheme.  
Subject to pre-authorisation and protocols.

### Surgical and medical appliances

E.g. wheelchairs, crutches, glucometers, artificial eyes and external fixators. Pre-authorisation is required.

100% of the CompCare rate.  
Paid from the Day-to-Day Benefit.  
Sub-limits apply.  
Subject to protocols, clinical guidelines and pre-authorisation.

### Psychosocial counselling benefit

Paid from risk.  
Unlimited telephonic counselling sessions through the Universal Wellness Care Centre, with an option for referral to one-on-one sessions with qualified psychologists, social workers or registered counsellors to a maximum of 3 referral sessions PB per annum.

### Oxygen home ventilation

100% of the CompCare rate.  
Paid from the Day-to-Day Benefit.  
Subject to protocols, clinical guidelines and pre-authorisation.

### Home nursing visits

Nursing services by registered nurses or nursing assistants for the acute phase after hospitalisation or in lieu of hospitalisation (not for custodial or chronic care).

100% of the CompCare rate.  
Paid from the Day-to-Day Benefit.  
Subject to protocols, clinical guidelines and pre-authorisation.

### Antenatal classes

100% of the CompCare rate.  
Limited to 12 antenatal classes and a lactation consultation with a midwife and limited to R1 870 per pregnancy.

### Antenatal visits

100% of the CompCare rate.  
Limited to 12 antenatal visits with a GP, specialist or midwife.  
Paid from the Care Maximiser.

### Antenatal scans and maternity bag

Foetal scans limited to 2 x 2D scans PB per year and can opt for a 3D scan (paid at the rate of a 2D scan).  
Maternity bag issued with registration on maternity programme.

### International travel

Healthcare services while traveling outside of the borders of South Africa

Subject to benefits per individual benefit category (via Universal Rewards®).  
Paid at South African rates.  
Register your journey and obtain a travel certificate on [www.tic.co.za/compcare](http://www.tic.co.za/compcare)

### Emergency room child benefit

One additional visit at an emergency room per annum per child younger than 6 years.  
Visit to emergency room is limited to R1 610 per event.  
Paid from the Care Maximiser.

### Emergency roadside assistance and ambulance transportation provided by Netcare 911

100% of the CompCare rate. In non-emergency cases, authorisation must be obtained from Netcare 911 at the time of transportation or within 24 hours thereof, failing which will result in a 25% co-payment.

### Hospital emergency room and casualty emergency visits not requiring admission

Excluding facility fees

100% of the CompCare rate.  
Paid from the day-to-day benefit.

### Hospital emergency as a result of physical injury caused by an external force

100% of the CompCare rate.  
Subject to protocols and PMBs.



# Hospitalisation and major benefits

Extensive hospital and major benefit cover ensure financial protection in case of medical emergencies, covering hospital stays, surgeries and other life-saving medical procedures. For any hospital stay it is important to obtain pre-authorization to avoid unnecessary out-of-pocket expenses. All hospital visits and related treatment are subject to case management, specialist programmes and Scheme protocols. These measures are put in place to ensure that members obtain quality, appropriate care at specially negotiated tariffs.



For any hospital stay, it is important to obtain pre-authorization to avoid unnecessary out-of-pocket expenses. All hospital visits and related treatment are subject to case management, clinical guidelines and managed care protocols. These measures are put in place to ensure that members obtain quality, appropriate care at specially negotiated tariffs.

<b>Hospitalisation (Including medical emergencies requiring hospital admission)</b>	100% of the CompCare rate. Netcare or Mediclinic hospitals. Subject to pre-authorization, clinical guidelines, case management, and managed care protocols.
<b>GPs and specialist treatment while in hospital.</b>	100% of the CompCare rate. Unlimited. Subject to pre-authorization, clinical guidelines and managed care protocols.
<b>Medication - only while in hospital</b>	Unlimited.
<b>Medication on discharge from hospital (TTO)</b>	Limited to 7 days per discharge. Subject to the RP and formularies.
<b>Surgical prostheses</b>	100% of the CompCare rate. Subject to pre-authorization, clinical guidelines and protocols. Limited to an overall benefit amount of R43 680 PMF. Sub-limits per category apply.
<b>Auxiliary services such as physiotherapy, a dietician, etc.</b>	100% of the CompCare rate. Limited to a combined sub-limit of R5 200 PMF, in-and-out of hospital. Subject to pre-authorization, clinical guidelines and managed care protocols. A separate pre-authorization number is required - the claim will not be paid under the hospital pre-authorization. A 20% co-payment will apply if not pre-authorized.
<b>Psychiatric treatment in hospital</b>	100% of the CompCare rate. Subject to pre-authorization, clinical guidelines, protocols and PMBs. Up to a maximum of 21 days' admission OR 15 consultations. The 15 consultations will first be paid from the Day-to-Day Benefit, thereafter it is covered by the Scheme.
<b>Psychology (non-psychiatric admissions)</b>	Limited to R3 260 PMF. Subject to pre-authorization, clinical guidelines and protocols.
<b>All specialised radiology including MRI and CT scans</b>	100% of the CompCare rate. Pre-authorization and medical motivation are required for MRI, CT and high resolution CT scans. Limited to R31 200 PMF unless otherwise pre-authorized. R3 950 co-payment PB applies for each scan, except PMBs. Combined limit in-and-out of hospital. Protocols apply.
<b>Basic radiology</b>	100% of the CompCare rate. Unlimited. Subject to protocols.

