

# HEALTH MATTERS

SABMAS NEWSLETTER | MARCH 2023



TWEAKS FOR A  
**HEALTHIER  
HEARTBEAT**

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UNDERSTANDING  
**PROSTATE CANCER**



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# THE PRINCIPAL OFFICER'S DESK

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## A MESSAGE FROM OUR PRINCIPAL OFFICER

Recently, we have undergone many changes. One of the most significant changes has been the change of Administrator, where on 1 January 2023, the Scheme administration was taken over by 3Sixty Health.

The Board is acutely aware of the transitional problems that we have faced with the transfer from our previous Administrator. We have implemented and continue to manage various forms of interventions to address the issues as speedily and accurately as possible. The Board assures all members that these

issues are receiving attention at the highest level of both 3Sixty Health and SABMAS. We know that in the long run, the benefits of the change will certainly be realised, and we remain optimistic about the future of the Scheme.

**“...the Scheme remains in a healthy financial position and is committed to providing members with rich benefits at the most competitive price.”**

Of importance for our members to note, is that with the change in Administrator, the Scheme benefits remain the same. The only change is the introduction of the requirement to receive a referral from a GP to see a specialist, and this applies only to the Comprehensive option. This was

duly approved by the Board. The Scheme continues to be responsible for benefit design and the Administrator implements the Scheme Rules and benefits as approved by the Board.

3Sixty Health holds an impressive portfolio, and its core competencies exist in Disease Management, Managed Care, Services Provider contracting, and Customer Services—to name but a few. The Board extensively evaluated these service offerings and is confident that once the teething problems are resolved, our members will find tremendous and beneficial value in the offering from the new Administrator.

We are all feeling the pinch of the current global economic condition, and in particular the difficult local economy. With this in mind, 3Sixty Health has proudly introduced a Loyalty

Programme, which was specifically designed with SABMAS members in mind. Key benefits of the Loyalty Programme include Retail, Travel, Wellness, Education, Dining, Gym, Online and Concierge Service offerings, with more to be added.

We urge members to register a profile at [www.3sixtyrewards.co.za](http://www.3sixtyrewards.co.za). This will enable you to view the details and activity on your account, explore the various plans, and find out more about the exciting Loyalty Programme.

Should you have queries or need assistance, please send us an email on [3sixtyloyalty@justrewards.co.za](mailto:3sixtyloyalty@justrewards.co.za). Members can contact us by telephone from Monday to Friday between 08h00 and 17h00 on 031 880 1747, for further assistance.

Our members are our number one priority. Despite the disruption felt of late, the Scheme remains in a healthy financial position and is committed to providing members with rich benefits at the most competitive price.

Until next time, be healthy!

*Khanya Sibiya*





# HEALTHY LIVING

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## WHAT IS HEALTHY LIVING?

Healthy living refers to a holistic lifestyle that promotes physical, mental, and social wellbeing. It requires that you make choices that support overall health and wellness, such as eating a balanced diet, getting regular exercise, getting enough sleep, managing stress, avoiding harmful behaviours like smoking and excessive alcohol consumption, and staying connected with friends and family.

A Healthy Lifestyle Includes Several Key Components



**Nutrition:** To support optimal physical and mental health, it is important to follow a balanced and nutritious diet that includes a variety of fruits, vegetables, whole grains, lean proteins, and healthy fats. Not only does this support physical and mental health, but also helps to maintain a healthy weight, and reduce the risk of chronic disease.



**Exercise:** Engage in regular physical activity, such as brisk walking, jogging, cycling, or strength training, for at least 30 minutes a day most days of the week. This helps to improve cardiovascular health, increase strength and flexibility, and reduce the risk of chronic diseases.



**Sleep:** Get enough high-quality sleep—typically seven to nine hours per night for adults—which supports overall physical and mental health.



**Stress Management:** Manage stress through relaxation techniques such as deep breathing, meditation, or yoga, and seeking support from friends, family, or a mental health professional when needed.



**Avoid Harmful Behaviour:** Avoid behaviour that can negatively impact health, such as smoking, excessive alcohol consumption, and drug use.



**Social Connection:** Build and maintain social connections with friends, family, and community member. This supports positive mental health and provides a sense of purpose and belonging.

