

MOTO HEALTH CARE NEWSLETTER

ISSUE 3 JULY - SEPTEMBER 2024



PRINCIPAL OFFICER'S NOTE

Dear Member/ Employer

As we bid farewell to the cold embrace of winter and welcome the warmth of spring, we are reminded of the beauty of growth and renewal that this season brings. Much like the natural world around us, Moto Health Care is committed to continuous growth and improvement, ensuring that we provide the best possible service to our valued members.

I would like to take this opportunity to acknowledge the tireless efforts of our Benefit Design Committee, who have been working diligently behind the scenes. Their dedication and hard work are instrumental in ensuring that Moto Health Care continues to offer innovative and comprehensive solutions tailored to meet the diverse needs of our members.

With the new season comes new beginnings and we are excited about the opportunities that lie ahead. Thank you for your ongoing trust and support. We look forward to continuing our journey together towards health, wellness and a brighter future.

Warm regards

Danie van Tonder

Should you wish to see a specific topic addressed in future issues of this quarterly newsletter, please email your suggestions to news@mhcmf.co.za

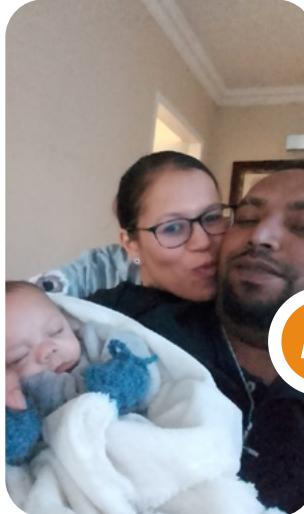


This is what '**Taking care of our own'** looks like

We don't just talk the talk; we walk the walk when it comes to **taking care of our own**.

Supporting members ... big and small

When Moto Health Care member Bianca Courtrier's newborn baby was placed in urgent care for the treatment of neonatal sepsis, Moto Health Care was there to help her **take care of her own**.



*"I would love to say thank you to Moto Health and their tireless team who aided and assisted me, and my premature born son, born to us 4 February 2024, as a surprise and truly a miracle little warrior. Every challenge and obstacle he faced, Moto Health Care (with the assistance of the skilled and miraculous caregivers, doctors and nurses at Flora Life) **spared no cost** and allowed my son a fighting chance to exceed even our expectations – despite the little setbacks – and be returned to us healthy and amazingly well, ready to take on his next chapter. Words do not do them justice – I wish to express my heartfelt thanks to you!"*



By your side for over 40 years

Member, Leon Basson, joined the (then) Motor Industry National Health Fund in the early 1970s and has been a proud member of the Moto Health Care family ever since. As a Director of Albert Service Station, a landmark family-owned business in Alberton, he understands the value of treating your people like family.

"As a vintage Fund member, I experienced the Fund through various transformative stages to what is today known as Moto Health Care – in my opinion the foremost provider of health care cover in the motor industry. My experience as a member of the Fund has always been deserving of a five-star level, with any out of the ordinary issues being dealt with promptly and efficiently by the Moto Health Care executive team. What I like about the Fund is that it is a Fund owned by the industry for the industry with a focus on the unique needs of its members, who are all part of the industry in one or other capacity. Being a member is like being part of one extended family of and I am grateful for and deeply appreciative of the dedication to service so continuously displayed by the Fund. In my experience, the Fund has always honoured the highest standards of professional and ethical conduct in exercising its mandate to care for the health priorities of its members."



Before



After

Monkeypox (Mpox)

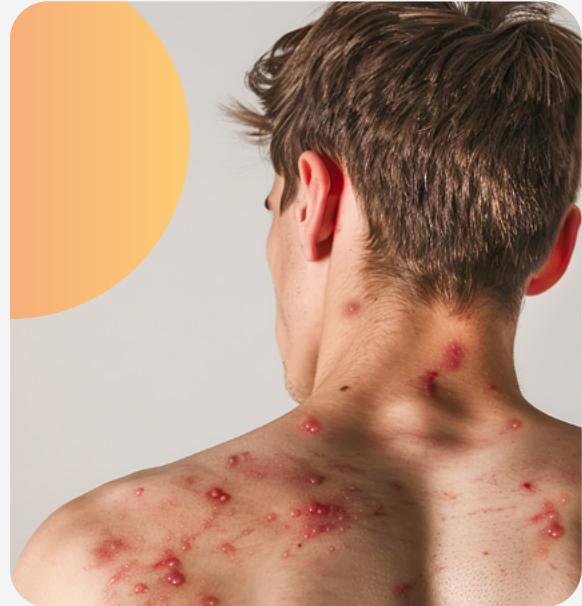
You may have heard about the global outbreak of Monkeypox (Mpox), which has been ongoing since 2022. Recently, this has gained more attention due to outbreaks outside of Africa, where it was previously more common.

