Dear Doctor

GEMS RUBY, EMERALD, EMERALD VALUE AND ONYX (REO) FAMILY PRACTITIONER (FP) NETWORK: IMPORTANT REMINDERS AND BENEFIT ENHANCEMENTS FOR 2026

GEMS considers the Family Practitioner (FP) to be at the heart of the healthcare process and appreciates the intensive work done by FPs to ensure that our more than 2.4 million beneficiaries receive the quality healthcare they require.

The purpose of this communication is to update you on the following:

1. FP and Family Physician tariff increases
2. Male Circumcision
3. Scope Co-payment
4. Outpatient Intravenous (IV) Therapy
5. GEMS Hospital Admission
6. Enhanced GEMS Practitioner Application & Portal

1. FP and Family Physician Tariff increases for 2026

The following tariff increases are applicable to REO FPs and Family Physicians from 01 January 2026. Please ensure that these rates are correctly loaded on your practice management software.

	Network Family Practitioners & Family Physician		**Non-Network Family Practitioners & Family Physician**	
Professional Fees	3.10%		2.85%	
	Network			**Non-Network**
	Consultation Rate	**REPI² Cat 1 Enhanced fee**	**REPI² Cat 2* Enhanced fee**	
FP	R 532.80	R 75.20	R 34.00	R 477.50
Family Physician	R 691.90	R 75.20	R 34.00	R 498.60

* *Category 2 practices who do not achieve the GEMS quality measures will be paid the REPI²* level 2 fee. On the other hand, category 2 practices who achieve the GEMS quality measures will be paid the REPI² level 1. fee *An electronic copy of the 'GEMS Focus Measures Benchmark Report' is distributed to all qualifying practices on a quarterly basis.*

Please **do not** add the enhanced consultation fee to your GEMS REO FP Network consultation fee, as we will automatically assign it to qualifying practices upon payment of claims.

Private bag X782 Cape Town ● **Service Provider Call Centre:** 0860 436 777 ● **Fax:** 0861 00 GEMS (4367)
Email: enquiries@gems.gov.za ● **Fraud Line:** 0800 21 2202 ● **HIV Aids Helpline:** 0860 436 736 ● www.gems.gov.za

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2. Male Circumcision

Male circumcision procedure is covered only in out-of-hospital setting, unless there is a clinical indication that requires hospital-based care. Hospital-based care procedure will require pre-authorisation and is subject to clinical review.

3. Scope Co-Payment

A R,1000 co-payment per scope will apply on all non-PMB and elective scopes that are performed in-hospital. If a member needs to undergo two (2) or more scopes, a R1,000 co-payment will apply for each scope.

4. Outpatient Intravenous (IV) Therapy

This benefit includes the IV therapy that is provided in outpatient setting, including home-based care. This is subject to pre-authorisation and Managed Care Protocols, under the Alternative to Hospital benefit**.**

5. GEMS Hospital Admission

Members on the Tanzanite One, Ruby and Emerald Value options must make use of the GEMS Hospital Network for hospital admission. Voluntary use of a non-network hospital will result in a co-payment of **R15 000**. To view and download the GEMS Hospital Network List, please access the GEMS website.

To assist your patient on the Emerald Value option to avoid non-network co-payment, please refer them to a specialist based at a network hospital.

6. Enhanced GEMS Practitioner Application & Portal

GEMS Practitioner Portal and Mobile Application has been enhanced consistently to ensure that these platforms are much more user-friendly, and they also provide a more personalised and improved functionality. Registration details and links are available on the GEMS website (www.gems.gov.za).

Should you need any assistance during the registration process, you can contact the GEMS Provider Online Support Desk via email on ictservicedesk@gems.gov.za

More GEMS information at your fingertips

Our website offers a wealth of information to members and healthcare providers alike. Please visit www.gems.gov.za for healthcare provider guides, network lists, ICD-10 codes, formulary lists, tariff files, healthcare programmes, and more. The **GEMS Practitioner Portal** can be accessed at hcp.gems.gov.za, and the **GEMS Practitioner App** downloaded from Google Play or the App Store.

Thank you for your continued support and co-operation. If you have any queries, kindly call the GEMS Call Centre on 0860 436 777, or email networkscontracting@gems.gov.za.

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7. 2026 Healthcare Provider Engagement Events

In recognition of the pivotal role healthcare professionals play in the success of the Scheme, GEMS is aiming at cultivating and fortifying our relationship with healthcare professionals through strategic and meaningful dialogues.

GEMS is delighted to inform healthcare professionals about the 2026 GEMS Healthcare Provider Summits listed below:

Date	Province
28 March 2026	Western Cape
16 May 2026	Limpopo
25 July 2026	Eastern Cape
19 September 2026	Free State

Additional details regarding these events will be shared with you through formal invitations in due course.

Also, in 2026 there will be Practice Managers' Webinars, kindly be on the lookout for communication details for your province.

Kind regards,

GEMS Network Management

Disclaimer:

Every effort has been made to ensure that all information provided to you is factual and accurate. However, in the event of a dispute, the Scheme Rules shall apply. You can view the Scheme Rules on our website at www.gems.gov.za. The information provided on this correspondence is for information purposes only and cannot replace medical advice from your professional healthcare provider. We are committed to protecting your personal data. Your right to privacy and security is very important to us. The Government Employees Medical Scheme (GEMS) and its contracted Service Provider Network (SPN) treat personal information as private and confidential. We collect personal information for the purposes set out in the Scheme's Registered Rules or otherwise communicated to you and we use your information for a number of different purposes, for example to provide our services to members and others and to meet our legal and regulatory obligations. For more detailed information on how and why we use your information, including the rights in relation to your personal data, and our legal grounds for using it, please view the GEMS Protection of Personal Information Policy and Promotion of Access to Information Manual on our website.

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