Overall, healthy living involves making conscious choices that support physical, mental, and social wellbeing. By making these choices, you can improve your quality of life and reduce the risk of chronic diseases and other health problems.

## ENERGISE YOUR MORNING: NUTRIENT-PACKED SMOOTHIES TO START YOUR DAY

Smoothies can be a great way to start your day with a healthy and delicious boost of nutrients. Here are some tips for making a tasty and nutritious smoothie.

### **Start with a Liquid base:**

Choose a liquid that you like and that complements the flavours you are using in your smoothie. Popular options include milk (dairy or non-dairy), yogurt, coconut water, or fruit juice.

### **Add Fruits and Vegetables:**

Smoothies are a great way to incorporate more fruits and vegetables into your diet. Consider adding fresh or frozen berries, bananas, spinach, kale, or other fruits and vegetables that you enjoy.



**Add Protein:** Adding protein to your smoothie can help you feel full and satisfied throughout the morning. Consider adding protein powder, Greek yogurt, nut butter, or tofu to your smoothie.

**Use Healthy Fats:** Healthy fats, such as avocado or nut butter, can also help you to feel full and satisfied. They also provide essential nutrients that your body needs.

**Blend it Up:** Blend all of your ingredients together until smooth. If you like a thicker smoothie, add more frozen fruit or ice.

Enjoy! Pour your smoothie into a glass and enjoy it immediately for the best taste and nutrition.



# HYPERTENSION MANAGEMENT

## EASE THE PRESSURE: EASY LIFESTYLE TWEAKS FOR A HEALTHIER HEARTBEAT

Managing hypertension, commonly referred to as high blood pressure, involves several key strategies that aim to prevent and manage complications associated with the condition.

**Regular Monitoring:** If you are diagnosed with hypertension, it is vital to have your blood pressure checked regularly, ideally at least once a year, to monitor your condition so that your treatment plan can be adjusted as needed.

**Lifestyle Modifications:** Lifestyle modifications can help to lower blood pressure and reduce the risk of complications. This includes eating a healthy diet, reducing sodium intake, regular physical activity, maintaining a healthy weight, limiting alcohol consumption, and quitting smoking.

**Medication Management:** When diagnosed with moderate to severe hypertension, medications such as diuretics, beta-blockers, ACE inhibitors, and calcium channel blockers may be

prescribed to lower blood pressure and reduce the risk of complications. It is important to follow the medication regimen as prescribed and to notify your healthcare provider of any side effects or concerns that you may have.

#### **Patient Education:** Hypertension

management and education is important. This includes learning how to measure your blood pressure at home, and how to recognise signs and symptoms of complications.

#### **Coordination of**

**Care:** It is important to work together with your general practitioner in providing comprehensive care for your condition. This includes coordinating medication management, lifestyle modifications, and referrals to specialists as needed.

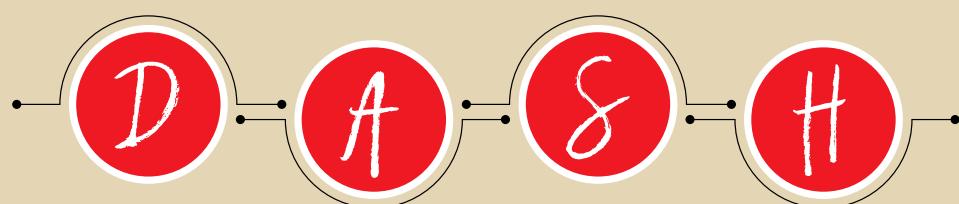
**Risk Factor Management:** People with hypertension are at increased risk for other health problems such as heart disease, stroke, and kidney disease. Managing these risk factors (high cholesterol or diabetes) is important to prevent complications and maintain overall health.

#### *Been Diagnosed?*

If you have been diagnosed with Hypertension, please contact our Disease Risk Management Department at 0860 002 133 or send an email to [drm@sabmas.co.za](mailto:drm@sabmas.co.za) to register and join the Hypertension Management Programme.

Overall, managing hypertension from a disease risk management point of view involves a comprehensive approach that includes a combination of the above-mentioned activities. By following these strategies, the risk

of hypertension complications can be reduced significantly and improve your overall health and wellbeing.



