



2024
MATERNITY
CARE PLAN
WELCOME
BOOKLET

 **UMVUZO**
HEALTH
REWARDING LIFE

ABOUT THE MATERNITY CARE PLAN

CONGRATULATIONS ON YOUR PREGNANCY!

Pregnancy is a wonderful time of new beginnings for many families, especially for the expecting mother. But, it can also be a trying time for some mothers-to-be.

It is for this reason we have put together this Maternity Care Plan, to walk this journey with you, no matter what lies ahead.

Through this plan, not only do we offer you support in your journey, but also provide you with additional benefits that can only be accessed through registration on this Maternity Care Plan.

Kindly complete the attached application form and supporting documents for registration and send to maternity@rxhealth.co.za. Once the application form has been processed, we will send you a confirmation SMS and a letter to inform you about your benefits.

Should you have any queries please contact the call centre: **0861 083 084** or email us at maternity@rxhealth.co.za.



MATERNITY BENEFITS DURING PREGNANCY

PLEASE SHARE THIS INFORMATION AND YOUR SPECIFIC SCHEME PLAN MATERNITY BENEFITS WITH YOUR TREATING DOCTOR, BOTH GP AND GYNECOLOGIST WHERE APPLICABLE. THESE DETAILS WILL PROVIDE THEM WITH GUIDANCE ON HOW AND WHAT TO CLAIM FOR DURING PREGNANCY CONSULTATIONS.



GP AND SPECIALIST VISITS DURING PREGNANCY

- » You will be covered for both GP and specialist (e.g., gynecologist) doctor according to your scheme plan and the trimester your pregnancy is in when you completed registration form for maternity benefits. If you are on the Ultra Affordable Value, Ultra Affordable and Standard options, your doctor will refer you to the gynecologist for further tests and scans. When submitting this referral letter please inform Umvuzo Health of the estimated due date of your pregnancy. Ultra Affordable Value. Ultra Affordable, Standard option and Activator ensures members to get authorization to see a specialist, in advance.



VITAMIN SUPPLEMENTS

- » Prenatal vitamins (iron, calcium and folic acid) for the duration of the pregnancy – according to formulary. Benefits will be pro-rated according to the stage of the pregnancy.



INFLUENZA (FLU) AND COVID-19 VACCINATION

- » Influenza (Flu) Vaccination: The Scheme will pay for pregnant women to receive the inactivated influenza vaccine regardless of the trimester of the pregnancy. Maternal immunization, additionally, provides passive protection to the infant in the first few months of life.
- » COVID-19 vaccination: Consult with your treating provider to discuss the benefits of the COVID-19 vaccination.

Please Note: Antenatal classes and consultations with Midwives are not covered under this Maternity Care Plan.



ULTRASOUND SCANS AND RADIOLOGY SCREENING

- » Standard / Ultra Affordable / Ultra Affordable Value: 2 scans per pregnancy. The once-a-year rule applies to the entire pregnancy.
- » Supreme and Extreme: 3 scans per pregnancy. The once-a-year rule applies to the entire pregnancy.



PATHOLOGY AND BLOOD TESTS

- » The Scheme will pay for a predetermined list of tests during pregnancy. Tests such as glucose, urine dipstick, etc., are included.
- » Your chosen Scheme plan and pregnancy trimester may influence the type of tests that can be approved.



DELIVERY BENEFITS



HOSPITAL ADMISSION AND DELIVERY

- » Majority of hospitals will require a mom-to-be to book a bed ahead of the due date of delivery. Ensure to confirm your hospital booking and inform Umvuzo on **0861 083 084** or maternity@rxhealth.co.za.



NORMAL OR VAGINAL DELIVERY

- » You will need to book your hospital bed a month in advance. Umvuzo will approve 3 days in hospital under the general maternity ward at 100% Scheme rate. Private rooms or isolation are generally not covered.



CAESAREAN SECTION (C-SECTION)

- » Elective C-section must be medically indicated and will be covered from 39 weeks, or a letter of motivation will be required from your doctor to indicate clinical necessity for a procedural caesarean to be done before 39 weeks of pregnancy. If accepted, the Scheme will approve 4 days in hospital at 100% Scheme rate in the general maternity ward.