## Important to remember:

Always use a network hospital (where applicable) to avoid co-payments. In an emergency, go to the closest appropriate network hospital. If none are nearby, you may go to the nearest appropriate facility. For any procedures requiring a specialist, it's crucial to ensure that the specialist operates or attends to you at a network hospital. **A 35% co-payment will apply to the voluntary use of a non-DSP/network hospital/facility, with a minimum of R8 220.**



### Pathology

100% of the CompCare rate.  
**Overall limit:**  
 Combined in- and-out of hospital limit of R43 370 PMF.  
 Subject to protocols.

### Confinements

In hospital or home births

100% of the CompCare rate.  
 Subject to pre-authorisation, clinical guidelines and protocols.

### Alcoholism, drug dependence and narcotics

Unlimited for PMBs.  
 Subject to pre-authorisation, clinical guidelines and protocols.

### Organ transplants, plasmapheresis, renal dialysis

100% of cost.  
 Unlimited for PMBs.  
 Subject to pre-authorisation, clinical guidelines and protocols.  
 A DSP may apply.

### Professional sports injuries

100% of the CompCare rate.  
 Unlimited.  
 Subject to pre-authorisation, clinical guidelines and protocols.

### Oncology including chemotherapy and radiotherapy

100% of the CompCare rate.  
 Unlimited at our oncology DSP.  
 Subject to pre-authorisation, clinical guidelines and protocols.  
 Oncology formulary applies.

### Prophylactic mastectomy and hysterectomy

100% of the CompCare rate.  
 Subject to pre-authorisation, clinical guidelines and protocols.

### Specialised medication

Unlimited for PMBs.  
 Non-PMBs:  
 R192 400 PMF.  
 25% co-payment on non-PMB medicines.  
 Subject to pre-authorisation, clinical guidelines and protocols.

## Alternatives to hospitalisation

### Step-down nursing facilities, hospice, rehabilitation and home-based care in lieu of hospitalisation

100% of the CompCare rate.  
 Unlimited.  
 Subject to pre-authorisation, clinical guidelines and protocols.

### Surgical procedures out-of-hospital

100% of the CompCare rate.  
 Unlimited.  
 Subject to pre-authorisation, clinical guidelines and protocols.

### Refractive eye surgery

100% of the CompCare rate.  
 Subject to the available optometry benefit amount of R6 760 PMF.  
 Subject to pre-authorisation, clinical guidelines and protocols.

### Wound care in lieu of hospitalisation

100% of the CompCare rate.  
 Unlimited.  
 Subject to pre-authorisation, clinical guidelines and protocols.



# Sub-limits

## for Surgical Prosthesis, Electronic and Nuclear Devices and Appliances

	Description	Frequency	ExtraCare
<b>Overall internal prosthesis limit per family</b>			R43 680
<b>Coronary artery stents</b> (Subject to the overall internal prosthesis limit)	Stents	Annual	Subject to the overall internal prosthesis limit and a sub-limit of R14 560 per stent.
	Medicated stents		
<b>Other stents</b> (Subject to the overall internal prosthesis limit)	Abdominal aortic aneurism stents	Annual	Subject to the overall internal prosthesis limit.
	Carotid stents		R35 780
	Renal stents		R6 760
	Aneurysm coils		Subject to the overall internal prosthesis limit.
<b>Heart valves etc.</b> (Subject to the overall internal prosthesis limit)	Heart valves (Mitral etc)	Annual	R32 550
<b>Orthopaedic prosthesis</b> (Subject to the overall internal prosthesis limit)	Hip prosthesis	Annual	R35 000
	Knee prosthesis		R35 000
	Shoulder prosthesis		R35 000
	Elbow prosthesis		R35 000
	Ankle prosthesis		R35 000
	Wrist prosthesis		R35 000
	Finger prosthesis		R24 770
	Spinal instrumentation – Sub-limit per level subject to the overall internal prosthesis limit and limited to 1 procedure per beneficiary per year		PMBs
	Spinal cages		PMBs
	Spinal implantable devices		PMBs
	Internal fixators for fractures	R22 780	
<b>Artificial limbs</b> (Subject to the overall internal prosthesis limit)	Through knee	Annual	Subject to the overall internal prosthesis limit
	Below knee		
	Above knee		
	Partial foot		
	Partial hand		
	Below elbow		
	Above elbow		
<b>Other prosthesis</b> (Subject to the overall internal prosthesis limit)	Intraocular lenses	Annual	PMBs
	Bladder sling		
	Hernia mesh		
	Vascular grafts		