## **FOR A HEALTHIER LIFESTYLE**

#### ***Dietary Approaches to Stop Hypertension.***

Eating a well-balanced diet has shown to help lower blood pressure.

Include a mix of fruits, vegetables, whole grains, lean proteins, and low-fat dairy products in your diet and DASH your way to a healthier lifestyle.





# WORLD SALT AWARENESS WEEK

13 TO 19 MARCH 2023

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## SALT SAVVY: UNRAVELLING THE SECRETS TO A BALANCED SODIUM INTAKE FOR OPTIMAL WELLBEING

World Salt Awareness Week is observed annually from 13 to 19 March. It aims to raise awareness about the impact of excessive salt intake on health. It encourages a reduced salt diet and provides education on how to make healthier choices when it comes to food.

### Where does sodium come from?



More than 70% comes from processed and restaurant foods.



About 11% is added while cooking or eating.

Salt is an essential nutrient that is required for our bodies to function properly, but when consumed in excess, it can have serious health consequences.

Excessive salt intake is a major contributor to high blood pressure, which is a major risk factor for heart disease and stroke.

### **Ways to Reduce Your Salt Intake and Make Healthier Food Choices:**



Read food labels and choose products with lower sodium content.



Use herbs and spices to add flavour to food instead of salt.



Cook fresh foods at home instead of eating processed foods.



Ask for less salt to be added to food when eating out.

Many products are specifically designed to help you reduce your salt intake.

These products, such as low-sodium condiments, seasonings, and soups, can help you to achieve your goal of reducing your salt intake without sacrificing taste.

World Salt Awareness Week is an important event that helps to raise awareness about the impact of excessive salt intake on health. By making small changes to our diets and being mindful of the salt content of the foods we eat, we can reduce our risk of developing health problems such as high blood pressure, heart disease, and stroke.

### Remember...

Always consult with your healthcare provider before making any major changes to your lifestyle or diet.

# MAINTAINING A HEALTHY HEART

## TIPS FOR MAINTAINING A HEALTHY HEART

**Maintain a Healthy Diet:** A diet rich in fruits, vegetables, whole grains, lean proteins, and healthy fats can help lower the risk of heart disease.

**Exercise Regularly:** Regular physical activity can help improve cardiovascular health by strengthening the heart muscle, improving circulation, and reducing blood pressure.

**Maintain a Healthy Weight:** Being overweight or obese increases the risk of heart disease. It is important to maintain a healthy weight through a healthy diet and regular exercise.

**Manage Stress:** Chronic stress can increase the risk of heart disease, so it's important to find ways to manage stress, such as meditation, yoga, or other relaxation techniques.

**Avoid Smoking and Limit Alcohol Intake:** Smoking and excessive alcohol consumption can increase the risk of heart disease, so it's important to avoid smoking and limit alcohol intake.

**Get Enough Sleep:** Getting enough sleep is important for overall health, including cardiovascular health. Aim for seven to nine hours of sleep per night.

**Manage Chronic Conditions:** If you have conditions such as high blood pressure, high cholesterol, or diabetes, it's important to work with your healthcare provider to manage these conditions to reduce the risk of heart disease.

# MEN'S HEALTH MATTERS

## PROSTATE CANCER: EARLY DETECTION | SCREENING | TESTING

Prostate cancer screening and testing can help detect prostate cancer in its early stages, when treatment is most effective. The two main tests used to screen for prostate cancer are the Prostate-Specific Antigen (PSA) test and the Digital Rectal Exam (DRE).

### **Prostate-Specific Antigen (PSA) Test**

The PSA test measures the level of PSA in the blood, which is a protein produced by the prostate gland. Higher PSA levels can indicate the presence of prostate cancer, but PSA levels can also be elevated for other reasons, such as an enlarged prostate or an infection. It is important to discuss the benefits and risks of PSA testing with your healthcare provider, as the test may lead to overdiagnosis and overtreatment.

### **Digital Rectal Exam (DRE)**

During a DRE, the healthcare provider inserts a lubricated, gloved finger into the rectum to feel the prostate gland for any abnormalities, such as lumps or hardness.

### **Test Results**

If the results of the PSA test or DRE suggest the possibility of prostate cancer, your healthcare provider may recommend further testing, such as a prostate biopsy.