PREMATURE BIRTH

- » Premature delivery is an unexpected birth. Please notify the Scheme to make sure that the pre-authorisation is updated to an earlier date than the known pregnancy due date.
- » We have a guideline on funding for benefits such as mechanical ventilation, Tractocile or Synagis solutions, and other services provided where a premature birth with a weight below 1000 grams is concerned. For further details, you can reach us on **0861 083 084** or email enquiry to maternity@rxhealth.co.za.



AFTER DELIVERY



NEWBORN REGISTRATION

- » Claims related to newborn babies will be paid if registration as a dependant on the Scheme is completed within 30 days from birth. However, failure to register the newborn baby within 30 days of birth, will result in a three-month waiting period before being able to access any benefits.
- » The newborn baby must first be registered at the Department of Home Affairs (DHA). Thereafter, the main member needs to inform their HR office and call Umvuzo on **086 108 3084** to complete Scheme registration form. The main member's copy of Identity Document (i.e., ID) and baby's Department of Home Affairs (DHA) registration document will be required to complete the newborn registration.
- » If the baby's mother is not on Umvuzo, she will have to complete an affidavit and declare that the main member is the father of the newborn baby.



SPECIALIST DOCTORS FOLLOW-UP VISITS

- » Provided that the baby is registered as a dependant within 30 days after birth, we will pay for a follow-up visit at the paediatrician for the baby, from the available specialist visits, for which pre-authorisation is required or from the family benefits.
- » The mother of the newborn is also entitled to a follow-up visit at the gynaecologist within 6 weeks after delivery and does not need to obtain pre-authorisation.



THIRD GENERATION BABIES COVERED BY UMVUZO HEALTH

- » An affidavit written within three months of the birth of the baby is required to declare and prove factual dependency on the main member. The affidavit can be completed and certified at a police station or other facility with a commissioner of oath.

IMPORTANT CONTACT INFORMATION

Alenti Office Park, Building D, 457 Witherite Road,
The Willows, Pretoria, 0040
PO Box 1463, Faerie Glen, 0043

24/7/365 Authorisation Call Centre: **0861 083 084**

Medical emergency services (Netcare 911):	082 911
24-hour Pre-authorisation Call Centre:	0861 083 084
Hospital and Specialist Please Call Me:	060 070 2352
Preauthorisation email address:	auth@rxhealth.co.za
Chronic Disease registration:	chronic@rxhealth.co.za
Maternity Care Plan registration:	maternity@rxhealth.co.za

www.umvuzohealth.co.za

HOW DO I GET A PRE-AUTHORISATION NUMBER?

- » Call us on **0861 083 084**
- » E-mail: **auth@rxhealth.co.za**
- » We will access your medical history immediately and assist you with obtaining any information you may need

PLEASE BE READY TO SUPPLY THE FOLLOWING INFORMATION WHEN REQUESTING PRE-AUTHORISATION

To ensure there are no delays to your request, please ensure you have on hand the following:

- » Your membership number,
- » The referral letter from the doctor,
- » ICD 10 code (in other words the diagnosis code),
- » The name and practice number of your referring doctor,
- » The name and practice number of the specialist to whom you are referred, and
- » Any other related documents as may be required.

Once your request has been processed and approved, you will then be sent your authorisation number on your mobile by SMS and email where applicable.

Administrative and Client services are attended to during business hours from:

MONDAYS TO FRIDAYS

08:00 - 17:30

SATURDAYS

08:00 - 13:00

PLEASE BE READY TO SUPPLY THE FOLLOWING INFORMATION WHEN CALLING UMVUZO HEALTH

- » Umvuzo Health membership number
- » Surname
- » South African ID number
- » Passport number (if you are from a neighbouring country)

Client Service Call Centre:	0861 083 084
Client Service Please Call Me:	060 070 2095
WhatsApp:	060 070 2094

Head Office Tel:	012 845 0000
Fax:	086 670 0242
E-mail:	info@umvuzohealth.co.za

COUNCIL FOR MEDICAL SCHEMES

Tel:	0861 123 267
E-mail:	support@medicalschemes.com complaints@medicalschemes.com
Website:	www.medicalschemes.com



Find us on Facebook: **Umvuzo Health**