

MOTO HEALTH CARE NEWSLETTER

ISSUE 1 JANUARY - MARCH 2025



PRINCIPAL OFFICER'S NOTE

Dear Member/Employer

Welcome to 2025! As we embark on a new year, I would like to extend my warmest greetings and express our gratitude for your continued trust in Moto Health Care (MHC). We are honoured to be your healthcare partner, ensuring that you and your employees have access to quality medical care and wellness support throughout the year.

The past year presented both challenges and opportunities and we are proud of the resilience and commitment demonstrated by our members and employer groups. As we step into 2025, we remain steadfastly focussed on delivering comprehensive healthcare solutions that meet your evolving needs. We are committed to enhancing our service delivery, optimising benefits and providing innovative health and wellness programmes that empower you and your families to lead healthier lives.

At MHC, we believe in proactive healthcare management, which includes preventative care and lifestyle interventions. This year, we will continue to provide tools, resources and expert guidance to help our members manage their health effectively. We encourage you to stay engaged with our wellness initiatives and take full advantage of the benefits available to you.

In this edition, we share important information about the Scheme and your membership. Our clinical team also provides insightful information on metabolic diseases.

We look forward to another year of collaboration, growth and improved health outcomes for all our members. Thank you for being part of the MHC family – we wish you a prosperous and healthy 2025.

Yours in health

Eugene Eakduth
Acting Principal Officer

Should you wish to see other topics of interest covered in future editions of our newsletter, please reach out to the Scheme at news@mhcmf.co.za and we will consider your request.

Introducing Moto Health Care's acting Principal Officer

With three decades of experience in the medical aid industry and academic credentials that include a Bachelor of Business Administration and a Bachelor of Commerce Honours, Eugene Eakduth brings a wealth of expertise to Moto Health Care. His deep understanding of healthcare solutions, combined with strategic insight, has established him as a respected industry leader.

Eugene is known for his ability to build strong, meaningful relationships across diverse audiences, fostering trust and collaboration. His skill in engaging with clients, stakeholders and industry professionals has been key to his success, driving long-term partnerships and sustainable growth in the ever-evolving healthcare sector.

We are delighted to welcome him to the team and wish him every success in his new role.



Celebrating the legacy of Mr Danie van Tonder

As Danie van Tonder retires after **45 years**, we honour his leadership as Principal Officer of Moto Health Care since 2012 and his lasting impact on the industry.

With over **three decades** in the medical schemes industry, Danie's expertise and strategic insight have driven success. His Masters in Business Leadership from UNISA, combined with hands-on experience, made him a trusted leader.

Known for his integrity and mentorship, Danie guided the organisation through change while nurturing future leaders. Always approachable, he offered invaluable advice and support.

A hands-on leader, he played an active role in year-end roadshows, ensuring smooth operations and providing reassurance when needed. His dedication was evident in every aspect of his work.

Beyond his career, Danie is passionate about health and fitness, excelling in golf, as well as lawn bowls, where he won gold at the Inter-Provincial Veteran Team Championships.

We thank Danie for his exceptional leadership and wish him a fulfilling retirement. His legacy will continue through the people and policies he shaped.

Let's talk about **arrear billing**

Moto Health Care contributions are collected in arrears, meaning the contribution received on 1 February, for example, covers your medical scheme membership for January.

Contributions are based on family size and, for some, income. Members on income-based options must submit proof of income annually. While income verification is done once a year, certain changes may also affect your contribution.

What can affect your contribution?

- Annual contribution increases
- Option changes, such as upgrading or downgrading to a different option
- Changes in family size, such as adding or removing dependants
- Income changes on income-based options

To notify the Scheme of any changes to your membership, please email membership@mhcmf.co.za.



IMPORTANT:

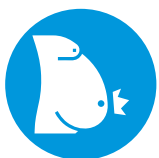
- Please notify the Scheme of any changes to your details to ensure accurate collection of amounts due.
- Monthly contribution statements reflect any changes and amounts due and are sent to all employers and to members who pay their contributions on an individual basis. All statements are password-protected, with instructions on opening the statements provided in the covering email.
- If your contribution is not paid by the seventh day of the month following the due date, your membership will be suspended and no claims can be processed until full payment is received.

For queries related to the payment of contributions, please email billing@mhcmf.co.za.