**Electronic and nuclear devices**  
(Subject to PMBs)

Description	Frequency	ExtraCare
Internal cardiac defibrillator	Annual	Subject to the overall internal prosthesis limit.
Single chamber pacemaker	Annual	Subject to the overall internal prosthesis limit.
Dual chamber pacemaker	Annual	Subject to the overall internal prosthesis limit.
Internal nerve stimulators	Annual	Excluded
Cochlear implants and Bone Anchored Hearing Aids (BAHA)	Annual	Excluded
Insulin pumps	Every 5 years	Excluded
Overall limit	Annual	<b>R14 250</b>

**Appliances**  
(Subject to day-to-day benefits)

Hearing aids (13 years and older)	3 year interval	R11 340
Hearing aids (0 - 12 years)	3 year interval	R6 500
Artificial eyes	5 year interval	R14 040
BP monitor	3 year interval	R790
Glucometer	3 year interval	R790
Humidifier	3 year interval	R330
Nebuliser	3 year interval	R680
Breast pump	Per pregnancy	R3 330
Moonboot	Annual	R2 810
Elbow crutches	Annual	R830
CPAP machines	3 year interval	Excluded
Apnoea monitors for infants < 1yr	Once per beneficiary per lifetime	PMBs
Braces and callipers	Annual	R930
Rigid back brace	Annual	Excluded
Sling clavicle brace	Annual	Excluded
Wigs	Annual	Excluded
Bras for breast prosthesis after mastectomies	2 per annum	R1 300
Breast prosthesis	Annual	R1 300
Commodes	3 year interval	R1 300
Wheelchairs	3 year interval	R1 300
Swivel Bath chairs	3 year interval	Excluded
Walking frames	3 year interval	Excluded
Rehabilitative foot orthotics	Annual	R1 300

**Wearable devices**

Wearable devices claimable only with a valid NAPPI code	Annual	Excluded
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**Stockings**  
(Subject to day-to-day benefits)

Stockings: Elastic, Full length and anti-embolic stockings, including compression socks	Annual	R1 020
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# Chronic conditions covered

Addison's disease *	✓	Cushing's syndrome	✓	Hypoparathyroidism	✓
Angina	✓	Depression medication	R170 pbpm	Hypothyroidism *	✓
Ankylosing spondylitis	✓	Diabetes insipidus *	✓	Ischaemic heart disease	✓
Asthma *	✓	Diabetes Mellitus type 1 *	✓	Multiple sclerosis *	✓
Bipolar mood disorder *	✓	Diabetes Mellitus type 2 *	✓	Myasthenia gravis	✓
Bronchiectasis *	✓	Emphysema	✓	Paget's Disease of the Bone	✓
Cardiac arrhythmias *	✓	Epilepsy *	✓	Parkinson's disease *	✓
Cardiomyopathy *	✓	Glaucoma *	✓	Pemphigus	✓
Chronic renal failure *	✓	Haemophilia *	✓	Rheumatoid arthritis *	✓
Congestive cardiac failure *	✓	HIV/AIDS *	✓	Schizophrenia *	✓
Chronic obstructive pulmonary disease *	✓	Hormone replacement therapy	✓	Stroke	✓
Chronic bronchitis	✓	Hypercholesterolemia/ hyperlipidaemia *	✓	Systemic lupus erythematosus *	✓
Coronary artery disease *	✓	Hypertension *	✓	Ulcerative colitis *	✓
Crohn's disease *	✓			Vertigo	✓

