Gap Core Benefits 2025

Fedhealth

INSURED BY
CENTRIQ
INSURANCE
A LICENSED NON-LIFE INSURER

www.sanlam.com

Statutory notice:

This is not a Medical Scheme and the cover is not the same as that of a Medical Scheme.

This Policy is not a substitute for Medical Scheme membership.

AfroCentric Health (RF) (Pty) Ltd holds preference shares in Centriq Insurance Company Limited.

Insurance Products are insured by Centriq Insurance Company Limited ("Centriq") a licensed non-life insurer and authorised Financial Services Provider (FSP 3417).

Sanlam

Live with confidence

Financial Planning | Retirement | Insurance | Health | Investments | Wealth | Credit

Bridging the gap with confidence

Financial confidence is a feeling of certainty; knowing you are prepared for the challenges you may face – including poor health.

We can't promise you a life free of disease however, with Sanlam Gap Cover, we can promise you peace of mind knowing that we can provide you with security regardless of your current medical scheme.

Why choose Sanlam Gap?

The high cost of specialist **treatments** and above-inflation increases means that more people are at risk of being excluded from the quality medical care they need and deserve. Sanlam Gap gives you the freedom of choosing a doctor or specialist that will give you the best care, regardless of your **Medical Scheme** and regardless of rates. We have you covered for the best care, without the stress of having to worry about additional bills.

Core cover made simple for you

Sanlam Gap Cover is a non-life insurance product that provides an extra layer of financial protection for those who already have medical aid. It helps to cover certain shortfalls between what your **Medical Scheme** will pay and the rates charged by in-hospital medical specialists.

MEDICLINIC

Close the Gap even further with the **Mediclinic Extender Benefit**

You can close the gap even more, thanks to the **Mediclinic Extender Benefit**.

The Mediclinic Extender Benefit offers additional cover for **Medical Scheme** co-payments, private ward cover, and a cancer lump sum benefit, etc. These benefits ensure that you enjoy personalised treatment at all Mediclinic hospitals and is the perfect add-on to your **Sanlam Gap Cover.**

