

## Optical Benefit for 2021

### Who we are

LA Health Medical Scheme (referred to as 'the Scheme'), registration number 1145, is a non-profit organisation, registered with the Council for Medical Schemes. Discovery Health (Pty) Ltd (referred to as 'the administrator') is a separate company and an authorised financial services provider (registration number 1997/013480/07). We take care of the administration of your membership for the Scheme.

### Overview

The Optical Benefit covers you for healthcare services related to the health of your eyes.

### Optometry Benefit on your plan

This benefit includes cover for lenses, frames, contact lenses and surgery.

- Optometry consultations are covered from your day-to-day benefits.
- On the LA KeyPlus Benefit Option we will fund one eye test, one pair of clear mono or bi-focal glasses for each member every two years. You get one basic frame or contact lenses, if you receive the services from an optometrist in the KeyCare optometry network.
- We pay for frames, lenses and contact lenses at 100% of the LA Health Rate from your day-to-day benefits subject to the benefit limit on your chosen benefit option.
- We pay for ophthalmology procedures performed in hospital from your In-hospital Benefit up to 100% of the LA Health Rate. This includes cover for corneal cross linking.
- We cover Radial Keratotomy, Excimer laser and refractive eye surgery procedures up to 100% of the LA Health Rate from your day-to-day benefits on all benefit options, except the LA KeyPlus Benefit Option.

### You can get discounts on frames and lenses

You can get up to 20% off on your frames and eyeglass lenses when you visit an optometrist in the Discovery Health Optometry Network on all benefit options, except the LA KeyPlus Benefit Option.

The discount is only applicable to hardware items such as frames and eyeglass lenses and excludes contact lenses and professional services (consultation and eye examination fees). Visit [www.lahealth.co.za](http://www.lahealth.co.za) to find an optometrist in the network.

### What to do when you pay cash

For cash payments, you get the discount immediately and you pay the amount at the till.

Once you have paid, you must submit the proof of payment to us and we will pay the claimed amount as shown on the invoice, subject to the benefit limit.

## Contact us

Tel: 0860 103 933 • PO Box 652509 Benmore 2010 • [www.lahealth.co.za](http://www.lahealth.co.za)

## Complaints process

You can lodge a complaint or query with LA Health Medical Scheme directly on 0860 103 933 or address a complaint in writing to the Principal Officer. If your complaint remains unresolved, you can lodge a formal dispute by following LA Health Medical Scheme's internal disputes process.

Once the Scheme's internal processes are exhausted, and the issues remains unresolved, you may approach the Council for Medical Schemes for assistance: Council for Medical Schemes Complaints Unit, Block A, Eco Glades 2 Office Park, 420 Witch-Hazel Avenue, Eco Park, Centurion, 0157/ [complaints@medicalschemes.co.za](mailto:complaints@medicalschemes.co.za) 0861 123 267/ [www.medicalschemes.co.za](http://www.medicalschemes.co.za)