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SECTION 51 MANUAL FOR COMPCARE MEDICAL SCHEME

INTRODUCTION TO COMPCARE MEDICAL SCHEME

CompCare Medical Scheme is a medical scheme registered in terms of the Medical Schemes Act, 131 of 1998. It is a private body in terms of the definitions under the Act.

PARTICULARS IN TERMS OF SECTION 51 OF THE ACT

1. CONTACT DETAILS [Section 51(1)(a)]

Full name:	CompCare Medical Scheme
Reference number:	1491
Registered street address:	Status House, 15 Tambach Road, Sunninghill Park, Sandton, 2128
Postal address:	PO Box 1411, Rivonia, 2128
Head (Principal Officer):	Mr Rodney J Hallowell
Telephone number:	011 208 1000
Fax number:	011 803 6237
E-mail address:	halroux@iafrica.com
Website:	www.compcare.co.za

2. THE GUIDE REFERRED TO IN SECTION 10 [Section 51(1)(b)]

The Guide will be available from The South African Human Rights Commission. Please direct any queries to:

Postal address:	The South African Human Rights Commission PAIA Unit The Research and Documentation Department Private Bag 2700, Houghton, 2041
Telephone number:	011 484 8300
Fax number:	011 484 0582
E-mail address:	PAIA@sahrc.org.za
Website:	www.sahrc.org.za

3. CATEGORIES OF RECORDS AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS [Section 51(1)(c)]

The following records are available on demand by a beneficiary of the medical scheme:

- a) The rules of the medical scheme.
- b) The latest annual financial statements consisting of: a balance sheet dealing with the state of affairs of the medical scheme, an income statement, a cash flow statement, a report by the auditor of the medical scheme and such other returns as the Registrar of Medical Schemes ("Registrar") may require.
- c) Management accounts in respect of every benefit option offered by the medical scheme indicating the financial performance thereof and the number of members enrolled per option.
[Section 41(1) Medical Schemes Act, 1998]

In terms of the rules of the scheme the fee for copies of the above documents is R50.00 per copy

A beneficiary of the medical scheme is entitled to inspect, without charge, at the registered office of the medical scheme

of which he or she is a member, the documents referred to and to make extracts therefrom. [Section 41 (2) Medical Schemes Act, 1998]

Any person may, upon payment of the prescribed fee, inspect at the office of the Registrar any document referred to and may make an extract thereof or obtain from the Registrar a copy thereof or extract therefrom. [Section 41(3) Medical Schemes Act, 1998]

The Registrar may exempt any person from the obligation to pay fees under Section 41(3) if the Registrar is satisfied that the inspection, copy or extract in question, is desired for the purpose of furthering the public interest. [Section 41(4) Medical Schemes Act, 1998]

Contact details for the Registrar are as follows:

Physical address:	1267 Pretorius Street, Hadebfields Block E, Hatfield, Pretoria
Postal address:	Private bag X34, Hatfield, 0028
Telephone number:	012 431 0500
Fax number:	012 430 7644
Website:	www.medicalschemes.com

4. RECORDS AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION [Section 51(1)(d)]

Records are kept in accordance with the Medical Schemes Act, 131 of 1998.

5. HOW TO REQUEST ACCESS TO A RECORD. DESCRIPTION OF THE SUBJECTS ON WHICH RECORDS ARE HELD AND THE CATEGORIES OF RECORDS HELD ON EACH SUBJECT [Section 51(1)(e)]