HEALTH FOCUS: Understanding the risk of developing metabolic syndrome

When was the last time you had your blood pressure, blood sugar and cholesterol checked? If it's been a while, now is a great time to schedule a health risk assessment and take steps to reduce your risk of developing metabolic syndrome.

Metabolic syndrome is a group of conditions that increase your chances of developing heart disease, stroke and type 2 diabetes. It occurs when you have at least three of the following risk factors:



abdominal obesity
(excess fat around
the waist)



high blood pressure
(hypertension)



elevated blood
sugar levels (insulin
resistance or
prediabetes)



high triglyceride
levels (fatty
substances in the
blood)



low HDL cholesterol
(often referred to as
'good' cholesterol).

Did you know?

- Having metabolic syndrome increases your risk of developing type 2 diabetes by five times.
- It is often linked to unhealthy lifestyle habits such as poor diet, lack of exercise and smoking.
- Men with excess belly fat are particularly at risk, as the syndrome is closely associated with this condition.



Metabolic syndrome in South Africa

- Metabolic syndrome is a growing concern in South Africa, affecting around 30% of adults. It affects even more people in urban areas, where poor nutrition and sedentary lifestyles are more common.
- One in four South African women is at risk, particularly after menopause due to hormonal changes. This makes it especially important for women to monitor their health as they age.

How to reduce your risk

While genetics can play a role, making healthy lifestyle choices can significantly lower your risk. Here's how:



Follow a balanced diet

Focus on whole foods, such as fruit, vegetables, lean proteins and whole grains. Cut down on processed foods, sugary drinks and unhealthy fats.



Stay active

Aim for at least 150 minutes of moderate exercise per week, such as walking, cycling or swimming.



Monitor your health

Regularly check your blood pressure, cholesterol and blood sugar levels. Early detection is key.



Maintain a healthy weight

Achieving and maintaining a healthy weight is one of the most effective ways to prevent metabolic syndrome.

Metabolic syndrome is a serious health risk, but the good news is that it is largely preventable. By making small but consistent lifestyle changes, you can significantly lower your risk and take control of your health.

Stay healthy and stay informed!

Nizibone's hope

At Moto Health Care (MHC), we partner with several State facilities to provide quality healthcare to our members. While private healthcare is often seen as the first choice for medical treatment in South Africa, State facilities also play a crucial role in life-changing treatments.

Nizibone, a brave 12-year-old, was born with microtia, a rare congenital condition where the external ear is underdeveloped or missing. This affected her hearing and required reconstructive surgery. In late 2024, her journey led her to Tygerberg Hospital's Plastic and Reconstructive Surgery Department, where a skilled team worked alongside MHC to perform a life-changing procedure to restore her ear and improve her hearing.

Although her journey is not yet complete, Nizibone wanted to share her story of hope with fellow MHC members. Thanks to the Essential Option, which provides in-hospital benefits at State facilities, she was able to access the care she needed. We are proud to have played a role in her journey and wish Nizibone a bright future filled with endless possibilities.

This is how we are *'taking care of our own'*!



TYGERBERG HOSPITAL
SMILE WEEK



smile
foundation

The Opticlear Optometry Network – how it works

Moto Health Care (MHC) members on the Custom and Essential Options enjoy access to optometry services and materials at preferred rates through the Opticlear Network.

By visiting an Opticlear Network optometrist, you benefit from guaranteed reduced rates on services and optical products. With 98% of optometrists in South Africa being part of the network, chances are your provider is included. To find your nearest Opticlear optometrist, visit www.opticlear.co.za.

Items not covered

Some optometry items are not covered by MHC, including:

- sunglasses or spectacles with a fixed tint exceeding 35%
- non-essential lens additions, such as tinting or luxury (branded) lenses (subject to pre-authorisation)
- new spectacles within the current 24-month benefit cycle, unless clinically motivated and approved within benefit limits.

Making the most of your benefits

As an MHC member, you play a key role in managing your optometry benefits. Here's how you can make informed choices:

- Confirm your available benefits with your optometrist before proceeding with services.
- Understand the costs of items that are not covered and discuss whether they are essential with your optometrist.

Need assistance?

For any queries, contact the MHC optometry team on **0861 000 300** and select your relevant option. By staying informed, you can maximise your optometry benefits while keeping your eye care costs manageable!

[Download PPN Flyer](#)

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.