### **Prostate Biopsy**

During a biopsy, a small sample of prostate tissue is removed and examined under a microscope for the presence of cancer cells.

### *Note...*

It's important to note that prostate cancer screening and testing may not detect all cases of prostate cancer, and it can also lead to overdiagnosis and overtreatment. It's important to discuss the benefits and risks of screening and testing with your healthcare provider, considering your age, overall health, and personal risk factors for prostate cancer. All testing and screening are covered as part of your wellness benefit.



## UNDERSTANDING PROSTATE CANCER. WHAT YOU NEED TO KNOW

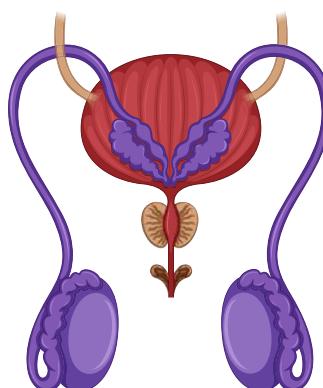
Prostate cancer is a type of cancer that develops in the prostate gland, which is a small gland located below the bladder and in front of the rectum in men.

The prostate gland is part of the male reproductive system and produces a fluid that helps nourish and transport sperm.

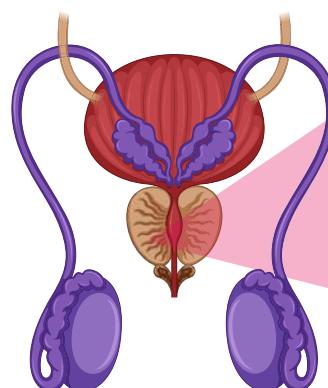
Prostate cancer occurs when cells in the prostate gland grow and divide uncontrollably, forming a tumour.

Prostate cancer is one of the most common types of cancer in men, and the risk increases with age.

## Male Prostate Cancer



**normal prostate**



**enlarged prostate**



### **Symptoms to Look out For**

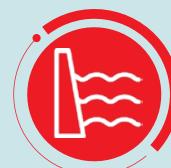
Symptoms of prostate cancer may not appear in the early stages of the disease. However, as the cancer grows, it may cause symptoms such as:



Frequent urination,  
especially at night.



Difficulty starting or  
stopping urination.



Weak or interrupted urine  
flow.



Pain or burning during  
urination.



Blood in the urine or  
semen.



Pain in the back, hips, or  
pelvis.

If you experience any of these symptoms, it's important to see your healthcare provider for an evaluation.

### **Been Diagnosed?**

If you diagnosed with Prostate Cancer, please contact our Disease Risk Management Department at 0860 002 133 or send an email [oncology@sabmas.co.za](mailto:oncology@sabmas.co.za) to register and join the Oncology Management Programme.

### **Diagnosis**

Prostate cancer is typically diagnosed through a combination of a physical exam, blood tests, and imaging tests such as a prostate-specific antigen (PSA) test or a biopsy. Treatment options for prostate cancer may include surgery, radiation therapy, hormone therapy, or watchful waiting (monitoring the cancer closely without active treatment).

It's important to talk to your healthcare provider about your risk for prostate cancer and whether you should undergo screening for the disease. Factors that may increase your risk of prostate cancer include age, family history of the disease, and certain genetic mutations.

**“Prostate cancer is one of the most common types of cancer in men.”**

# EXCLUSIVE PLANET FITNESS DEAL JUST FOR YOU...



At just **R149** per month you will receive up to 1000s of Rands in monthly rewards. Our rewards save you money on both lifestyle benefits and day to day living expenses.

Our dedicated concierge staff will ensure the seamless use of your benefits.

**3SIXTY LOYALTY, GIVING YOU THE REWARDS YOU DESERVE.**

## EXCLUSIVE PLANET FITNESS DEAL FOR YOU!



### WE HEARD YOU!

Introducing the exclusive Planet Fitness Deal to 3Sixty Rewards Members.

**ZERO** Joining Fees!

Members get discount on 12 /24 month local or **20%** national contract and a Free Buddy Tag.

Children from 13-18years train for **FREE** (excl. Just Gym) on inception of membership.

All members will be responsible to pay a once-off Tag fee of R150, this will allow them entry into your local Planet Fitness club.

