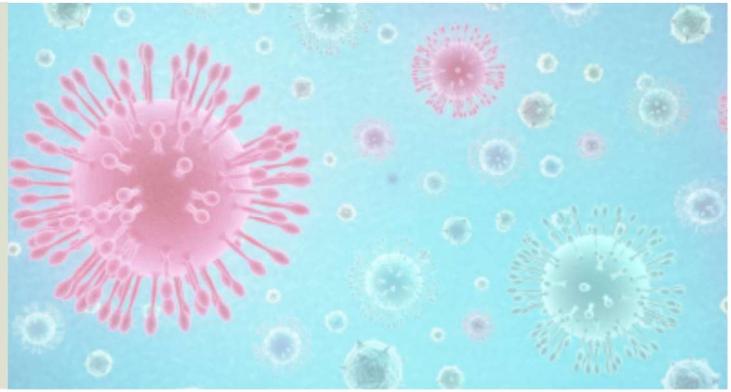




(COVID-19). CORONA VIRUS



To our members

As Mediplus cares about your health, kindly refer to attached letter which is self-explanatory. Also take note of the content below providing more information:

1. Does Mediplus cover costs for testing of covid-19?

It is important to understand that medical aids, insurance companies and health specialists not only have a social responsibility to provide and pay for these tests, but also to control and assist in preventing an overwhelming strain on the testing facilities because of panic testing. Tests should be requested in a responsible manner. For this reason Mediplus currently do cover for these tests, but only if the result is positive and up to a limit of 6,500.00MT.

However, we do understand the challenges this might present and are therefore in discussion sessions with the private care stakeholders in Maputo, such as Hospital Privado de Maputo, whom on their side are in discussion with UN and WHO. Our above mentioned stance will instantly be revised based on proper investigation and final protocol should a control system be in place. We will by the end of the week provide an amendment if necessary.

2. In the case where a member or dependent/s test positive, will Mediplus cover the treatment?

Yes treatment will be fully covered under available benefits, including hospitalization.

Again, it is important to understand that there is no cure for covid-19. The vast majority of people contracting this virus will not even be hospitalized, but rather be self-isolated and treatment would be symptomatic rather than with the aim to cure.

We will together with our amended protocol provide you with all the steps, expectations and “what to do, I am positive” on finalization with our discussions with the applicable stakeholders.

3. What to do in case you suspect you are infected?

The attached letter includes contact details for health specialists countrywide whom can be contacted should you suspect being infected.

4. What to do in case an evacuation is needed?

Should a patient be diagnosed with COVID-19, no evacuation shall be advised as patients must be quarantined. Rest assured that your health care contact will fully advise and manage your next step.

We are all in this together as this is a matter of common concern. Please know that Mediplus will keep you updated with any further information, advice and treatment details as the situation progresses.

