

02 December 2025
Membership number: 01049530

Dear Keasha

Member:001049530 - PMB Referral - Patient:ETIENNE BOTHA – 126826

Thank you for your correspondence.

Practice number : 1011464
Dependant code : 05
Service date : 01 to 08 September 2025

Upon receipt of this complaint, the claim was referred to the Scheme's contracted Managed Care Organisation, i.e., Medscheme MCO for Prescribed Minimum Benefit (PMB) funding review and approved.

As a result, the above-mentioned claim were reprocessed, and the settled with the claims payment run of 28 November 2025.

The member claims statement should be available on 04 December 2025.

Please note that the email received was from correspondence@medclaimassist.co.za instead of keasha@medclaimassist. Feedback will be provided to the latter email address. The main member must complete a consent form in order to add the correspondence@medclaimassist.co.za email address to her profile.

We understand that the resolution in respect of this matter has taken longer than expected, and we apologise for any inconvenience this may have caused. Please be assured that we are taking steps to improve our processes to avoid any delays.

We trust you find the above in order.

Claims are paid at the Scheme or contracted rate, Scheme rules, the member's available benefits and clinical protocols. The member is responsible for paying the difference should the provider charge in excess of the applicable rate.

Escalation process:

- Claim submissions and enquiries submitted for the first time should be referred to enquiries@gems.gov.za who will respond within 72 hours (excluding weekends).
- Should no response be received, you may escalate to complaints@gems.gov.za who will respond within 7 working days (excluding weekends).

GEMS is hard at work continuously improving our products and services. Therefore, we would encourage you to share your positive experience by sending an email to compliments@gems.gov.za.

Yours sincerely,

GEMS Customer Experience