5.1 How to request access to a record.

- The requester must use the prescribed form to make the request for access to a record. This must be made to the head of the private body. This request must be made to the address, fax number or electronic mail address of the body concerned.
- The requester must provide sufficient detail on the request form to enable the head of the private body to identify the record and the requester. The requester should also indicate which form of access is required. The requester should also indicate if any other manner is to be used to inform the requester and state the necessary particulars to be so informed.
- The requester must identify the right that is sought to be exercised or to be protected and provide an explanation of why the requested record is required for the exercise or protection of that right.
- If a request is made on behalf of another person, the requester must then submit proof of the capacity in which the requester is making the request to the satisfaction of the head of the private body.
- The head of the private body must notify the requester (other than a personal requester) by notice, requiring the requester to pay the prescribed fee (if any) before further processing the request.
- The fee that the requester must pay to a private body is R50.00. The requester may lodge an application to the court against the tender or payment of the request fee.
- After the head of the private body has made a decision on the request, the requester must be notified in the required form.
- If the request is granted then a further access fee must be paid for the search, reproduction, preparation and for any time that has exceeded the prescribed hours to search and prepare the record for disclosure.
- The forms, and fee structures are available on the following websites:

The South African Human Rights Commission – www.sahrc.org.za
Department of Justice and Constitutional Development – www.doj.gov.za

5.2 Description of the subjects on which records are held and the categories of records held on each subject

(a) Statutory Scheme Information

- (i) Certificate of registration.
- (ii) Certificate of change of name (if any).
- (iii) Rules of the Medical Scheme.
- (iv) Minute book containing notice of meetings, minutes of meetings of the Board of Trustees, annual general meeting, special general meetings (if any), notice of motions to be placed before the annual general meeting/ special meeting, resolutions.
- (v) Attendance register for trustees and members.
- (vi) Proxy forms.
- (vii) Register of officers.
- (viii) Annual financial statements.
- (ix) Books of account, ancillary books of account and supporting schedules.
- (x) Microfilm images of original records reproduced.
- (xi) Guarantee and guarantee deposits (if any) lodged with the Registrar.
- (xii) Quarterly and annual statutory returns and management accounts.

(b) Accounting records

- (i) Books of account including cash books, journals, general ledger with supporting source documentation.
- (ii) Trial balances.
- (iii) Monthly management accounts.
- (iv) Quarterly and annual statutory returns.
- (v) Budgets.

(c) Membership

- (i) Membership application forms incorporating option selected, employer details, principal member details, dependant details, medical details and medical history questionnaire, previous medical scheme membership details, claims payment details, broker details (if any).
- (ii) Records of waiting periods and late joiner penalties (if any).
- (iii) Correspondence with members.
- (iv) Income tax information for members.
- (v) Call centre reports.

(d) Claims

- (i) Hard copy and/or microfilm record of all claims received reflecting prescribed particulars.
- (ii) Daily reports of claims assessed including valid claims and rejections.
- (iii) Suppliers and members claims advices.
- (iv) Payment records for claims.
- (v) Age analysis of claims paid.
- (vi) Claims limit reports.
- (vii) Utilisation reports.
- (viii) Chronic medication registration details.
- (ix) Record of ex-gratia cases.
- (x) Member and supplier correspondence.

(e) Contributions

- (i) Credit control procedures.
- (ii) Contribution tables.
- (iii) Billings and membership schedules.
- (iv) Remittance advices and deposit slips.
- (v) Daily reports of membership changes.
- (vi) Reconciliation of accounts.
- (vii) Debtors age analysis.
- (viii) Copies of debt collection notices to members/ employers.
- (ix) Member correspondence.

(f) Other

- (i) Contracts with third party providers including contract of administration, contracts with brokers, contracts with service providers, contracts with managed care providers, re-insurance contracts.
- (ii) Professional indemnity and fidelity guarantee insurance contracts.
- (iii) Record of disputes.
- (iv) Copies of communications with the Registrar and Council for Medical Schemes.
- (v) Membership brochures.
- (vi) Newsletters.

6. OTHER INFORMATION AS MAY BE PRESCRIBED [Section 51(1)(f)]

Not applicable.

7. AVAILABILITY OF THE MANUAL [Section 51(3)]

This manual is available for inspection at the registered office of the Scheme and in electronic format at www.compcare.co.za. A copy is available from The South African Human Rights Commission.