

MOTO HEALTH CARE NEWSLETTER



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PRINCIPAL OFFICER'S NOTE

While we are excited to see the flowers sprouting and everything blooming this Spring. At some point in life, everyone feels emotionally overwhelmed, irrespective of age, gender, culture or socioeconomic background. The need to address these feelings have never been more important. In this issue we talk about taking care of your mental health and give a bit of a holistic approach to the relationship between oral health and your overall health. Easy access to overall health and wellness is also explained in this edition.

Wishing you a refreshingly happy Spring Season!

Warm regards
Danie van Tonder

If there are any topics or member benefits that you would like to see more of in future newsletters, please send your suggestions to us at news@mhcmf.co.za

On page 7 you will find a list of **24-hour emergency helpline numbers** in case of need. Please feel free to print these numbers and paste it in a noticeable space in your home for ease of reference.



Taking care of your **mental health**

In the fast paced world we live in, it is vital to recognise the importance of looking after our mental health, both for ourselves and our loved ones. In this article, we shed light on the importance of mental health care, suicide prevention and how this transcends socioeconomic boundaries.

Mental well-being plays a fundamental role in your overall health, as this affects your thoughts, emotions and your ability to cope with stress. No wonder this has an impact on our relationships, work productivity and quality of life! Looking after your mental health should be regarded as essential self-care, just like you would take care for your physical body.

When one member of the family struggles with mental health, this has a ripple effect on everyone around them. By prioritising your own mental well-being, you indirectly create a harmonious, safe and supportive family environment to help your loved ones. The same could be said for your work environment.

Whether you are experiencing financial stress, relationship issues, work- or academic pressure, your unique set of challenges matter! Seeking help or discussing your mental health with a health professional is often stigmatised, causing people to suffer in silence. Overcoming this stigma requires education, empathy and a mind shift change, which starts at home and the work place.

Most of us know of someone who has either attempted suicide or succeeded in taking their own life. The reality is that anxiety disorders, major depression and suicide rates have risen globally, especially after the COVID-19 pandemic. Your mental health is precious. Taking the brave step of reaching out to someone or offering support to someone in need can make an immeasurable difference.

Understanding the warning signs, such as withdrawal from social activities, changes in mood or behaviour, expressions of hopelessness, or references to self-harm is crucial. By recognising these signs, you may be able to get the help you or a loved one needs before it is too late.

While mental health affects everyone, not everybody has access to the necessary resources, support systems or medical care. If you are unsure about your available mental health benefits, Moto Health Care is just a phone call away. **Please contact 0861 000 300 for assistance.**

The holistic approach to health – Relationship between oral health and overall health.

A healthy dental lifestyle is defined to be continuous efforts by an individual to maintain and improve their oral health and hygiene. The aim is to prevent dental related conditions and infections as well as preventing early exfoliation of teeth.

Some dental conditions are linked to systemic conditions such as periodontitis, which is the infection of the supporting structures of teeth being linked to bacteraemia, cancer, rheumatoid arthritis and heart conditions. This is a great concern especially for the elderly patient. Certain illnesses like osteoporosis, diabetes mellitus and immune disorders can worsen the risk of periodontal disease. Keeping healthy generally has an impact on the outcome of your oral health, and maintaining good oral hygiene reflects on overall health.

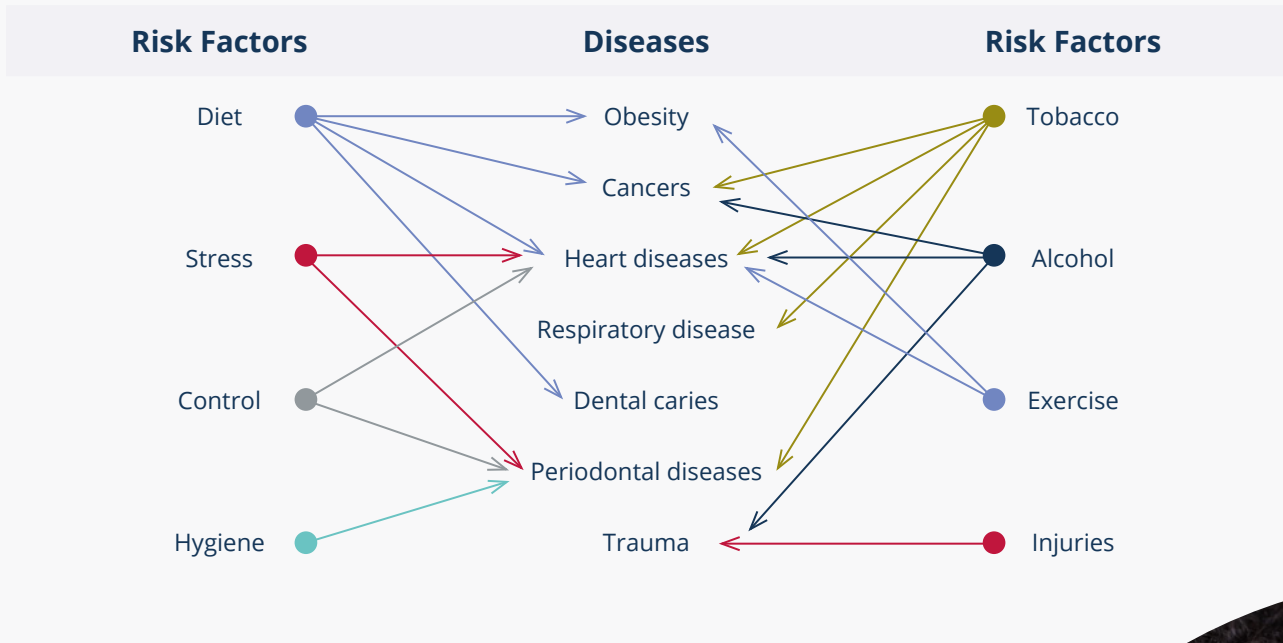
For most teenagers and women, the cause of gum infections are hormonal changes such as those that occur during adolescence stage, menstruation, pregnancy and menopause. These do not cause periodontitis, but can aggravate existing periodontal infections.

