

## Optical Benefit

### 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 and provides:

### Cover for lenses, frames, contact lenses

#### On LA Comprehensive, LA Core, LA Active or LA Focus

Optometry consultations are covered from your day-to-day benefits.

We pay for frames, lenses and contact lenses up to 100% of the LA Health Rate from your day-to-day benefits, subject to specific limits on your chosen benefit option.

You can get up to 20% off on your frames and eyeglass lenses when you visit an optometrist in the Discovery Health Optometry Network. 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). When you pay cash, you get the discount immediately. 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. Alternatively the optometrist can submit the claim directly to the Scheme and we will apply the applicable discount.

Visit [www.lahealth.co.za](http://www.lahealth.co.za) to find an optometrist in the network.

#### On the LA KeyPlus Benefit Option

We will pay for one eye test, one pair of clear mono or bi-focal glasses for each beneficiary every two years. You get one basic frame or contact lenses, if you receive the services from an optometrist in the KeyCare optometry network.

#### Cover for optical surgery

We pay for certain 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.

### 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)