The Free Buddy Tag allows you to take anyone, as long as they train with the main member for as many times as they like.

### HOW TO CLAIM THIS DISCOUNT:

**EXISTING MEMBERS:** Call our concierge service on 031 880 1747 or Email us on [3sixtyrewards.co.za](mailto:3sixtyrewards.co.za) to activate

**If you are not a member of the 3sixty rewards programme:**

Register to join our loyalty programme at <https://www.electronicmandate.com/3sixtyloyalty/>

### Next step:

Call our concierge service on 031 880 1747 or Email us on [3sixtyrewards.co.za](mailto:3sixtyrewards.co.za) to activate your Planet Fitness benefit.



**VISIT OUR WEBSITE TO JOIN: [WWW.3SIXTYREWARDS.CO.ZA](http://WWW.3SIXTYREWARDS.CO.ZA)**

# CLIENT SERVICES

## CLIENT CARE CHAMPIONS LIAISON OFFICERS: ELEVATING YOUR SERVICE EXPERIENCE



In an ongoing effort to improve customer satisfaction and increase visibility within the SABMAS environment, our client facing staff were deployed for SABMAS commencing February 2023.

With the assistance of the Business HR Partners, the team was able to identify critical sites and deploy the national team to these sites, so that they may

not only service but also assist with the distribution of SAB Medical Scheme cards that reflect the new Administrator details.

Having the team on the ground is certainly assisting in clarifying some of the misconceptions around the change of Administrators. The team also assisted to educate members on their benefits, processes, and Scheme Rules.

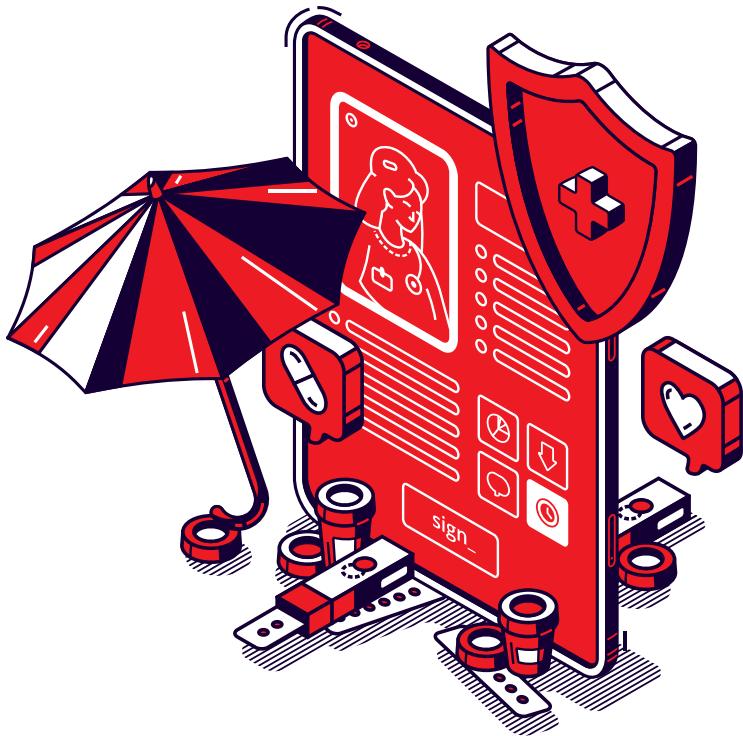
### **Virtual member benefits training**

sessions were held in the KwaZulu-Natal region on 15 and 16 March 2023. There are additional sessions scheduled in the Western Cape for the first week in April 2023. These sessions are important for ongoing member education, and the team has, thus far, received positive feedback. On-site training has also been confirmed for additional sites where members do not have access to virtual platforms.

The 3SixtyHealth team attended their first Wellness Day held at SAB Cham dor on 16 March 2023, and we are certainly looking forward to more of these sessions in order interact with members on a face-to-face basis.

Driving visibility and member interaction on the ground is a main priority for our Customer Liaison team.





# FIGHTING FRAUD

## SHIELDING YOUR BENEFITS: TACKLING FRAUD TO SAFEGUARD YOUR MEDICAL COVER

Medical aid fraud is a significant issue in South Africa, and it is estimated to cost the industry billions of Rands every year.