Younger children often experience difficulty in complying to oral hygiene instructions. Brushing twice a day is not a pleasing activity for these patients. Their oral health is the parents' responsibility. Children with neglected oral hygiene are at an increased risk of early childhood caries and long-term experience self-esteem problems.



World Health Organization (WHO) recommends a common risk approach model for prevention of diseases.

Risk Conditions



This model looks at common lifestyle habits that are a common cause for most health conditions, both general health and oral health. Making good choices regarding the listed risk factors can prevent development and progression of the listed diseases.

Tips for a healthy dental lifestyle, which will improve general health.



Oral hygiene

- Brush twice a day
- Use a soft bristle brush
- Use fluoridated toothpaste
- Rinse with water after meals
- Floss at least four times per week
- Scrape the tongue with a tongue scrapper four times per week
- Change your toothbrush every three months



Diet

- Eat healthy foods (less acid, less sugar and less carbohydrates)



Health promotion

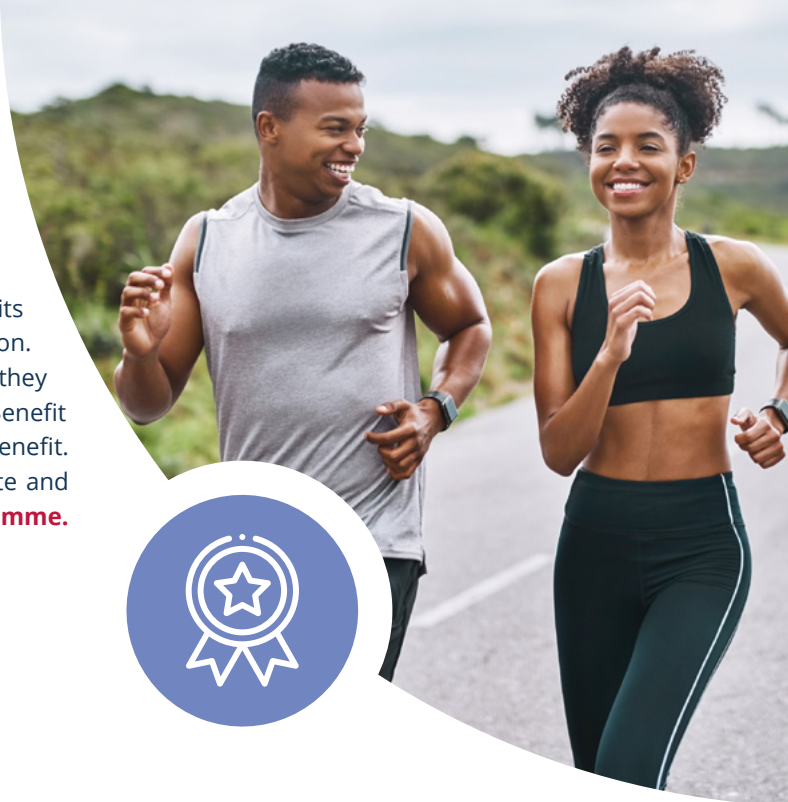
- No smoking
- Dental check-up every 6 months
- Less stress
- Avoid risky behaviours that may lead to dental trauma



References: Wilkins, E. M., Wyche, C. J., & Boyd, L. D. (2017). Clinical practice of the dental hygienist. Wolters Kluwer.

Access to Wellness benefits have never been easier

Momentum Health Solutions (MHS) offers wellness benefits for all beneficiaries. The benefits will differ per chosen option. For these benefits to be paid from the correct benefit area, they need to be authorised to be paid from the Major Medical Benefit and by doing this, it allows you to stretch the day-to-day benefit. These benefits can be unlocked by logging on the website and selecting the tab: **get authorization for a Wellness Programme.**



1.2 Self-help Member Portal

MEMBERS CAN USE THE WEBSITE TO:

- ✓ track their claims
- ✓ update their personal details
- ✓ request proof of membership
- ✓ get authorisation for a Wellness program

Membership details
Payment details
Contributions
Proof of membership
Dispute
Correspondence
Claims
Claims statement
Track your claims
Benefits
Chronic medicine
Summary
Authorisation
Wellness programme
Authorisation history
Healthcare
What is HealthCover?
Scheme information
Rules and annual report
My Doctor
What is HealthCover?

