

## Claiming for medical expenses after a motor vehicle accident

### Who we are

LA Health Medical Scheme (referred to as 'the Scheme'), registration number 1145, is the medical scheme that you are a member of. This 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.

## Claiming for medical expenses after a road accident

### Payment of accident-related medical expenses

If you're involved in a motor vehicle accident, LA Health Medical Scheme will pay for your accident-related healthcare expenses in accordance with the Rules of the Scheme, and the benefits of your selected Option.

If you lodge a claim with the Road Accident Fund, you must include details of any accident-related medical expenses paid for by the Scheme, which we will provide to you or your attorney. If the Road Accident Fund pays any medical expenses that were previously paid by the Scheme, the Scheme must be reimbursed with the amounts paid by the Road Accident Fund.

### Inform LA Health about the accident

You must inform the Scheme about the accident as soon as possible.

We will refer you to a preferred attorney who will assist you with your claim against the Road Accident Fund. You may make use of your own attorney if you want to.

If you use one of the Scheme's preferred attorneys, they will assess your accident at no cost to you to determine whether you have a valid claim. If you choose to use your own attorney, please ask your attorney to contact us, so we can assist them with information about your accident-related claims, and any administration fee related queries which they may have.

## Additional benefits of claiming from the Road Accident Fund

You may be able to claim from the Road Accident Fund if you or your family member(s) were in an accident as a driver, passenger, cyclist, or pedestrian.

If your claim against the Road Accident Fund is successful, you may receive payment for past and future loss of earnings, reimbursement for past and future medical expenses paid by yourself, reimbursement for past and future medical expenses paid by the Scheme (to be refunded to the Scheme), loss of support for your dependents and disability payment for injuries that are classified as 'Serious' by the Road Accident Fund in terms of the Road Accident Fund Act.

Once we receive the refund for medical expenses paid by the Scheme, the payment will be allocated to your Medical Savings Account/out-of-hospital benefit (if applicable) and/or the Scheme's risk pool.

### The following attorneys are our preferred providers

| Region                                     | Preferred provider                 | Contact number    |
|--|------------------------------------|-------------------|
| Johannesburg, Randburg and East Rand       | A Wolmarans Inc. Attorneys         | 011 781 6050      |
|  | Levin Tatanis Attorney             | 011 886 0915      |
|  | Clive Unsworth Attorneys           | 011 618 2209      |
|  | Greg Schlosberg Attorneys          | 011 656 2850      |
|  | Hirschowitz Flionis Attorneys      | 011 880 3300      |
|  | Erasmus De Klerk Inc. Attorneys    | 011 678 1988      |
|  | Jerry Nkeli & Associates           | 011 838 7280      |
|  | Podbielski Mhlambi Attorneys       | 018 786 2919      |
|  | Molefe Dlepu Inc                   | 011 616 0005      |
| Vereeniging, Vanderbijlpark, Parys         | Mills Groenewald                   | 016 421 4631      |
|  | Meise Nkaiseng Inc                 | 016 420 2600/2500 |
| Pretoria and North West                    | Riette Oosthuizen Attorneys        | 012 460 6359      |
|  | Shayne White Inc. Attorneys        | 012 809 0920      |
|  | MacRobert Attorneys                | 012 425 3400      |
|  | Gert Nel Attorneys                 | 012 333 8290      |
| Limpopo Province                           | Marais Basson                      | 013 690 3968      |
| Mpumalanga Province                        | Marais Basson                      | 013 690 3968      |
| Cape Town and Western Cape                 | Sohn Wood Attorneys                | 021 424 2638      |
|  | De Vries, Shields Chiat Attorneys  | 086 146 5879      |
|  | Jonathan Cohen & Associates        | 021 422 5270      |
| Knysna, George and Plettenberg Bay         | Gert Nel Attorneys                 | 012 333 8290      |
| Kimberley, Upington and Northern Cape      | Gert Nel Attorneys                 | 012 333 8290      |
| Durban, Pietermaritzburg and KwaZulu Natal | A Wolmarans Inc. Attorneys (KZN)   | 031 564 9718      |
|  | Berkowitz Cohen Wartski            | 031 314 9300      |
|  | Thorrington Smith & Silver         | 031 307 5171      |
| Bloemfontein and Free State                | A Wolmarans BFT Branch             | 051 111 0004      |
| East London                                | McWilliams & Elliott Inc Attorneys | 041 582 1250      |
|  | Kirk Attorneys INC                 | 043 735 1400      |
| Port Elizabeth and Eastern Cape            | Jaco Hattingh Litigation Attorneys | 041 364 2624      |
|  | Jock Walter Attorneys              | 041 363 5501      |

## Contact us

Should you require further details on the claim process, or want to report a road incident, please write to us at [Discovery third party recovery services@discovery.co.za](mailto:Discovery_third_party_recovery_services@discovery.co.za), or call:

|         |              |
|---------|--------------|
| Tia     | 011 529 3047 |
| Gcinile | 011 529 5108 |
| Vusi    | 011 529 5701 |
| Maria   | 011 529 1747 |
| Tsholo  | 011 529 3056 |
| Lance   | 011 529 1806 |

For escalations, please contact Yeolandi Greyson on 011 529 4747.

## Complaints process

You can lodge a complaint or query 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 Scheme's disputes process.

Once the Scheme's internal processes are exhausted, and the issues remain 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)