

Dear Valued Member

RE: TEMPORARY SUSPENSION OF GEMS HOSPITAL NETWORK RULES

South Africa is currently experiencing a significant increase in COVID-19 infections. Due to the increase in infections, capacity is limited at both public and private hospitals, and now more than ever, we need to strictly follow all COVID-19 protocols.

Based on hospitals capacity constraints, the Scheme has decided to temporarily suspend its hospital network rules in the Eastern Cape, Gauteng and Free State Provinces only. The non-network co-payment of R12 000 will be overridden for all medical and emergency surgical admissions at non-network hospitals with effect from 10 June 2021 until 31 July 2021.

Pre-authorisation for elective surgical cases and future-dated admissions will continue to be managed according to the existing GEMS Network rules, where overriding co-payments will be managed on a case-by-case basis according to managed care processes.

The Scheme realises and acknowledges that different provinces will experience capacity constraints at different times. GEMS will continue to monitor developments and make the appropriate adjustments should this become necessary.

GEMS would like to take this opportunity to thank you for your patience and understanding during this difficult time.

Yours in health,

GEMS NETWORKS MANAGEMENT TEAM