\* Note: Paid from day-to-day benefits first



# Co-payments

Overall co-payment for elective surgeries	N/A	Dental	R4 680
Voluntary use of non-DSP/network hospital/facility - for the hospital/facility account	A 35% co-payment will apply to the voluntary use of a non-DSP/network hospital/facility, with a minimum of R8 220.	Joint replacements - arthroplasty	R26 000
MRI and CT-scans - In and out of hospital	R3 950 per scan.	Conservative back and neck treatment - spinal cord injections	R5 500
Specialised medication	25% co-payment for non-PMB medicines.	Laminectomy and spinal fusion	R25 000
Diagnostic scopes including:		Nissen fundoplication - reflux surgery	R20 800
• Gastroscopy		Hysterectomy (Except for cancer and a Prophylactic hysterectomy)	R4 680
• Colonoscopy	R4 580	Laparoscopic hemicolectomy and inguinal hernia repair	R5 200
• Cystoscopy		Adenoidectomy, myringotomy - grommets, tonsillectomy	R4 470
• Proctoscopy		<b>Other co-payments in day-to-day benefits</b>	
• Flexible sigmoidoscopy		Acute medication	25% co-payment on medicines where no generic is available.
Functional nasal surgery including:		Chronic medication, including CDLs	25% co-payment for non-formulary medicine and the use of a non-DSP.
• Endoscopic Sinus Surgery	R10 400	Specialist visits out-of-hospital	A 35% co-payment will apply to specialist services, including related costs, e.g. pathology and radiology without GP referral.
• Septoplasty			
Arthroscopy	R7 800		
Minor gynaecological laparoscopic procedures e.g. Hysteroscopy, endometrial ablation and diagnostic laparoscopy.	R5 000		

Prescribed Minimum Benefits (PMBs) are covered in full, without any co-payment required. Co-payments are applied per beneficiary, per event.

# List of exclusions



Please note that exclusions are subject to PMB.

<b>Procedures</b>	Bariatric surgery / treatment relating to obesity	✓	<b>Medicines</b>	Medication not registered by SAPHRA	✓	
	Breast reduction / Gynaecomastia surgery	✓		Medication used in clinical trials and / or treatment resulting from clinical trials	✓	
	Elective Caesarean sections for non-medical reasons	✓		Anabolic steroids and immunostimulants	✓	
	Cochlear implants, auditory brain implants (Bone-anchored Hearing Aids)	✓	Vitamins and minerals	✓		
	Cosmetic surgery - blepharoplasty; septoplasty, nasal tip reconstruction and otoplasty, as well as any cosmetic preparations	✓	<b>Prosthesis</b>	Implantable ventricular assist devices (e.g. LVAD) and total artificial hearts	✓	
	Gender reassignment surgery, medicines and treatment	✓		Internal fixators for fractures	Limits apply	
	Infertility -AI; IVF; GIFT; ZIFT and ICSI	✓	<b>External appliances</b>	APS/TENS machines	✓	
	Internal nerve stimulators	✓		Chair seats / backrests and cushions (Excluding wheelchairs backrests and cushions)	✓	
	Investigations and diagnostic work up only in hospital	✓		Hospital beds - purchase / rental	✓	
	Joint replacement surgery and related orthopaedic prosthesis (including hip, knee, shoulder, elbows, ankle, wrist and finger prosthesis).	Limits apply		Health shoes	✓	
	Removal of port-wine stains, scars and tattoos	✓		Incontinence Products (Linen savers; disposable nappies, waterproof sheets)	✓	
	Reversal of Vasectomy or tubal ligation	✓		Mattresses	✓	
	Robotic assisted surgery	✓		Motorised Scooters	✓	
	Spinal surgery and related orthopaedic prosthesis (Instrumentation, implantable devices and spinal cages)	PMBs		Shower and bath rails	✓	
	Sleep therapy	✓		Sunglasses (prescription and non-prescription)	✓	
Treatment of keloids except for burns & functional impairment	✓	Braces including rigid back braces, and callipers		Limits apply		
<b>Dental</b>	Bleaching of teeth	✓		Wigs	Limits apply	
	Conscious sedation and general anaesthetics for dental procedures -7yrs and older	✓		CPAP machines	Limits apply	
	Lingual orthodontics	✓		Apnoea monitors for infants <1 year	Limits apply	
	Orthodontic treatment over age of 18yrs	✓		<b>Other</b>	Difference in cost between a cornea from outside SA and a locally acquired cornea	✓
	Resin bonding of Metal fillings	✓			Physiotherapy services - wisdom teeth; caesareans	✓
		Genetic and metabolic testing	✓			
		Aphrodisiacs	✓			
		Smoking cessation agents	✓			
		Contact lens preparations	✓			
		Cosmetic preparations	✓			



# Terms explained

## Abbreviations

A	Adult Dependant
BMI	Body Mass Index
C	Child Dependant
CDL	Chronic Disease List
CPAP	Continuous Positive Airway Pressure appliance
CT scan	Computerised Tomography scan
DSP	Designated Service Provider
GP	General Practitioner
HIV	Human Immunodeficiency Virus
HPV	Human Papilloma Virus
M	Member
MRI	Magnetic Resonance Imaging
OAL	Overall Annual Limit
OTC	Over-the-Counter Medicine
P	Principal Member
PB	Per Beneficiary
PET scan	Positron Emission Tomography scan
PM	Per Member
PMB	Prescribed Minimum Benefits
PMF	Per Member Family
PSA	Prostate-Specific Antigen blood test
RP	Reference Pricing or Medicine Reference Price
SAOA	South African Optometry Association
TTO	To-Take-Out (medicine taken on discharge from hospital)

**Adult dependant (A):** a dependant who is 21 years and older.

**Chronic Disease List (CDL):** the Chronic Disease List determined by the Medical Schemes Act which is covered in terms of Prescribed Minimum Benefits.

