POLMED
OUR INVESTMENT | OUR HEALTH | OUR FUTURE

Crestway Office Park, 20 Hotel St
Persequor, Pretoria, 0020
0860 POLMED (756 633)
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www.polmed.co.za

December 2025

Dear General Practitioner

POLMED General Practitioner Network rates for 2026

POLMED extends its sincere appreciation for the quality care you provided to our members throughout 2025. As a valued General Practitioner (GP) within our network, we are pleased to inform you of a **4.5%** increase in the GP tariff rates, effective **1 January 2026.**

Reimbursement Model

The 2026 reimbursement model continues to include an **enhanced consultation fee** based on your REPI² category score, as outlined below:

General Practitioner Consultation Rates (0190-0192)	
POLMED GP Network consultation fee	**R533.40**
Enhanced consultation fee for REPI² category 1 GP Network practices	**R68.30**
Enhanced consultation fee for REPI² category 2 GP Network practices	**R38.80**
Enhanced consultation fee for REPI² category 3 GP Network practices	**R0.00**

One of the key objectives of the POLMED GP Network is to safeguard members against unforeseen co-payments. Accordingly, we wish to reiterate the importance of adhering to the agreed POLMED GP Network rate (**R533.40**) to ensure cost predictability and member protection.

Important billing note:

Please do not manually add the enhanced consultation fee to the POLMED GP Network consultation fee (**R533.40**) This enhanced fee will be automatically allocated to qualifying practices upon payment of claims.

Your remittance advice will reflect a comment code **247** for each consultation that qualifies for an enhanced fee. Please note that the enhanced fee amount will not appear on individual claim lines. Instead, the total value of all enhanced fees will be consolidated and displayed as a single amount, marked with code **247** and the description "**Enhanced fees**" at the beginning of the claim summary.

Example: *50 (consultations) X R68.30 = R3 415.00*

GP Nomination - Aquarium and Marine Options

Members and beneficiaries are required to nominate a primary network General Practitioner (GP), while principal members must also designate a secondary network GP. Beneficiaries enrolled in the Aquarium and Marine Options may access up to two consultations per annum with **non-nominated GPs** for emergency or out-of-town circumstances. Any additional non-nominated visits beyond this allowance will incur a 30% co-payment.

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Coordination of Care

POLMED is committed to promoting efficient healthcare delivery by positioning the General Practitioner (FP) as the primary point of contact for members. This approach helps to reduce unnecessary specialist self-referrals, as most health conditions can be effectively managed at the GP level. Where specialist intervention is required, the GP should initiate the referral and remain engaged in the member's care journey by staying informed of the specialist's findings and treatment decisions, thereby ensuring continuity and coordination of care.

Specialist Network and Referral Protocol

All POLMED beneficiaries are required to obtain a specialist referral from their nominated network General Practitioner (GP) prior to scheduling any out-of-hospital specialist consultations. Failure to secure a referral will result in a co-payment being applied. To support continuity of care and ensure optimal outcomes, we encourage you to refer POLMED members to a specialist within the POLMED Specialist Network. To access the most up-to-date list of network specialists, please log in to the HCP Portal at **www.medscheme.com** and follow these steps:

- Navigate to the **HCPs** tab on the home page and log in using your **provider credentials**.
- Click on the **Main Menu > Locator**.
- Enter the **membership number**.
- Choose **Country** and enter **South Africa**.
- In the **Discipline Group** drop-down menu, select **Specialist**.
- Specify the **preferred radius**.
- Select the **Current Year** and **relevant Month**.
- Click Search

Alternatively, call the **Healthcare Provider Contact Centre** on **0861 112 666.**

How to obtain a referral:

- Visit **www.medscheme.com**
- Navigate to the **HCPs** tab and log in using your **provider credentials**.
- Navigate to **Main Menu > My Patients > Specialist Referral**.
- Enter the membership number and select the appropriate **Beneficiary**.
- If the specialist's practice number is known, enter it and select the preferred specialist from the map.
- If the specialist practice number is unknown, select the relevant discipline, define the preferred search radius, click **Search** and choose the preferred specialist from the map.

Hospitalisation Guidelines

To ensure access to quality care at sustainable costs, POLMED has refined its hospital network. Members must obtain pre-authorisation for hospital admissions to avoid penalties.

