

# GLENCORE

## Medical Scheme



## Optical benefits 2021

### Who we are

Glencore Medical Scheme (referred to as 'the Scheme'), registration number 1253, 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), that administers Glencore Medical Scheme.

### General contact details

You can call us on **0860 00 21 41** or visit [www.glencoremedicalscheme.co.za](http://www.glencoremedicalscheme.co.za) for more information

### The Optical Benefit

We cover optometry from the overall annual limit. This benefit includes:

- One eye test for a member each year (including tests for glaucoma).

#### Frames

- Limited to one frame for a member every two years
- Limited to the frames limit of R1 590 for per beneficiary every two years.

#### Lenses

- One pair of non-tinted, single vision lenses for a member once every two years, **OR**
- One pair of non-tinted bifocal lenses once every two years , **OR**
- One pair of multifocal lenses once every two years.

### Contact lenses

- Covered up to a limit of R3 300 for a member every two years, only if you do not make use of the lenses benefit.

### Reading glasses

- Cover up to the frames limit of R1 590 for a frame, for a person, every two years. Members need to get their reading glasses from a registered optometrist, ophthalmologist supplementary optical practitioner or pharmacy.

Note: In all instances where there is a two-year period for optical benefits, the current cycle ends on 31 December 2021.

### Refractive surgery

- Limited to R19 680 for the family per year and is reimbursed at 80% of the scheme rate.
- Only the related accounts will accumulate to the overall all annual limit. The hospital or day clinic accounts will accumulate to the overall annual limit
- Pre-authorisation must be obtained beforehand.

### Complaints process

You may lodge a complaint or query with Glencore Medical Scheme directly on **0860 00 21 41** or address a complaint in writing to the Principal Officer at the Scheme's registered address. If your complaint remains unresolved, you may lodge a formal dispute by following the Glencore Medical Scheme internal disputes process.

You may, as a last resort, approach the Council for Medical Schemes (details below) 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)