**Child dependant (C):** a child until the age of 21 years, including biological and legally adopted children as well as stepchildren.

**CompCare Rate:** the tariff paid by the Scheme for different medical services and can include the contracted tariff for services agreed with certain groups of service providers such as hospitals.

**Contraceptives:** injectable, implantable, intra-uterine, trans- and subdermal, as well as oral contraceptives.

**Co-payments:** the difference between the cover provided by the Scheme and the cost/tariff charged for the medical service for which the member is liable.

**Cost:** the cost of Prescribed Minimum Benefit (PMB) services, payable by the Scheme, subject to the registration of the conditions with the Administrator as qualifying for PMBs and rendered by designated service providers (DSPs) according to accepted PMB treatment protocols.

**Continuous Positive Airway Pressure appliance (CPAP):** a device that provides continuous positive airway pressure to help prevent breathing interruptions during sleep.

**Designated Service Provider (DSP):** is a service provider contracted or appointed by the Scheme to provide certain medical services.

**Emergency medical condition:** any sudden and unexpected onset of a health condition that requires immediate medical or surgical treatment, where failure to provide such treatment would result in serious impairment to bodily functions or serious dysfunction of a bodily organ or part or would place the person's life in serious jeopardy. Emergencies that qualify as PMBs must also be registered as a PMB with supporting evidence.

**Hospital benefits:** benefits for services rendered in hospital during a patient's stay. Services include ward accommodation and ward medicine, radiology, pathology, and consultations during hospitalisation. Certain procedures performed in hospital, for example, scopes and specialised radiology, require the member to make an upfront payment, which differs per option. All planned hospital admissions must be pre-authorized to avoid a co-payment. Emergency admissions must be registered on the first workday following the admission (see "Emergency medical condition"). Members who are required to use Medclinic or Netcare hospitals but choose to voluntarily be admitted to another hospital will incur a co-payment for the hospital and all related accounts.

**Prescribed Minimum Benefits (PMBs):** a set of defined benefits as per the Medical Schemes Act to ensure that all medical scheme members have access to certain minimum health services. PMBs apply to 27 chronic conditions on the Chronic Disease List (CDL) and 272 diagnoses with their treatments as published in the Regulations under the Act. In terms of these Regulations, medical schemes must grant benefits for the diagnosis, treatment, and care costs of any of these conditions as well as emergency medical conditions (that meet the published definitions) without imposing any limits. PMBs are subject to pre-authorization, protocols, and the use of designated service providers, where applicable. Benefits for PMB services are first funded from the related day-to-day benefits.

**Protocol:** a set of clinical guidelines in relation to the optimal sequence of diagnostic testing and treatments for specific conditions and includes, but is not limited to, clinical practice guidelines, standard treatment guidelines, disease management guidelines, treatment algorithms, clinical pathways, and evidence-based medicine.

**Reference Price (RP):** applies to all pre-authorized PMB medicine. The price is determined according to the most cost-effective treatment based on evidence-based principles. Members are advised to consult their doctor when using PMB medicine to make sure they use medicine on the formulary and within the reference price

where possible and avoid or minimise co-payments.

**Over-the-Counter medicine (OTC):** medicine that is not prescribed and is available to buy over the counter at pharmacies. Claims for self-medication must have valid NAPPI codes to be processed.

**To-Take-Out medicine (TTO):** medicine that is dispensed and charged by the hospital for the patient to take home when discharged.

**Vascular/cardiac prosthesis:** includes artificial aortic valves, pacemakers, and related or connected functional prostheses.

**Virtual consultations:** the online consultations made possible by uConsult™ and accessible via the Universal. one App or by visiting [u-consult.co.za](http://u-consult.co.za).



# Member guide

## 1. Rules of the Scheme

The Scheme is governed by a set of rules submitted to and approved by the Council for Medical Schemes. All terms and conditions are set out in detail in the rules of the Scheme, which can be viewed at the office of the administrator. The rules of the Scheme always apply during a dispute resolution.

## 2. Membership

### Who is eligible for membership?

Membership is open to any individual or company/group, except where the member ceases to be a permanent resident of the Republic of South Africa. The Scheme provides cover for all international students while studying in the Republic of South Africa.