Co-payments:

- **Non-network hospital (Aquarium Plan)**: 30% of the overall hospital account
- **Late or no pre-authorisation (Aquarium & Marine Plans):** R5 000 (excluding PMB emergencies)

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To access the hospital and day surgery network list:

- Log into the HCP Portal at **www.medscheme.com**
- Navigate to the **HCPs** tab on the home page and log in using your **provider credentials**.
- Click on the **Main Menu > Locator**.
- Enter the **membership number**.
- Choose **Country** and enter **South Africa**.
- In the **Discipline Group** drop-down menu, select **Facility**.
- Specify the **preferred radius**.
- Select the **Current Year** and **relevant Month**.
- Click Search

Alternatively, call the **Healthcare Provider Contact Centre** on **0861 112 666.**

Medicine changes for 2026

Effective **1 January 2026**, the **POLMED Standard Chronic PMB Formulary** will apply to the **Aquarium plan**. If a POLMED Aquarium member's chronic medication is **not** listed on this formulary, a **20% out-of-formulary co-payment** will apply.

This update is designed to improve affordability, maintain coverage, and provide members with clinically appropriate treatment options at a sustainable cost. The **Marine plan** will continue to use the **Comprehensive PMB Formulary** in 2026.

The latest chronic PMB formularies are available at: **http://www.Polmed.co.za/chronic-medicine-management**. Please refer specifically to the **Standard PMB Formulary** for Aquarium members. To avoid co-payments, please prescribe medicines listed on the applicable formulary for your patient's plan.

Below are the **Top 5 Medicine Groups most impacted by these changes,** along with suggested in-formulary alternatives:

Medicine Groups	Average Co-payment (20% out-of-formulary)	In-formulary Alternative
Metformin XR Formulation	R24.70	Immediate release metformin
Valsartan/Diuretics Combination Products	R47.60	Single agent products or losartan/diuretic combination products
Levothyroxine sodium (Eltroxin® brand)	R19.68	Euthyrox® or Roidace®
Sertraline	R33.79	In-formulary SSRIs
Valsartan, Amlodipine and Hydrochlorothiazide combination products	R51.89	Single agent products for valsartan, amlodipine and HCTZ

OPMED Mutual Agreement

We wish to remind you of the mutual agreement undertaken between POLMED and OPTIMUM Medical Scheme (OPMED, medical scheme for the State Security Agency [SSA] members). This agreement facilitates the extension of the existing POLMED Family Practitioner Network to OPMED Scheme members.

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As a current contracted Family Practitioner to the POLMED Network this will mean the following for your practice:

- SSA members and their dependants, managed via OPMED, will be encouraged to use the services of the providers on the POLMED Family Practitioner Network. This opens a larger volume of patients within the network.
- Your practice becomes a Designated Service Provider (DSP) for OPMED members.
- The 2026 POLMED Network rates, terms and conditions will apply for both in and out of hospital services.

Please note: There will be no change in the claim's submission process for OPMED members as the claims will continue to be managed by OPMED, via their current processes. As previously highlighted, claims will need to be submitted in line with the POLMED Family Practitioner Network base tariffs, which your practice is currently contracted into. Medscheme's role continues in respect of managing the Family Practitioner Network on behalf of POLMED as the contracted administrator to the scheme for this function.

Claims Submission and Authorisations Process for OPMED member claims:

- Claims – kindly submit all claims via electronic batch processing
- Alternatively, via:
  - Email submissions can be made via: opmed@ssa.gov.za or enquiries@opmed.gov.za
  - Postal submissions can be made via: Private Bag X850, Pretoria, 0001
- Authorisations
  - PPSHA (OPMED's Hospital Management Programme) on 0860 247 633

Please contact OPMED at **opmed@ssa.gov.za / enquiries@opmed.gov.za** or **012 427 5333** for any queries.

Continuation of Agreement

You **are not required** to sign or return the 2026 POLMED General Practitioner Network Agreement. Your continued participation in the network is appreciated and remains in effect.

Thank you for your continued commitment to delivering high-quality care. We look forward to working together to shape the future of healthcare in 2026.

Kind regards,

POLMED GP Network Management

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