Medical aid fraud can take many forms, including submitting fraudulent claims, providing unnecessary medical procedures or services, and misrepresenting patient information to obtain coverage or benefits.

The government has taken steps to address medical aid fraud, including establishing the Healthcare Forensic Management Unit (HFMU) in 2017. The HFMU is responsible for investigating and prosecuting cases of medical aid fraud. The Council for Medical Schemes (CMS) has also established a fraud prevention and detection unit, which is responsible for investigating and prosecuting cases of fraudulent activities.

In addition, medical aid schemes have implemented various measures to detect and prevent fraud, including data analytics and biometric identification systems.

Despite these efforts, medical aid fraud remains a significant challenge in South Africa, and ongoing vigilance and action are required to combat it effectively.

### HOW TO REPORT FRAUD?

There are a few options as to where and how you can report any fraud transactions on the Ethics Line, and it is fully anonymous.

### ETHICS LINE DETAILS:

**Toll free number: 0800 204 702**  
**Toll free fax: 0800 007 708**  
**Email: [sabmas@tip-offs.com](mailto:sabmas@tip-offs.com)**



## NO POINTS, NO MINIMUM VISITS, NO PRE-REQUISITES, NO STRESS...

At just **R149** per month you will receive up to 1000s of Rands in monthly rewards. Our rewards save you money on both lifestyle benefits and day to day living expenses.

Our dedicated concierge staff will ensure the seamless use of your benefits.

### 3SIXTY LOYALTY, GIVING YOU THE REWARDS YOU DESERVE.

#### INTRODUCING 9 NETWORKS WITH SO MANY OFFERS JUST FOR YOU...



RETAIL



TRAVEL



WELLNESS



EDUCATION



DINING



GYM



ONLINE



SERVICES



FUN



#### WIN A R500 HOLIDAY VOUCHER!

We are thrilled to announce that we are giving away a **R500** accommodation voucher to every new member who signs up for our 3Sixty rewards programme!

By joining our rewards programme, you'll have access to exclusive deals and discounts on a wide range of travel and lifestyle products and services.



WIN A R500  
HOLIDAY VOUCHER  
WHEN YOU JOIN



#### R300 WORTH OF GROCERY COUPONS!

Members of our 3Sixty rewards programme can now enjoy even more benefits - R300 worth of Checkers grocery coupons every month!

As a 3Sixty rewards member, you can now save big on your monthly grocery shopping. Every month, you can login and redeem R300 worth of Checkers grocery coupons that you can use towards your shopping at any Checkers store nationwide. With our 3Sixty rewards programme, it pays to be loyal. So what are you waiting for?



**VISIT OUR WEBSITE TO JOIN: [WWW.3SIXTYREWARDS.CO.ZA](http://WWW.3SIXTYREWARDS.CO.ZA)**



# IMPORTANT CONTACT DETAILS

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## STAY CONNECTED: IMPORTANT RESOURCES TO KEEP ON HAND

**National Customer Contact Centre**  
0860 002 133

**Email**  
[info@sabmas.co.za](mailto:info@sabmas.co.za)

Alternatively, make use of direct points of access listed below:

**Hospital Authorisation**  
Email: [authorisations@sabmas.co.za](mailto:authorisations@sabmas.co.za)

**Membership Changes**  
Email: [membership@sabmas.co.za](mailto:membership@sabmas.co.za)

**Submit a claim**  
Email: [claims@sabmas.co.za](mailto:claims@sabmas.co.za)

- If your Healthcare Provider sends the claims to us electronically, you don't need to send us a copy.
- Claims must be submitted within four months of the service or treatment date.
- To avoid delays, please ensure that you send a clear detailed claim and a receipt.

**Chronic Medication and Registration**  
Email: [chronic@sabmas.co.za](mailto:chronic@sabmas.co.za)

**Oncology**  
Email: [oncology@sabmas.co.za](mailto:oncology@sabmas.co.za)

**Maternity**  
Email: [maternity@sabmas.co.za](mailto:maternity@sabmas.co.za)

**Dental and Optical Procedures**  
Email: [Dentaloptical@sabmas.co.za](mailto:Dentaloptical@sabmas.co.za)