



MANUAL

**As required in terms of section 51 of the
PROMOTION OF ACCESS TO INFORMATION ACT
No. 2 of 2000**

**This manual contains information required
to request access to the records of:**

SELFMED MEDICAL SCHEME

“hereinafter referred to as the Scheme”

INTRODUCTION

The Promotion of Access to Information Act, No 2 of 2000 ("the Act") gives effect to the constitutional right of access to any information held by the State and any information that is held by any person that is required for the exercise or protection of any rights. Where a request is made in terms of the Act, the body to whom the request is made must grant the request, except where access to the information may be refused in terms of the grounds set out in the Act. The Act sets out the procedural requirements to obtain access to information.

PURPOSE OF THE MANUAL

The manual is intended to give effect to the right to information that is required for the exercise or protection of any right. This manual empowers beneficiaries and the general public to exercise that right by providing the following information:

- a) the records held by the medical scheme;
- b) the records which are available without a person having to request access in terms of the Act;
- c) the records which are available on request in terms of the Act; and
- d) the procedure which must be followed in order to obtain access to the information in terms of the Act.

PART 1: PARTICULARS OF THE SCHEME

The following information is provided by the Scheme in compliance with Section 51 of the Act.

The Scheme is a registered medical scheme in terms of the Medical Schemes Act No. 131 of 1998. The Scheme is a private body as defined in the Act.

The details of the Scheme are as follows:

Street address: Unit 9, Canal Edge 2, Carl Cronje Drive
Tyger Waterfront, Bellville

Postal address: PO Box 5543, Tygervally, 7536

Website: www.selfmed.co.za / www.selfmed.org.za

Contact details of Head of the Scheme:

Head of the Scheme: Mr Leon du Toit Bester

Email: leon@selfmed.co.za

Telephone no.: (021) 943 2300

Fax no.: (021) 943 2301

Contact details of Principal Officer:

Principal Officer: Mr Heunis du Plessis
Email: heunisd@selfmed.co.za
Telephone no.: (021) 943 2300
Fax no.: (021) 914 6430

PART 2: RECORDS HELD BY THE SCHEME

The following records are held by the Scheme:

1. Description of Records held by the Scheme

(a) Scheme Records

- (i) Rules of the Scheme
- (ii) Board of Trustee resolutions
- (iii) Certificate of registration of the Scheme
- (iv) Contracts with third parties, e.g. Administrator and Reinsurers
- (v) Agendas and minutes of Board of Trustees and sub-committee meetings
- (vi) Agendas and minutes of Audit Committee
- (vii) Register of Board of Trustees
- (viii) Accounting records including annual financial statements
- (ix) Correspondence with members and external parties
- (x) Any other record kept in terms of the legislation applicable to a medical scheme
- (xi) Operational records
- (xii) Databases

(b) Beneficiary Records

- (i) Member communications including member guides
- (ii) Member personal details including (but not necessarily limited to): identification number, gender, marital status, medical information, contribution history, claims history
- (iii) Dependant personal details including (but not necessarily limited to): gender, medical information, claims history

(c) Supplier Records

- (i) Supplier communications
- (ii) Supplier personal details including (but not necessarily limited to): practice number, status of practice, banking details
- (iii) Supplier claims profile
- (iv) Supplier claims advices

(d) Broker Records

- (i) Broker communications
- (ii) Broker personal details including (but not necessarily limited to): accreditation number, identification number, banking details
- (iii) Contract with the Scheme
- (iv) Broker payment schedules

(e) Records are also held in terms of the following legislation

- (i) Basic Conditions of Employment Act, 75 of 1997
- (ii) Income Tax Act, 58 of 1962
- (iii) Labour Relations Act, 66 of 1995
- (iv) Unemployment Insurance Act, 30 of 1966
- (v) Unemployment Contributions Act, 4 of 2002
- (vi) Compensation of Occupational Injuries and Health Diseases Act, 130 of 1993

PART 3: ACCESS TO RECORDS

1. NOTICE IN TERMS OF SECTION 52 (2) OF THE ACT: VOLUNTARY DISCLOSURE AND AUTOMATIC AVAILABILITY OF CERTAIN RECORDS

No Notice in terms of Section 52 (2) of the Act has been published. Certain records are however freely available on the Scheme's website at www.selfmed.co.za.