### 2.1 Who can be registered as dependants?

- A member's spouse or partner – a person with whom the member is legally married, or has a two-year or longer committed relationship akin to marriage, based on objective criteria of mutual dependency and a shared common household, married in terms of any law or traditional/customary marriage (marriage certificate/affidavit/suitable other certificate required).
- Surviving spouse members – continuation of a surviving spouse of the main member is allowed to continue on the medical aid, provided that they were registered as dependants at the time of the main member's death (marriage and death certificate required).
- A child until the age of the age of 21 – who is not in receipt of a regular remuneration of more than the maximum social pension per month, or a child of any age due to being mentally or physically challenged is a dependent of the member, or legally adopted child/children placed in your care and custody by virtue of a court order (legal proof required).
- Full-time student – Proof of registration of the current year is required from a secondary or recognised tertiary institution and each year thereafter, in order for the dependant to qualify at child rates to a maximum of up to 21 years.
- Part-time students – an affidavit is required, stating that the child is unemployed and financially dependent on the principal member. Proof of registration as a student is required from the recognised institution. The dependant will be billed at adult rates.
- Unemployed child – (up to a maximum age of 21) who is unemployed and financially dependent on the principal member (affidavit required).
- Disabled/mentally challenged – a full medical report required upon application in order to qualify at child dependant rates.

### 2.2 How are waiting periods applied?

Prospective members are required to disclose all details in full of any sickness or medical condition for which medical advice, diagnosis, care or treatment was recommended and/or received prior to the twelve-month period ending on the date on which application is made.

Waiting periods are applied when members join the Scheme or are registered as dependants according to the following instances:

- If you have never been a member/dependant or not covered on a medical scheme for a period of more than 90 days immediately before applying to the Scheme, the Scheme may impose a general waiting period of three months and twelve months condition-specific waiting period on any/all pre-existing medical conditions. This will also be applicable to Prescribed Minimum Benefits.
- If you have been on a medical scheme for a period of less than 24 months and you apply for membership within the three months of termination from the previous medical scheme, a condition-specific waiting period of twelve months will apply. If the beneficiary suffers from any pre-existing condition, the Scheme may impose any unexpired balances imposed by the previous scheme. The beneficiary will be entitled to the Prescribed Minimum Benefits.
- If you have been on a medical scheme for a period of more than 24 months and apply for membership within the three-month period from termination from the previous medical scheme, the general waiting period of three months will apply. You will be entitled to the Prescribed Minimum Benefits.

### When does the benefit year start?

The Scheme's benefit year begins on 1 January and ends on 31 December of that year. This means that if you join the Scheme on 1 January, you are entitled to the full allocation of the year's benefits and limits. However, if you join the Scheme during the course of the benefit year, you will be entitled to pro-rated benefits and limits, meaning that you will only be entitled to a time-appropriate proportion of the annual benefits and limits.

**Please note:** You have the opportunity to review and change your choice of benefit option once during the benefit year with effect from 1 January of the next year. Once you have selected a benefit option for the benefit year, you cannot change your benefit option during that benefit year.

### 2.3 Proof of membership

Every member shall be provided with a membership card. You will be required to exhibit this membership card when visiting a healthcare service provider and/or admission to a hospital. You therefore need to ensure that your card is kept secure at all times in order to prove your membership of the Scheme. Your membership card can also be downloaded on the Universal.one App.

### 2.4 How do I go about changing my details?

Complete a Member Update Information form, available from our website ([compcare.co.za](http://compcare.co.za)) or our offices at **0861 222 777**. A member must notify the Scheme within 30 days of any change of address, including the address at which legal proceedings may be instituted (domicilium citandi et executandi).

The Scheme shall not be held liable if a member's rights are prejudiced or forfeited as a result of the member neglecting to comply with the requirements of this rule.

### 2.5 Late joiner penalties

Late joiner penalties are applicable to an applicant or adult dependant of an applicant who, at the date of application for membership or admission as a dependant, is older than the age of 35 years, depending on the number of years that they have not belonged to a registered South African medical scheme. This excludes beneficiaries who enjoyed coverage with one or more medical schemes as from the date preceeding 1 April 2001, without a break in coverage exceeding three consecutive months since 1 April 2001. Penalties shall be applied only to that portion of the contribution relative to the late joiner and shall not exceed the following bands:

### 2.6 Complaints and disputes:

Penalty bands	Maximum penalty
1 - 4 years	0.05 x contribution
5 - 14 years	0.25 x contribution
15 - 24 years	0.50 x contribution
25 + years	0.75 x contribution

The penalty is calculated as per the following formula:  
**A = B minus (35+C)**  
Where in terms of the Medical Schemes Act No 131 of 1998:

**A** = number of years referred to in the first column of the table in subregulation (2), for purposes of determining the appropriate penalty band;

**B** = age of the late joiner at the time of his or her application for membership or admission as a dependant;

**C** = the number of years of creditable coverage, which can be demonstrated by the late joiner.

Members may lodge their complaints telephonically, or in writing, to Universal Healthcare Administrators on **0861 222 777** or e-mail address [escalations@universal.co.za](mailto:escalations@universal.co.za).