Following that, you may select the dependant and that will reveal a list of medical treatment – see the table below:

Select one medical condition at a time. Every selection you will generate an authorisation number, which indicates the dependant's name, medical condition and the tariff code.

Please note: You must follow the same process for each dependant. Once the treatment is provided and the claims are submitted, the claim will be processed from the Risk benefit.

Wellness programme

Please select the dependant that you want to request authorisation for:

Dependant
Brian Edward Snow

Please choose one of the following authorisations:

Prostate Specific Antigen
Bone Densitometry
Tetanus Injection
TB Screening
Dental Examination

TIP

This can be done in January of each year and the authorisation would be valid for one medical treatment for that calendar year only.



Consent and the protection of personal information

ACT 4 OF 2013 (POPIA)

Moto Health Care complies with the Protection of Personal Information Act 4 of 2013 (POPIA), is committed to protecting your privacy and takes its responsibilities regarding the protection and security of personal information very seriously.

You may see articles and terminology about POPIA everywhere these days, particularly around privacy and access to your dependants' personal information.

Wondering how this will affect you?

Dependants who are 18 and older are entitled to their privacy. This means that the Scheme will deal directly with the dependant, unless the dependant consents for the member to access their medical or personal information. While we understand that the dependant's premiums are paid by the principal member, it does not entitle the member to access their dependant's personal information.

Therefore, the Scheme has sent communication to all members advising you to update the contact details of your dependants who are 18 and older. Dependants are able to access their authorisation numbers and health records via the member portal on our website (www.mhcmf.co.za).

It is important that the dependant provides the principal member with consent, which also means that the dependant has consent to access to the principal member's medical information. Dependants must update their contact details with the Scheme to ensure that the security of their personal information is maintained and shared appropriately.

How do I give my dependants access to my medical information and vice versa?

You must complete and sign the **Member/dependant consent form**. The person who gives consent is the one who can make enquiries on the beneficiary's behalf. Single members may also nominate someone they wish to give consent to access their personal medical information.



The **Member/dependant consent form** is available on the Scheme's website at under the Documents tab, Application Forms



Return the completed form by email to membership@mhcmf.co.za.

Please note

All your personal medical information shall be processed by Moto Health Care in accordance with the law and the Scheme's **Privacy Policy**, which is available on the website (www.mhcmf.co.za), or on request from our call centre (**0861 000 300**).

Discover the **Comprehensive Wellness Benefits** we offer

Did you know that Moto Health Care provides a range of wellness benefits designed to support your employees' health and well-being?

Our wellness benefits include essential preventative tests like cholesterol screening, blood pressure and blood sugar tests, vaccinations and body mass index (BMI) screening. In fact, our health plans offer a variety of preventative tests under different Scheme options, allowing our members to proactively assess their health status and identify any potential risks of developing chronic conditions. Early detection of these conditions can make a significant difference in your employees' overall health and quality of life.



Members and their dependants need to simply phone our call centre on **0861 000 300** to access this benefit.

By taking a proactive approach to identify chronic illnesses, the Scheme ensures that your employees receive the necessary care for their conditions, ultimately leading to a positive impact on your company's productivity and ensuring the well-being of your workforce. We invite you to refer to the Moto Health Care brochure, to explore the comprehensive list of preventative tests available across our diverse range of benefit plans.

Choose Moto Health Care for a proactive approach to your well-being. Invest in your health today for a healthier tomorrow!

Remember to save our emergency number on your phone and call us on **0861 009 353** for assistance. For more information, visit www.mhcmf.co.za or **download the mobile app today!**

Call Centre: 0861 000 300 or email info@mhcmf.co.za

DOWNLOAD THE **Moto Health Care** MOBILE APP TODAY!

www.mhcmf.co.za



Take note of our whistle-blower hotline number, 0800 200 564 – or email tip-offs to mhcmf@tips-offs.com. All reports are confidential.

DISCLAIMER: This information is for educational purposes only, and is not intended as medical advice, diagnosis or treatment. If you are experiencing symptoms or need health advice, please consult a healthcare professional.



We have also provided you with a list of **24-hour emergency helpline numbers** in case of need. Please feel free to print and tear off these numbers and paste it in a noticeable space in your home for ease of reference.

24-hour emergency helpline numbers



Suicide Crisis Helpline:
0800 567 567



**Childline South Africa
(Child Crisis Helpline):**
0800 055 555



Panic Disorder Helpline:
0800 456 789



Rape Crisis Helpline:
021 447 9762



**South African Depression
and Anxiety Group (SADAG):**
0800 567 567



**Lifeline South Africa
(Crisis Helpline):**
0861 322 322



Stop Gender Violence Helpline:
0800 150 150



Substance Abuse Helpline:
0800 121 314