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No. 28028

MANUAL

IN ACCORDANCE WITH

**THE PROMOTION OF ACCESS TO
INFORMATION ACT (NO. 2 OF 2000)**

INDEX

Company Name	Gazette No.	Date	Page No.
OpenPlan Medical Scheme	28028	23 September 2005	3



medical Scheme
Mediese Skema

OPENPLAN MEDICAL SCHEME : MANUAL - PROMOTION OF ACCESS TO INFORMATION ACT

The following information is provided by OpenPlan Medical Scheme ("the Scheme") in compliance with Section 51 of the Promotion of Access to Information Act, 2000 ("the Act")

The Scheme is a medical scheme registered in terms of section 24(1) of the Medical Schemes Act, 1998. The Scheme is a private body as defined in the Act.

1. Contact Details of the Scheme

OpenPlan Medical Scheme

Reference number	1560 (Scheme's Registration Number)	
Head of the Scheme:	Philip van Zyl Principal Officer	
Registered/Postal Address:	61 Town Square St George's Mall Cape Town	PO Box 15774 Vlaeberg 8018
Telephone Number:	Enquiries: Principal Officer	(021) 480 4411 (021) 860 8640
Fax Number:	Enquiries: Principal Officer	(021) 480 4417 (021) 480 4668
E-mail Address:	Enquiries Principal Officer:	openplan@mhg.co.za pvanzyl@openplan.co.za

2. South African Human Rights Commission guide to the Act

In terms of section 10 of the Act, the Human Rights Commission is required, before August 2003, to issue a guide to assist a person wishing to exercise any right contemplated in the Act.

The contact details for the Human Rights Commission are as follows:

Human Rights Commission

Postal Address:	Private Bag 2700 Houghton 2041
Telephone Number:	(011) 484 8300
Telefax Number:	(011) 484 0582
Website:	www.sahrc.org.za

Administered by Metropolitan Health Group / Geadministreer deur Metropolitan Health Group

OpenPlan Medical Scheme, PO Box 15774, Vlaeberg, 8018 Tel 0861 888 101, (021) 480 4411, Fax 0861 888 201, (021) 480 4417, Website: www.openplan.co.za, OpenPlan Reg. No: 1560

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Medical Scheme
Mediese Skema

3. Records available in terms of the Medical Schemes Act, 1998 without a person having to request access in terms of the Act

- (a) Copies of the following records of the Scheme are available on request by a member of the Scheme after payment of any fees determined by the rules of the Scheme:
- (i) The rules of the Scheme;
 - (ii) The latest audited financial statement, returns, trustees' report and auditors report of the Scheme;
 - (iii) Management accounts in respect of the Scheme and all of the benefit options.
- (b) The documents referred to in (a) above are available on request by a member for inspection at the registered address of the Scheme (see 1 above) at no charge.
- (c) Any person (upon payment of prescribed fees) may inspect at the office of the Registrar of Medical Schemes any record referred to in (a) above and make a copy thereof or take extracts therefrom, or obtain from the Registrar a copy thereof or extract therefrom. The contact details are as follows:

Registrar of Medical Schemes

Address: 1267 Pretorius Street, Block E, Hadefield Office Park
Hatfield, Pretoria
Telephone (012) 431 0500
Facsimile (012) 430 7644
Website www.medicalschemes.com

4. Description of Records held by the Scheme

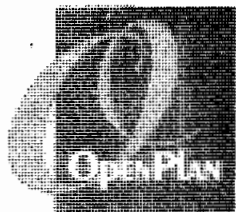
(a) Scheme Records

- (i) Rules of the Scheme
- (ii) Latest audited financial statement, returns, trustees' report and auditors report of the Scheme
- (iii) Latest management accounts
- (iv) Fidelity and indemnity cover contracts
- (v) Contracts with service providers: Administrator, Managed Care organizations, investment managers and Auditor
- (vi) Agendas and minutes of Trustee and sub-committee meetings
- (vii) Register of Trustees
- (viii) Correspondence with members and external parties

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Mediese Skema

(b) Member Records

- (i) Member communications including member explanatory booklets
- (ii) Member personal details including (but not necessarily limited to) date of birth, gender, marital status, record of dependants, benefit option selected, contribution history
- (iii) Member medical claim details including (but not necessarily limited to), benefit amounts claimed, doctor/dentist visits, medication prescribed, hospital admissions

Some of the above records, especially those containing personal information relating to individual members of the Scheme, may be subject to a confidentiality agreement between the Scheme and the participating Employers of the Scheme

5. Availability of the manual

The Scheme's manual is available for inspection free of charge at the registered address of the Scheme (see 1 above) A copy is also available from the Human Rights Commission (see 2. above)

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