

THE PRINCIPLES OF COORDINATED CARE

1

Nominating a GP

You can easily find a good GP on the GEMS Network. **COORDINATED CARE** is really flexible! You can nominate your GP by accessing the list on the website www.gems.gov.za and by calling **086 000 4367**.

Remember: Be sure to visit your nominated GP to avoid a 30% co-payment.

2

Visiting a GP

COORDINATED CARE means your GP manages your healthcare for improved health outcomes. And there are no co-payments when you visit your nominated doctor.

Remember: Seeing a specialist without a referral from your nominated GP will require a 30% co-payment (Penalty).

3

Specialist Referral

If you need specialist care, your GP will refer you to one. It's part of **COORDINATED CARE**.

Note: There are certain times when you can see a Specialist without a referral.

Visit www.gems.gov.za to see full list.

4

Visiting a network hospital

All network hospitals are listed on the GEMS website. If there isn't one within 50km of your place of residence, you can still use the nearest hospital.

Note: When can you use a non-network hospital?

- You're travelling and there's no network hospital nearby.
- In case of a medical emergency, you can get the specialised care you need at the nearest non-network hospital.

Getting more for less

Members moving from Emerald to EVO will receive an almost 15% reduction in premiums before subsidy. Members on Tanzanite One have full access to GEMS Network Hospitals and unlimited GP and Specialist consultations – subject to adherence to **COORDINATED CARE** rules.

6

Authorisations

If you switch to Emerald Value or Tanzanite One, you will not need new authorisation from GEMS to keep up with treatments you're on already.

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JOURNEY OF COORDINATED CARE