

## Cover for diagnostic endoscopies

### 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 who is registered as an authorised financial services provider (registration number 1997/013480/07). We take care of the administration of your membership for the Scheme.

### Overview

Endoscopies – also called scopes – are used to investigate certain medical and surgical conditions like gastric ulcers, reflux, and infections. You can have a scope done in your doctor's rooms or your doctor may prefer to do it in hospital or at a day surgery facility.

This document tells you how we fund scopes in 2023.

We refer to scopes as the four diagnostic endoscopes namely gastroscopy, colonoscopy, sigmoidoscopy or proctoscopy. These are all used to investigate the digestive system. This document also explains how we fund scopes that are done at a hospital or day surgery facility and scopes done out-of-hospital in the doctor's rooms.

Please note that scopes used to investigate other body systems do not form part of this benefit.

### You must contact us to preauthorise your scope as soon as possible

LA Health covers scopes at a hospital or day surgery facility or in the doctor's rooms. It is important to call and tell us about your scope as soon as you know about it. This is so that you know how we cover the scope, depending on where you're having it done.

### How we cover scopes, at a glance

Scopes form part of a defined list of day surgery procedures that may be safely done at a designated day surgery facility.

You must preauthorise your scope as soon as possible. When you are having a planned scope, it is important to call us at least 48 hours before the procedure. When you call us, we will confirm your benefits and tell you how we will pay your accounts.

- If your scope is done at one of the Scheme's Day Surgery Network facilities, we will pay up to the LA Health Rate, without any co-payments.
- Where scopes are done in hospital, a R6 300 co-payment will apply. You must pay the co-payment directly to the hospital.
- Scopes done in doctor's rooms are covered up to 100% of the LA Health Rate, no copayments will apply.

If the event is authorised after the admission date, you will be responsible for 30% of the account and the balance of the account will be paid according to the Scheme Rules.

## Contact us

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

## Complaints process

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

You may, as a last resort, 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 / 0861 123 267 / [complaints@medicalschemes.co.za](mailto:complaints@medicalschemes.co.za) / [www.medicalschemes.co.za](http://www.medicalschemes.co.za).