

Dear Provider

As a valuable service supplier to Medicover Medical Scheme's members we are delighted to inform you of an imminent change in the administration processes of our Scheme.

CarewarePBM, a fully integrated Pharmaceutical Benefit Management module within the current Medicover administration system, will be used for the administration of medicine claims with medicine claims passing through DHS to CarewarePBM from the 1st of December 2006.

Advantages of the integration of this system into our current administration system are that, whilst Medicover will continue to provide an easy accessible medicine adjudication process, the Scheme will also be better able to provide real-time- relevant and accurate information to the dispensing service provider at the time of dispensing. Furthermore, this system should reduce payment turnaround times to our service provider and reduce the cost of doing business with Medicover for both the member and service provider.

As is customary Medicover will apply due diligence to this process and ensure that we maintain the high standards of administration to which you have become accustomed to.

Please visit our website www.medicover.co.za or www.careware.co.za for more information on this new and improved administration process and do contact us directly on info@medicover.co.za if you have any queries or concerns.

We look forward to being of continued service to you.

Yours sincerely
Stephan Grobler
Principal Officer

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