The Escalations team will assist the member immediately where possible. All unresolved telephonic complaints, or complaints received in writing, will be responded to by the Universal Healthcare Escalations team, in writing, within 30 days of receipt thereof and copy the Fund Manager on the response. Should the member not be satisfied with the outcome of the query, then this query or dispute can be escalated to the Fund Manager.

E-mail escalations can be sent to [compcare@universal.co.za](mailto:compcare@universal.co.za) or the call centre agent can transfer the member to the appropriate senior official. All escalations will have to be accompanied by supporting evidence. Any dispute, which may arise between a member, prospective member, former member or a person claiming by virtue of such membership and the Scheme or an officer of the Scheme, may be referred by the Principal Officer to a disputes committee (appointed as and when needed, by the Board of Trustees) for adjudication. On receipt of a request in terms of this rule, the Principal Officer must convene a meeting with the disputes committee by giving not less than 21 days' notice in writing to the complainant and all the members of the disputes

committee, stating the date, time and venue of the meeting and particulars of the dispute. The disputes committee must determine the procedure to be followed. The parties to any dispute have the right to be heard at the proceedings, either in person or through a representative.

An aggrieved person has the right to appeal to the Council for Medical Schemes against the decision of the disputes committee. Such appeal must be in the form of an affidavit and directed to the Council for Medical Schemes not later than three months after the date on which the decision concerned was made. The contact details of the Council for Medical Schemes: **086 112 326** and e-mail: [complaints@medicalschemes.com](mailto:complaints@medicalschemes.com).

### 3. Contributions payable

The total monthly contributions payable to the Scheme by or in respect of a member are as stipulated in the contribution tables in the Scheme rules. It shall be the responsibility of the member to notify the Scheme of changes in income that may necessitate a change in contribution for income-based benefit option members. Contributions shall be due monthly in arrears or advance, as stipulated in the rules and payable by not later than the third day of each month.

Where contributions or any other debt owing to the Scheme have not been paid within three days of the due date, the Scheme shall have the right to suspend all benefit payments in respect of claims which arose during the period of default. In the event that payments are brought up to date, and provided membership has not been cancelled, benefits shall be reinstated without any break in continuity, subject to the right of the Scheme to levy a reasonable fee to cover any expenses associated with the default, and to recover interest on the arrear amount at the prime overdraft rate of the Scheme's bankers. If such payments are not brought up to date, no benefits shall be due to the member from the date of default, and any such benefit paid will be recovered by the Scheme.

#### 3.1 Savings

Your total annual savings is advanced and will be available to you at the beginning of the benefit year (Jan to Dec) for the full calendar year (Jan to Dec). Termination of membership during the benefit year will result in savings being pro-rated. This pro-ration could result in savings being owed to the Scheme. Should you terminate your membership with the Scheme, the savings balance will be payable to the member or transferable to the new medical aid of the member in the 5th month following resignation from the Scheme.

#### 3.2 Termination of membership

##### 3.2.1 Resignation

A member who, in terms of his/her conditions of employment, is required to be a member of the Scheme may not terminate his/her membership while he/she remains an employee without the prior written consent of his/her employer. A member of the Scheme who resigns from the service of his/her employer shall, on the date of such termination, be eligible to continue as an individual member without re-applying or the imposition of any new restrictions that did not exist at the time of his/her resignation from the employer.

##### 3.2.2 Voluntary termination of membership

A member, who is not required in terms of his/her conditions of employment to be a member, may terminate his/her membership of the Scheme by giving one month's written notice. All rights to benefits cease after the last day of membership.

##### 3.2.3 Deceased members

The dependants of a deceased member, who are registered with the Scheme as his/her dependants at the time of such member's death, shall be entitled to continued membership of the Scheme without any new restrictions, limitations or waiting periods. Where a child dependant/s has been orphaned, the eldest child may be deemed to be the member, and any younger siblings as the child dependant/s.

### 4. Members' portions

Members' portions arise when healthcare service providers are refunded in full by the Scheme, but the member still has to cover the cost of a co-payment applicable to the particular benefit or where levies are imposed. Members can refund the Scheme by EFT, payroll deduction (if part of an employer group) or make use of the convenience of a debit order.

### 5. Benefits

#### 5.1 Choosing a benefit option

Members are entitled to benefits during a financial year, as per the rules of the Scheme, and such benefits extend through the member to his/her registered dependants. A member must, on admission, elect to participate in any one of the available benefit options detailed in the rules of the Scheme.

