



## Avoid creating medical scheme debt

*Many South Africans have debt. Did you know that you can also owe your medical scheme money? This leaflet tells you how to avoid owing Bankmed money and what to do if we've let you know you owe us money.*

### WHY IS OWING BANKMED MONEY A PROBLEM?

Like all other medical schemes, Bankmed is not run for profit. Instead, we take the amount members pay each month, add them together, and use that to pay for members' medical expenses and run the Scheme.

If you do not pay your contribution on time or if you owe us money, Bankmed can suspend your membership until you pay what you owe. Suspending your membership means that you would not be able to claim for any treatment, including your monthly chronic medication or authorise for hospitalisation. If you continue not paying your contributions, we can suspend/terminate your membership.

**Make sure your contact details are up to date so we can let you know if there are any problems with your membership.**

### HOW CAN YOU GET INTO MEDICAL SCHEME DEBT?

There are four ways to owe Bankmed money:

- You are a member, but don't pay your monthly contribution in time
- Your Bankmed membership ends and you've used more funds in your Medical Savings Account (if you have one) than you've paid in
- You stop working at your employer and you get Bankmed benefits while you are not a member
- You remove a dependant from your membership and you've used more funds in your Medical Savings Account (if you have one) than you've paid in.

We explain the different ways you can get into medical scheme debt and what to do about it.



# DEBT AFTER YOU END YOUR MEMBERSHIP

This is the most common kind of medical scheme debt. It happens if:

## You spend more of your Medical Savings Account than what you have paid in contributions

If you choose a Plan that has a Medical Savings Account, Bankmed gives you full access to the full yearly amount at the start of a new benefit year. You pay this amount back to Bankmed monthly with your contributions.

For example, Joe has a Medical Savings Account of R6 000 for the year. The full amount is available from 1 January. As part of Joe's contribution, he pays R500 a month to pay this Medical Savings Account portion back over the year.

Joe spends R4 000 of his Medical Savings Account by June and resigns. This is how we calculate his debt:

Joe has paid R500 a month for six months	
Joe's Medical Savings Account balance at 30 June is (R500 x 6):	R3 000
Joe claimed R4 000 from January to June	
We deduct the R4 000 from his Medical Savings Account balance:	-R4 000
<b>Joe owes:</b>	<b>-R1 000</b>

**Joe has claimed more than what he has paid and he owes Bankmed R1 000.**

## We pay claims after your membership ends

If you are no longer an employee and SBV Services does not let us know in time, we could pay claims when you are no longer a member. Since Bankmed did not receive a contribution for you and you are not a Scheme member, you have to pay us back for these claims. Please make sure that you give one (1) full month's notice of your intention to leave Bankmed to avoid this debt.

For example, you resigned on 30 June but there was a delay with processing your resignation as SBV Services may send Bankmed the termination instruction late. In this case, your membership may be active in July for a while and we could receive and pay claims for you. Once SBV Services tells us that your membership ended 30 June, the claims paid in July must be reversed and you will have to pay us back if you claimed during this time.

# DEBT WHILE YOU ARE A MEMBER

You can also owe Bankmed money while you are a member. This happens if:

## You don't pay your monthly contribution on time

In most cases SBV Services pays Bankmed your monthly contributions and you don't have to worry about paying on time.

However, if you pay Bankmed's contributions using a debit order, it is possible that the debit order could bounce. Please make sure you have enough money in your account so your debit order goes through.

## You remove a dependant during the year

If you have a Plan with a Medical Savings Account, Bankmed gives you full access to the full yearly amount at the start of a new benefit year.

We calculate the yearly Medical Savings Account amount based on how many dependants are on your membership. You pay this amount back to Bankmed monthly with your contributions.

If you end a dependant's membership and you've used more of the funds in your Medical Savings Account than you've paid in, you owe Bankmed the difference.

# HOW DO YOU KNOW WHEN YOU OWE BANKMED MONEY?

Bankmed regularly communicates with members and employers. Please make sure that your contact details are up-to-date so that you are contactable. You can update your contact details by logging in to [www.bankmed.co.za](http://www.bankmed.co.za) or on the Bankmed App.

If you owe us money, Bankmed will tell you that you have debt and how this debt was created.

Please do not ignore communication about debt. We want to work with you to reduce how much you owe.

Contact us by e-mail at [enquiries@bankmed.co.za](mailto:enquiries@bankmed.co.za) or call us on 0800 BANKMED (0800 226 5633) if you have any questions about your membership.

# SCHEME RULES FOR PAYING DEBT

You can refer to the Scheme Rules for further information on [www.bankmed.co.za](http://www.bankmed.co.za) > FIND A DOCUMENT > Application forms > Scheme Rules.

