




**COORDINATION
OF CARE IS GOOD FOR OUR
MEMBERS AND FOR THE SCHEME.**

SAMWUM+ED
Real Heritage. Real People. Real Health Care.

2024 SAMWUMED Improvements and Changes

 SAMWUMED strives to provide you, our member, with access to quality healthcare, to protect you from out-of-pocket expenses and to make your benefits last longer.

How does SAMWUMED achieve these goals?



Through increasing your access to Networks that provide excellent healthcare and do not charge you co-payments. Our General Practitioner (GP) Network is growing, we have a new Hospital Network and we are contracting a Specialist Network in 2024. **You can make your benefits last by nominating up to 2 General Practitioners (GP) to coordinate your care.**

Why is Coordination of Care important?



Choosing one GP to coordinate your healthcare improves the quality of care you receive. Nominated GPs can make better treatment decisions as they have your full medical history and your test results. Your benefits will last longer if you see your nominated GP before consulting with a Specialist as they will refer you to the right Specialist and you will not have to repeat tests.



What is the Scheme doing about the coordination of care?

SAMWUMED is asking you to nominate a GP to coordinate your care and has introduced a Specialist referral authorization process.



How will the Networks benefit members?

Doctors who join our GP and Specialist Networks charge our agreed rates for consultations. **You will not have a co-payment if you consult with a Network GP or a Network Specialist.**



Specialist Referral Authorization Process-what does it entail?

SAMWUMED requires you to consult with your Nominated GP, before making an appointment with a Specialist. If your Nominated GP refers you to a Specialist, they must give you a referral letter and a referral authorization number, which they get by dialling 0861 112 666 and choosing Option 5. This number is valid for 3 months. You must share this number with your Specialist so that it can be included on their SAMWUMED claim. **SAMWUMED has shared this process with GPs and will not pay for Specialist claims without a referral authorization number.**

What is expected from Members?



With effect from 1 January 2024, **you and your dependents must each nominate a GP** to coordinate your care. If you live in one area and work in another, you can nominate two (2) GPs. You can change your nominated GP every six months.

What happens if Members and their beneficiaries do not nominate General Practitioners?



SAMWUMED will only pay for two (2) out of area consultations that are submitted by a non-nominated GP per benefit year. Members that continue to voluntarily consult with a GP that they did not nominate will have to pay for these claims once this limit is depleted.

5 tips to prevent co-payments



1. Nominate your chosen GP, preferably one that is on the SAMWUMED GP Network
2. Encourage your GP to join the SAMWUMED GP Network
3. If your Nominated GP refers you to a Specialist, ask them for a referral letter and an authorization number
4. Ask your GP to refer you to a Network Specialist at a Network Hospital
5. Our current network lists are available through our call centre on 0860 104 117 or on our website www.samwumed.org

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For more information visit:

www.samwumed.org / clinicalinfo@samwumed.org

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