

## Cover for diagnostic endoscopies - 2020

### Who we are

LA Health Medical Scheme (referred to as 'the Scheme'), registration number 1145, is a non-profit organisation, registered with the Council for Medical Schemes. Discovery Health (Pty) Ltd (referred to as 'the administrator'), is a separate company who is registered as an authorised financial services provider (registration number 1997/013480/07). We take care of the administration of your membership for the Scheme.

### Overview

Endoscopies – also called scopes – are used to investigate certain medical and surgical conditions like gastric ulcers, reflux and infections. You can have a scope done in your doctor's rooms or your doctor may prefer to do it in hospital or at a day-case facility.

This document tells you how we fund scopes in 2020.

When we refer to scopes and how we cover them, we refer to four diagnostic scopes namely gastroscopy, colonoscopy, sigmoidoscopy and proctoscopy. These are all used to investigate the digestive system. This document also explains how we fund scopes that are done in hospital and scopes done out-of-hospital in the doctor's rooms.

Please note that scopes used to investigate other body systems do not form part of this benefit.

### You must contact us to preauthorise your scope as soon as possible

LA Health covers scopes either in hospital or in the doctor's rooms. It is important to call and tell us about your scope as soon as you know about it. This is so that you know how we cover the scope, depending on where you're having it done.

### How we cover endoscopies, at a glance

#### Scopes done in hospital

Where scopes are done in hospital, we pay up to 100% of the LA Health Rate.

You must preauthorise your scope as soon as possible.

When you are having a planned scope it is important to call us at least 48 hours before. When you call us, we will confirm your benefits and also tell you how we will pay your accounts.

If the event is authorised after the admission date, you will be responsible for 30% of the account and the balance of the account will be paid according the Scheme Rules.

### Contact us

Tel: 0860 103 933 • PO Box 652509 Benmore 2010 • [www.lahealth.co.za](http://www.lahealth.co.za)

## Complaints process

You may lodge a complaint or query with LA Health Medical Scheme directly on 0860 103 933 address a complaint in writing to the Principal Officer at the Scheme's registered address. Should your complaint remain unresolved, you may lodge a formal dispute by following the LA Health Medical Scheme internal disputes process.

You may, as a last resort, approach the Council for Medical Schemes for assistance.

Council for Medical Schemes Complaints Unit, Block A, Eco Glades 2 Office Park, 420 Witch-Hazel Avenue, Eco Park, Centurion, 0157 / 0861 123 267 / [complaints@medicalschemes.com](mailto:complaints@medicalschemes.com) / [www.medicalschemes.com](http://www.medicalschemes.com)