

Frequently asked questions

Why is Libcare changing to a different administration system?

The current system will no longer be supported or updated to keep up with regulatory and other requirements, which means we need to migrate to a new administration system which is able to provide the required services.

Will Libcare continue to be managed by the Libcare Board of Trustees?

Yes. The administration functions which support the Libcare Board in their duties, and the services to members, will be upgraded. The Board will continue to manage and oversee the quality of these services and changes.

From when will the new system become operational?

The switch to the new system is scheduled for 1 June 2021. There will be further enhancements introduced after this date, as part of continually ensuring the administration services provided to Libcare are of a high standard.

What does this change mean for me as a member?

The new system uses different numbering on membership profiles. You will therefore receive a new Libcare membership card which will have your new Libcare membership number on it.

We will send new Libcare membership cards reflecting this number during May 2021. If we have an email address for you, we will also send you a Libcare membership certificate reflecting the new number so that you can start informing your doctors of the change. If you do not have an email address on record with us, we will send you an SMS with information on how to access your new membership number while you wait for your card to arrive in the post. When visiting healthcare professionals from 1 June 2021 onwards, please ensure they have added your new membership number on their records and billing systems.

How many membership cards will I receive?

For every adult registered on your Libcare membership, you will receive a Libcare membership card. If you need Libcare membership cards in addition to the one(s) we will post to you, you can contact us on 0800 12 CARE (2273) (office hours 08:00-17:00) or email enquiries@libcare.co.za.

Do I need to complete any documentation to facilitate the migration of my details to the new administration systems platform?

No. All your current membership information, as well as your historical claims information and any authorisations already granted, will be moved across to the new platform without you needing to complete any forms.

You may be one of the members who receives a phone call from us in May, asking you to verify some information. This is purely part of ensuring that only correct data is transferred to the new system.

However, it

won't have an impact on your benefits in any way: you will continue to be covered while we conduct our data clean up.

We will also give you an opportunity to confirm your information after the migration, so that we have the most up-to-date information on the new system.

How do I submit my claims from 1 June 2021?

There is no change to the way you submit claims electronically (via email). Although the vast majority of claims are submitted electronically by doctors, you may have copies of claims for submission to Libcare. The email address for submission remains claims@libcare.co.za.

However, we are changing our postal address. If you have no other option but to submit by post, from 1 June 2021 please send to:

Libcare Medical Scheme

PO Box 653418

Benmore

2010

Will my benefits change in any way on the new system?

The Libcare benefit and contribution rules and your available Libcare benefits for the year - including the Medical Savings Facility benefit - will not change when the administration system changes. However, there will be some small changes more specifically related to processes, which may be experienced. Look out for our updates on some of the common changes, which will give you more detail.

Are my contributions going to change?

No. Your contributions will not change as a result of the administration system change.

Will there be any change to the existing communication channels?

No. All Libcare's communication channels will remain in place. The only change will be the postal address, which is detailed above, as well as the independent fraud hotline number, which will change to 0800 004 500.

Will my access to information change?

Yes. However, this change is not as a result of the change in the administration system, but because we have to implement all the protections in the Protection of Personal Information Act (POPIA) by 1 July 2021.

One of the main changes you will experience as a result of us implementing POPIA, is a difference in terms of access to the confidential information for other adults registered on your membership. Any adult on the membership is able to give consent to a third party (including a spouse) to interact and receive confidential information on their behalf.

You will find that while you were able to get information about your adult dependants' claims in the past, this information will now be protected.

You'll also see changes to how we send information to you. This will now be issued in a secure format to ensure your personal information is kept confidential.

Will I still get a claims statement when I submit claims?

Yes. The Scheme is taking this opportunity to make some changes to our current communication templates. We hope you will enjoy our new, fresh look. We will continue to provide all the detail you need to reconcile claims that you have submitted, or that have been submitted on your behalf.

Will my chronic medication still be covered, or do I need to re-apply?

You do not need to re-apply where you have already been granted an authorisation. This is true for all authorisations, including those for HIV/AIDS, Oncology and Diabetes Management. It also holds true for any authorisation granted for admission to hospital.

Who can I contact for more information or support?

The Libcare Contact Centre number and existing email addresses will not change. You can contact us on 0800 12 CARE (2273) (office hours 08:00-17:00) or email enquiries@libcare.co.za.

Will I still be able to access the website?

The website address will not change. It remains www.libcare.co.za. Libcare is taking this opportunity to update the look of the website, and to improve the functionality you are able to experience on the website. Because of the change to a different administration system, you will need to register a new username and password when accessing the website for the first time from 1 June 2021.