If you are a member of an employer group, your choice may be limited to the options agreed on between you and your employer. If you join as an individual, you may choose any of the various benefit options according to your needs and affordability.

#### 5.2 Option changes

A member is entitled to change from one to another benefit option

subject to the following conditions. The change may be made only with effect from 1 January of any calendar year.

Application to change from one benefit option to another must be in writing and lodged with the Scheme within the period notified by the Scheme.

#### 5.3 Pro-rated benefits

If members join the Scheme later than 1 January during a specific year, pro rata annual benefits will apply until the end of the year. From 1 January of the following year, members will qualify for the full annual benefit.

### 6. How do I submit a claim?

Members are not required to complete a claim form. Simply sign all accounts and invoices and submit them directly to the Scheme.

#### 6.1 Electronic claims

Most service providers have the facility to submit claims electronically. These claims are then paid directly to the service provider, subject to the available benefits, ensuring a very short processing turn-around time. However, it is the member's responsibility to ensure that the claim/s reaches the medical aid within the four-month time period from the date of treatment and to check claims statements for accuracy and validity of the claims submitted by the service providers.

#### 6.2 Email/scan

To ensure that claims are promptly processed, please ensure that your name, membership number and contact number/s are on the claims and must be legible. Claims must be submitted within the four-month period from the date of treatment.

Email: [compicare@universal.co.za](mailto:compicare@universal.co.za)

Post: Universal Healthcare Administrators (Pty) Ltd, Private Bag X49, Rivonia, 2128

#### 6.3 Via the Mobi App

Submit a claim and track your expenses via the Universal.one App for CompCare Medical Scheme members.

#### 6.4 How does the claim process work?

Claims are settled every two weeks for payment to the service providers or members. Members will receive a monthly detailed statement of claims transactions and of all payments made to the member and/or service providers. Kindly ensure that the Scheme has your correct banking details to allow for electronic payment. It is ultimately the member's responsibility to ensure that claims are submitted timeously for payment.

##### Specialist referral process

A referral from a GP is required before seeking treatment from a specialist, failing which will attract a 35% co-payment on the visit as well as related services.

Members are required to notify the Scheme of a specialist visit prior to the visit by requesting a "Spec Auth". This can be done by contacting the call centre at **0861 222 777** or by sending an email to [specauth@universal.co.za](mailto:specauth@universal.co.za).

##### The following information is required:

- The referral letter from the member's GP on the practice letterhead.
- The medical aid number.
- The name of the dependant.
- The member's correct contact numbers.
- The intended date of the specialist consultation.
- The specialist's name, practice number and contact details.

Should a specialist refer the member to another specialist, the referral letter from the initial specialist referring to the other specialist needs to be provided (the visit to the first specialist should have been authorised). The member need not return to their GP for another referral letter in this instance.

##### A GP referral is not required in the following cases:

- One gynaecologist visit per female over the age of 16, per year.
- One urologist visit per male over the age of 40, per year.
- Paediatrician consultations for children under the age of 2.
- Specialist visits during pregnancy.
- Oncologist consultations, as this will be approved as part of an Oncology Management Programme.
- Optical and dental specialist consultations (ophthalmologists and orthodontists).
- Where multiple specialist visits have been authorised.

#### 6.5 Over-the-Counter-Medicines (OTC)

This medicine is dispensed by a registered pharmacist, who may prescribe medication for minor ailments that do not require a general practitioner consultation and will not incur a consultation fee that your GP will normally charge. Please consult your benefit guide for the OTC rules and limits applicable to your option. This benefit will include any homeopathic medication.



**CompCare  
Medical Scheme**

**Contact Details**

Universal House, 15 Tambach Road,  
Sunninghill Park, Sandton  
PO Box 1411, Rivonia, 2128

**Tel:** 0861 222 777

**Email:** [compcare@universal.co.za](mailto:compcare@universal.co.za)

**Web:** [compcare.co.za](http://compcare.co.za)

**Complaints escalated to the  
Council for Medical Schemes**

**Tel:** 0861 123 267

**Email:** [complaints@medicalschemes.com](mailto:complaints@medicalschemes.com)

**Web:** [medicalschemes.com](http://medicalschemes.com)

*This brochure is a summary of the benefits of CompCare Medical Scheme. All information relating to the 2026 CompCare Medical Scheme benefits and contributions is subject to formal approval by the Council for Medical Schemes. On joining the Scheme, all members will receive a detailed member brochure, as approved. The final registered Rules of the Scheme will apply.*

*All limits are pro-rated when a member or a beneficiary joins the Scheme during the year, calculated from the date of registration to the end of that financial year. This summary is for information purposes only and does not supersede the Rules of the Scheme. In the event of a discrepancy between the summary and the Rules, the Rules will prevail.*

