

## Optical benefit 2019

### Who we are

The Anglovaal Group Medical Scheme (referred to as 'the Scheme'), registration number 1571, is the medical scheme that you are a member of. This is a non-profit organisation, registered with the Council for Medical Schemes. Discovery Health (Pty) Ltd (referred to as 'the administrator') is a separate company and an authorised financial services provider (registration number 1997/013480/07). We take care of the administration of your membership for the Scheme.

### Overview

The Optical Benefit covers you for healthcare services related to the health of your eyes. This document explains your optical benefits.

### Optometry benefit on your plan

This benefit includes cover for lenses, frames, contact lenses and surgery. Anglovaal Group Medical Scheme covers:

- Optometry consultations from your Medical Savings Account
- Frames, lenses and contact lenses at 100% of the Scheme Rate.

### You can get discounts on your plan

You can get up to 20% off on your frames and eyeglass lenses when you visit an optometrist in the Discovery Health Optometry Network. The discount is only applicable to hardware items such as frames and eyeglass lenses and excludes contact lenses and professional services (consultation and eye examination fees). Visit [www.avgms.co.za](http://www.avgms.co.za) to find an optometrist in the network.

### What to do when you pay cash

For cash payments, you get the discount immediately and you pay the amount at the till. Once you have paid, you must submit the proof of payment to us and we will pay the claimed amount as shown on the invoice, subject to the benefit limit.

### Contact us

You can call us on **0860 100 693** or visit [www.avgms.co.za](http://www.avgms.co.za) for more information.

### Complaints process

You may lodge a complaint or query with Anglovaal Group Medical Scheme directly on **0860 100 693** or address a complaint in writing directly to the Principal Officer. Should your complaint remain unresolved, you may lodge a formal dispute by following Anglovaal Group Medical Scheme's internal disputes process. Members, who wish to approach the Council for Medical Schemes for assistance, may do so in writing to: Council for Medical Schemes Complaints Unit, Block A, Eco Glades 2 Office Park, 420 Witch-Hazel Avenue,



**ANGLOVAAL**  
GROUP MEDICAL SCHEME



Eco Park, Centurion, 0157 or email [complaints@medicalschemes.com](mailto:complaints@medicalschemes.com). Customer Care Centre: **0861 123 267**/website [www.medicalschemes.com](http://www.medicalschemes.com)