› **See page 5 for more**

Monthly Premiums 2025

Fedhealth

Single Under 30

R226

Add Mediclinic Extender for only

R51

Single 30 - 45

R235

Add Mediclinic Extender for only

R51

Single 45 - 60

R243

Add Mediclinic Extender for only

R51

Single Over 60

R449

Add Mediclinic Extender for only

R93

Family Under 30

R381

Add Mediclinic Extender for only

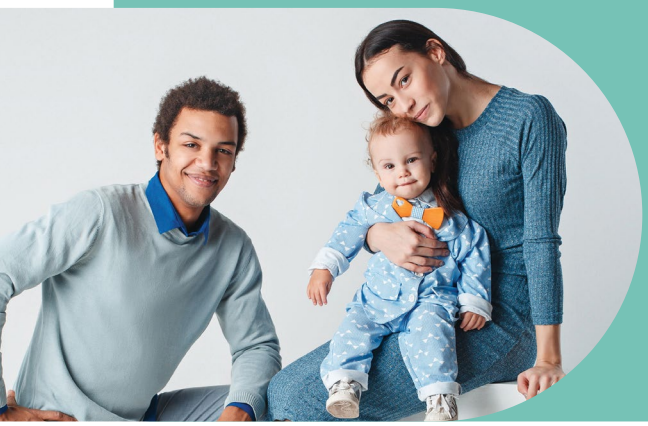
R114

Family 30 - 45

R395

Add Mediclinic Extender for only

R114



Family 45 - 60

R408

Add Mediclinic Extender for only

R114

Family Over 60

R790

Add Mediclinic Extender for only

R193

Key Benefits 2025 for Fedhealth

Health Service	Benefit	Limit
Key Benefits*	The following **Benefits** are defined as Key **Benefits**: • Tariff Shortfalls • **Co-payments** and **Deductibles** • Shortfalls from Sub-Limits • Oncology Tariff Shortfalls • Oncology **Co-payments** • **Penalty Co-payment**	**Key Benefit Limit:** The overall maximum **Benefit** payable for the Key **Benefit** clauses of this **Policy** will be limited to the statutory maximum of **R210 580 per Insured Party per annum.** **Prescribed Minimum Benefits** (PMB) procedures are covered under Key **Benefits** and are subject to clinical review by our Specialist third party, MedClaim Assist.
Tariff Shortfalls	This **Benefit** provides an additional three times **(300%)** for charges above the **Medical Scheme** rate, covering shortfalls for healthcare service providers such as surgeons, radiologists, pathologists and physiotherapists. It also includes cover for **Prescribed Minimum Benefits** (PMBs).	An additional three times **(300%)** for charges above the **Medical Scheme** rate subject to the overall annual limit.
Co-Payments and Deductibles	The **Benefit** payable is equal to the fixed value **Deductible** or **Co-payment** amount, as defined in the rules of the **Insured Party's Medical Scheme** and relating to the defined **Diagnostic Procedure**. *Examples include co-payments applied to:* • *Da Vinci Robotic Surgery* • *Scopes and Scans*	Limited to **R11 160 per Insured per Policy**.
Shortfalls from Sub-Limits	This **Benefit** will apply for services provided during a **Hospital Episode**, where the charges relating to the service supplied have exceeded the Sub-limit benefit paid by the **Insured Party's Medical Scheme**.	The **Benefit** payable is equal to the charged amount, less the amount paid by the **Insured Party's Medical Scheme**, subject to a maximum limit per **Insured Event** of **R31 800**.
Oncology Tariff Shortfalls	**Benefits** relating to this clause will only be paid in respect of oncology and related **Treatment**, that has been approved by the **Insured Party's Medical Scheme**, for the purposes of treating cancer. This **Benefit** requires your **Medical Scheme** to pay their portion of the claim from your hospital/risk benefit.	Any **Benefit** provided for charges above the **Medical Scheme Tariff** shall be limited to an additional three times **(300%)**, subject to the overall annual limit **per Insured per Policy**.
Oncology Co-Payments	The **Benefit** payable is equal to the **Co-payment** applied once related costs have exceeded the specific threshold defined by the **Medical Scheme**.	Limited to the 20% oncology related **Co-payment** applied by your **Medical Scheme**. Up to the maximum of **R31 800**.
Penalty Co-Payments	Cover for penalty Co-payments or Deductibles, up to a maximum of 30%, for the voluntary use by an **Insured Party** of a non-Network Hospital. Any other liability arising against an **Insured Party** from a **Penalty**, as defined, that is not a fixed value **Penalty Co-payment** defined in the rules of the **Insured Party's Medical Aid**, remains an exclusion.	One event covered per annum. Up to the maximum of **R12 270**.

*The Benefit names listed throughout this document are for reference purposes only and will not form part of any Benefit definition.

MEDICLINIC EXTENDER BENEFIT

THE MEDICLINIC EXTENDER BENEFITS APPLIES TO MEMBERS WHO HAVE OPTED TO INCLUDE THIS ADDITIONAL OPTION ON THEIR SANLAM GAP COMPREHENSIVE OR CORE POLICY. CONFIRMATION THEREOF WOULD REFLECT ON THE MEMBER'S POLICY SCHEDULE.

Add Mediclinic Extender for only:

Individuals younger than 60 years	R51
Individuals older than 60 years	R93
Families younger than 60 years	R114
Families older than 60 years	R193

Click here to join.

HEALTH SERVICE		BENEFIT	LIMIT
HEALTHCARE BENEFITS	Casualty illness	**Benefits** relating to this clause will only be paid in respect of **emergency outpatient services** that are provided within a Mediclinic facility casualty unit. The benefit is only payable in the event of **after-hours treatment** in an **emergency situation**. After-hour emergency illness only at a Mediclinic for **all insured parties** covered (**Mondays to Fridays: 18:00 – 08:00. All day Saturdays, Sundays and public holidays**).	Subject to a maximum of **two** such events per annum and a maximum of **R2 800 per insured event**.
	Specialist benefit	**Specialist benefit: out-of-hospital** This benefit will become payable when your **medical scheme** has paid a portion of your out-of-hospital specialist claim. We will cover the shortfall thereof in a Mediclinic facility.	Up to **R5 200 per insured party per annum**, subject to the overall annual limit.
	Private unit	Cover for the difference between the cost of a general unit and a private unit. Payable only in the event of confinement (childbirth) admissions. Only in a Mediclinic facility (if available).	Subject to a maximum of **one** event **per insured party per annum** and a maximum of **R5 200** subject to the overall annual limit.
	Cancer lump sum payout	Benefits relating to this clause will only be paid if cancer is confirmed by the oncologist or pathologist as at least the medical equivalent of 'Stage 2' or higher cancer in a Mediclinic facility.	Benefit is limited to **one** claim **per insured party** and is only payable on first-time diagnosis as a lump sum of **R10 900**.
CO-PAYMENT BENEFITS	Cashless co-payment	Benefits relating to this clause will only be paid in respect of defined diagnostic procedures that occurred during an **insured event**. The benefit payable is equal to the fixed value **deductible** or **co-payment** amount, as defined in the rules of the insured party's medical scheme. The benefit is directly payable to the Mediclinic pre-authorisation letter required.	Unlimited subject to the overall annual limit. Only at a Mediclinic facility.
	Cashless penalty co-payment	Notwithstanding exclusion-related penalties, the insurer will pay a fixed value **penalty co-payment** or **deductible** or a percentage **penalty co-payment** that does not exceed 30% for the voluntary use by an **insured party** of a Mediclinic facility that is not part of their **medical scheme hospital network**.	Mediclinic facility subject to a maximum of **R17 500** two events and subject to the overall annual two events limit.

How to pre-authorise your cashless co-payments

Kindly complete a pre-authorisation form - **click here.**

Upon completion, submit the form to **Gapinfo@centriq.co.za** within a minimum of 48 working hours prior to your procedure or admission. In the event of an emergency, a pre-authorisation form needs to be completed post procedure within three working days.