The World Health Organization has recently declared Mpox as a public health emergency of international concern. Let us look at the basics you need to know about Mpox.

What is Mpox?

Mpox is a rare viral disease caused by an Orthopoxvirus (affecting humans and animals). The Mpox virus spreads from person to person who were in close contact with an infected person, by touching their skin, body fluid, bedding or clothes, or being near them when they cough or sneeze. People who have multiple sexual partners have a higher risk of contracting Mpox.

Although Mpox is not life-threatening, immunocompromised people may become severely ill. This includes people living with HIV, babies younger than one years old, pregnant women and people with a history of severe eczema.



Common symptoms that may last two to four weeks

- The infection starts with flu-like symptoms, which include headache, fever, swollen glands, muscle aches, back pain and feeling extremely tired.
- A few days later, this is followed by a rash, which develops into fluid filled blisters before it scabs over and heals.



Treatment

- Most people with Mpox recover on their own in a few weeks and treatment usually focuses on relieving symptoms.
- Standard treatment of Mpox is mainly symptomatic for rash and fever and ongoing monitoring for potential secondary infections. In more severe cases, doctors might use antiviral medications to help fight the virus.



Prevention



Wash your hands regularly with soap and water.



Avoid close contact with sick people and people who have an unknown rash.



Engage in responsible sexual behavior.



Avoid contact with an infected person's bedding and any other material that may be contaminated.

Conclusion

By understanding how Mpox spreads and what to look out for, you can take steps to protect yourself and those around you. Stay informed, practice good hygiene and seek medical advice if you think you might have been exposed.

Chronic registration process

Registration of chronic medication pays from the risk benefit allowing the day-to-day benefit to be used for acute medical conditions. If the chronic medication forms part of the chronic disease list (CDL, this allows additional treatment to be paid from the risk benefit as well. The additional treatments can be used to monitor the chronic condition and with ongoing monitoring, it provides the medical practitioner a clear understanding of the medical condition, which sometimes allows for an adjustment to the chronic medication and how the patients are coping with their medical condition. Medication can be adjusted accordingly as well.

The following options follow the same process:

Hospicare

Hospicare Network

Classic

Classic Network

Optimum

The treating medical practitioner can contact **0861 000 300** to register the patient telephonically. The medication on the formulary can be discussed with the practitioner at that time of authorisation being created to prevent additional out-of-pocket expenses for the patient and/or member. Alternatively, the prescription can be emailed to **chronic@mhcmaf.co.za**. The prescription should include the following: Membership number, patient's details, date of birth, ICD-10 code and the list of medication.

The above process can be used for an amendment to the medication or registration of new chronic condition. Please note that the pharmacy where the medication is being obtained from will request a prescription detailing all the medication bi-annually. This is required by legislation.

For members on the **Essential** and **Custom Option**, there is a specific form that your nominated network medical practitioner would have on hand. The medical practitioner will need to complete the form and email it to **chronic@mhcmaf.co.za**.



The Tongue

The tongue is a muscular organ in the mouth (oral cavity) that aids in various functions such as chewing, speaking and breathing. The tongue is a digestive organ that not only moves food around your mouth but also helps with chewing and swallowing. Other tongue functions include the delivery of different sounds to assist in speech development. The tongue is also important in keeping the airway open so you can breathe properly.

For more information on the essential functions of the tongue, please click [here](#).



Remember to save our emergency number on your phone and call us on **0861 009 353** for assistance. For more information, visit www.mhcmf.co.za or download the mobile app today!

Call Centre: 0861 000 300 or email info@mhcmf.co.za

DOWNLOAD THE MOTO HEALTH CARE MOBILE APP TODAY!

www.mhcmf.co.za



Take note of our whistle-blower hotline number, 0800 200 564 or email tip-offs to mhcmf@tips-offs.com. All reports are confidential.

DISCLAIMER: This information is for educational purposes only and is not intended as medical advice, diagnosis or treatment. If you are experiencing symptoms or need health advice, please consult a healthcare professional.