2. Records available in terms of the Medical Schemes Act, 1998 without a person having to request access in terms of the Act

- (a) Copies of the following records of the Scheme are available on request by a **beneficiary** of the Scheme after payment of any fees determined by the rules of the Scheme:

The rules of the Scheme;
The latest annual financial statements of the Scheme;
The latest auditor's report of the Scheme;
The latest annual report of the Board of Trustees; and
The management accounts submitted with the annual financial statements in respect of the Scheme.

- (b) The documents referred to in (a) above are available on request by a **beneficiary** for inspection at the registered address of the Scheme (see Part 1 above) at no charge.
- (c) **Any person** (upon payment of prescribed fees) may inspect at the office of the Registrar of Medical Schemes any record referred to in (a) and (b) above and make a copy thereof or take extracts therefrom, or obtain from the Registrar a copy thereof or extract therefrom. The contact details are as follows:

Registrar of Medical Schemes

Address: Hedefields, Block E, 1267 Pretorius Street, Hatfield, PRETORIA
Telephone: (012) 431 0500
Facsimile: (012) 430 7644
Website: <http://www.medicalschemes.com>

3. Records in respect of which a person must submit a request for access in terms of the Act

Records held by the Scheme which are not available either on the Scheme's website or in terms of any other legislation may be accessed by request subject to the procedural requirements set out hereunder.

PART 4: PROCEDURAL REQUIREMENTS

(a) Prescribed form

You are required to submit the prescribed FORM C as contained in the Regulations to the Act. (Regulation 10, Act no. 2 of 2000), together with the proof of the payment of a **request fee** and a **deposit** (if applicable) to the Information Officer at the postal or physical address, fax number or electronic mail address set out in Part 1 above. The form is available on the website of The Department of Justice and Constitutional Development at www.doj.gov.za/regulations.

If you would like any assistance in obtaining and/ or completing this form, please do not hesitate to contact the Information Officer.

You must ensure that the prescribed form contains at least the following information:

- a) the record(s) that are requested are sufficiently identified;
- b) your full personal particulars;
- c) where the request is made on behalf of another person, you have submitted proof of the capacity in which you are making the request;
- d) the form of access that you require;
- e) your postal address or fax number;
- f) the nature of the right that is to be exercised or protected; and
- g) why the record is necessary to exercise or protect such a right.

(b) Fees

If you are seeking access to a record containing personal information about yourself, you are not required to pay the **request fee**. Every other person will be required to pay the prescribed **request fee** before any processing of the request can take place.

On the granting of the request, an **access fee** is payable by every person in respect of the search, reproduction, preparation and for any time that has exceeded the prescribed hours to search and prepare the record for display.

The Head of the Scheme or the Information Officer will, within 30 days of receipt of the request, decide whether to grant or decline a request, unless you have stated special reasons which would satisfy the Head of the Scheme or Information Officer that circumstances dictate that the above time periods should not be complied with.

You will be informed whether access has been granted or denied in writing. If, in addition, you require the reasons for the decision in any other manner, you must state the manner and the particulars so required.

If the search for the record has been made and the preparation of the record for disclosure, including arrangement to make it available in the requested form, requires more than the hours prescribed in the regulations for this purpose, the Head of the Scheme or Information Officer shall notify you to pay as a **deposit** the prescribed portion of the **access fee** which is payable if the request is granted.

The Head of the Scheme or Principal Officer shall withhold a record until the **access fee** has been paid.

If a **deposit** has been paid in respect of a request for access, which is refused, the deposit shall be repaid.

PART 5: AVAILABILITY OF THE MANUAL

This manual is made available in terms of Regulation Number R. 187 of 15 February 2002. This manual is available for inspection at the Scheme's registered office free of charge and copies are available at the South African Human Rights Commission. The manual of the Scheme will also be available on the Scheme's website.

PART 6: THE SOUTH AFRICAN HUMAN RIGHTS COMMISSION GUIDE :

The South African Human Rights Commission must compile a guide containing such information as may reasonably be required by any person who wishes to exercise any right contemplated in the Act. The Guide will be available from the South African Human Rights Commission by no later than August 2003. Please direct any enquiries to:

The South African Human Rights Commission

Private Bag 2700, HOUGHTON, 2041.
Tel. : (+27 11) 484 8300
Fax : (+27 11) 484 0582
Website : www.sahrc.org.za
Email address : PAIA@sahrc.org.za