For all other benefits claimable via the standard claiming process - **click here**.

EXPERTISE YOU CAN TRUST.

www.mediclinic.co.za

Waiting Periods

A General Waiting period will be applied for all newly incepted Mediclinic Extender plans, irrespective of whether you are an existing member.

Waiting periods may apply from your and your dependants' cover join date, however not to accidents which occur subsequent to your join date. Your Policy schedule you receive upon activation will outline the waiting periods for each insured on your policy.

3 month general waiting period - there is no cover during this period, except for accidents that occur subsequent to your and your dependants' cover join dates.

12 month pre-existing medical condition waiting period - there is no cover during this period for investigations, medical procedures, surgeries or treatments related to any illness or medical condition diagnosed, or for which advice of treatment was received 12 month prior to your or your dependants join dates.

Understanding your Waiting Periods

The waiting periods for Sanlam Gap are as follows:

- 3 Month General Waiting Period
- 12 Month Condition-Specific Waiting Period

Moving from another Gap provider?

You can easily move from your previous Gap cover to Sanlam Gap. In order to ensure that the waiting periods are applied fairly and in line with the below, we suggest that you do not allow for a break in your cover.

If there is no break in cover, then the unexpired portion of the waiting periods from the previous policy will be applied to your Sanlam Gap Policy when you move over and if you already completed your waiting periods on your previous Gap cover, no waiting periods will apply on Sanlam Gap.

What are the waiting periods for Employer Groups joining Sanlam Gap?

- Waiting periods are determined at take on - waiting periods will either be applied; waived or reduced.
- Policyholders who join Sanlam Gap on a voluntary basis through their employer group will receive full waiting periods.
- Compulsory groups will have all waiting periods waived.

Exclusions

For a detailed outline of all Policy Exclusions, please refer to section I of your Policy document.

Claims caused by or related to any of the following, will not be covered:

- Any claim that is excluded or rejected by the Policyholder's Medical Scheme, this means that, if your Medical Scheme has not paid their portion toward any particular line item charged, it will not be covered by your Sanlam Gap Cover Policy.
- Any claim that does not form part of the registered Benefits of the Insured Party's Medical Scheme but has been paid on an ex-gratia basis.
- Any fee charged by a Medical Practitioner, Hospital, or other healthcare provider that constitutes Split Billing. This exclusion does not apply to Balance Billing.
- Any Treatment or Medical Procedure for infertility.
- Any Treatment or Medical Procedure where such treatment occurred outside of the period of an Insured Event.
- External prosthesis
- Any appliances including, but not limited to, wheelchairs, beds or convalescing equipment.
- All dental procedures classified as Specialised Dentistry, including-but not limited to- crowns, bridges, dental implant related procedures, orthognathic surgery, temporomandibular joint ("TMJ") surgery, labial frenectomy, bone augmentations, bone or tissue regeneration.
- Harvesting and/or preserving of human tissues, including but not limited to stem cell regeneration.
- Breast enlargement
- Gastroplasty, lipectomy or otoplasty
- Gender reversal procedures
- Therapeutic massage therapists
- Rehabilitation, frail care or hospice services
- Step-Down Facilities
- TTO (To-Take-Out) medicines

Benefits apply only for services rendered within the territory of the Republic of South Africa. Any services provided outside of the borders of South Africa are excluded from cover.

How to Submit your Claim

An automated claims submission process has been introduced to allow for the automatic processing of your claims, and you will no longer be required to submit a separate claim form in addition to the claim that has been submitted to your Medical Scheme. The Sanlam Gap Team have developed an automated integration system for its members on selected schemes to seamlessly integrate with your Medical Scheme, healthcare providers and its contracted third parties to assist with the efficiency of the claims process.

Alternatively, you are able to decline this process and access the claim form by clicking on this **link** and download the form. Kindly email your completed claim form with supporting documentation to **Gapinfo@centriq.co.za**

Standard Claims Process

When submitting the claim form, you will also need to provide a copy of the relevant specialists' accounts, **Hospital** accounts and **Medical Scheme** statement showing the processing of the accounts and the shortfall. Please note that the claim will not be processed until all documents have been received. You have **6 months** from the end of the **Insured Event** to submit your claim and relevant documentation. Any claim received for the first time after the 6 month period has expired, will not be honoured.

Claims can be e-mailed to **Gapinfo@centriq.co.za**

Claims can also be captured online: **Sanlam Gap Claims form**

Once received, **your claim will be processed** and if all requirements have been met, the **Benefit** amount will be paid within **7 to 10 working days**.

Please also remember that this **Policy** does not form part of your **Medical Scheme** and your **Medical Scheme** call centre will thus not be able to assist you with any questions in this regard.

Please direct all queries to our
Customer Care Centre on **0861 111 167**

Contact **Information**

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E Gapinfo@centriq.co.za
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Sanlam

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