

**Question:**

Can I be admitted to a NHN/Melomed Hospital in an emergency

**Answer:**

Yes, you can be admitted to a non-network hospital for emergency treatment that is considered Primary Minimum Benefit (PMB) level of care. SAMWUMED will arrange for you to be transported to a network hospital once your condition has stabilised to ensure that your treatment is funded in full.

**Question:**

Will a member have freedom of choice to choose any Netcare or Mediclinic, irrespective of distance if they should choose so, now that they are the anchor?

**Answer:**

Yes, members can choose any hospitals within this network and any filler hospitals too, they must check the website for the current list as we are continuously updating the network.

**Question:**

What must members do if they visit a Netcare or Mediclinic and the hospital insists it doesn't take SAMWUMED members?

**Answer:**

They must contact our call centre on 0860 104 117 so that we can escalate to Medscheme, who will engage with the relevant hospital management team to resolve the issue.

**Question:**

What if they cannot find another Specialist at one of the Anchor hospitals?

**Answer:**

There is a difference between the Specialist Network and Hospital Network. Members can see their Specialist at a Melomed facility and will not have a co-payment if the specialist is on our network. They will only have a co-payment if they consult with a Specialist who is not on our network who charges above scheme rate or if they are admitted to a hospital e.g. Melomed, that is not on our network.

**Question:**

Will members be subjected to the full fee charged by the Melomed Specialist or just a co-payment?

**Answer:**

The Hospital Network is different to the Specialist Network

**Question:**

Can members also expect a co-payment at Rondebosch Medical Centre?

**Answer:**

Yes, they are part of the NHN group.

## Important contact details

SAMWUMED WhatsApp: **060 019 3547** | Ambulance Services: **Netcare 911**  
Hospital Pre Authorisation & Cronic Medicine  
Management: **0860 33 33 87**



# SAMWUMED 2025 CHANGES



Follow us on:



**SAMWUMED**  
Real Heritage. Real People. Real Health Care.

## NETCARE AND MEDICLINIC HOSPITALS HAVE BEEN APPOINTED AS SAMWUMED'S ANCHOR HOSPITALS FOR 2025.

**PLEASE SEE LIST BELOW:**

**1** Members who used Melomed Tokai can now use Mediclinic Constantiaberg, which is 4.9km away

**2** Members who used Melomed Bellville can now use Mediclinic Louis Leipoldt, which is 1.2km away

**3** Members who used Melomed Gatesville can now use Netcare N1 City, which is 11.2km away

**4** Members who used Melomed Mitchell's Plain can now use Mediclinic Louis Leipoldt, which is 20.6km away or at Netcare Kuilsriver, which is 18.8km away

Please note that **Vincent Pallotti hospital** has been appointed as SAMWUMED's filler hospital, meaning members who are closer can use it, without co-payments

Find our full list of 2025 Network Hospitals on our website at [www.samwumed.org](http://www.samwumed.org)

**PS: There are NO changes to Specialists Network, as a result of the Hospital Network lists changes**

## COORDINATION OF CARE IS GOOD FOR OUR MEMBERS AND OUR SCHEME. Here's what you need to know:



### GP Nominations:

**What is expected of our members to support the notion of Coordination of Care?**

SAMWUMED Members must nominate two (2) preferred General Practitioners (GPs) to coordinate their care. Forms can be obtained from the Scheme website: [www.samwumed.org](http://www.samwumed.org) or at our Walk-in Centres.



### Specialists referral process:

**What is expected of the GPs in this process?**

The GPs are responsible for proving a referral letter to the member and obtaining a referral authorisation number by calling 0861 112 666 if the GP is referring a member to a Specialist. **The Scheme has already communicated this process with Doctors, and those who participate will be compensated for coordinating our members' healthcare.** The referral authorisation number and letter are valid for a period of three (3) months. Should that time lapse before a member sees a Specialist, they will have to return to the GP for a consultation and new referrals must be obtained.

## FAQs

### -Change in SAMWUMED Hospital Network for 2025

#### Question:

**Why are NHN/Melomed Hospitals not on SAMWUMED's network for 2025?**

#### Answer:

SAMWUMED, like other Medical Aid Schemes, changes our hospital networks every couple of years via a tender process to secure the best possible rates for our members and prevent unnecessary co-payments.

Despite previous collaborations and participation in the 2023 Request for Proposals (RFP) process, resulting in the appointment of the National Hospital Network (NHN), which includes the Melomed Group, as one of the Anchor Hospitals, no new network agreement was signed with NHN, because the Parties could not reach a mutual agreement on a clause relating to fraud prevention. The initial NHN Agreement, which commenced on 1 January 2021, has now expired.

Following the termination of the NHN Agreement, SAMWUMED engaged with the Melomed Group to appoint their facilities most frequented by our Members as filler Hospitals in our Network but could not reach an agreement. It should be made clear that neither the NHN Group nor the Melomed Group were prepared to come to a mutual agreement with SAMWUMED and that SAMWUMED exhausted all avenues to come to a mutual agreement with Melomed and NHN.

#### Question:

**My treatment at a NHN/Melomed Hospital has been authorised – do I need to change Specialists or hospitals?**

#### Answer:

No, you do not need to change your Specialist or Hospital. Members are free to Consult with any specialist can choose to have treatment at any hospital.

Members who have already received authorisation to have treatment at a NHN/Melomed Facility for the first quarter of 2025 will not have a co-payment but will have a copayment if they continue using these facilities from 1 April 2025 onwards.

#### Question:

**How do I avoid co-payments if I need to be admitted to hospital?**

#### Answer:

SAMWUMED has negotiated discounted rates for members who choose to make use of Network Specialists and Hospitals.

The Scheme will settle your medical claims in full so that you do not have co-payments should you choose to consult with a Network Specialist and undergo treatment at a Network Hospital. A 25% co-payment will be applied should you choose to have treatment at a non-network hospital. Claims will be paid up to Scheme Rate leaving a shortfall for you to pay should you consult with a non-network specialist. Find our full list of 2025 Network Hospitals on our website at <https://samwumed.org>