

Circular 26 - 2021

23 August 2021

Dear Resident

Evergreen Health – Operations, Charges and Billings

EVERGREEN RETIREMENT HOLDINGS		
EPI - Evergreen Property Investment EPD - Evergreen Property Developments	ELV - Evergreen Lifestyle Village	EH - Evergreen Health
Cobus Bedeker - MD	Garry Reid - MD	Elize Porter - MD

In order to enhance our service offering to our residents, Evergreen Retirement Holdings (ERH) decided to in-source health care. Consequent on this decision and in line with our holistic approach to service delivery, Evergreen Health (EH) was established in 2019. Before then health care had been out-sourced to a company known as Unique Health.

EH provides all Evergreen Lifestyle Villages with primary health care clinics, at a fixed fee. These services and consumables are available to residents at specified rates/prices. These rates/prices are based on the recommendations of the Board of Health Care Funders (BHCF). The EH Care Manager, Melanie Carstens, is a qualified social worker. At Diep River the clinic has a dedicated on-site nurse in Sharon Adams. Between them they manage a team of ENAs and carers

EH also manages the frail care centres at the Muizenberg, Noordhoek and Broadacres villages. EH has applied for a sub-acute licence for the frail care centres.

Claiming for health care services will be as follows:

- Residents will be invoiced direct for any health services obtained from EH;
- Only pre-authorized health services may be claimed direct from medical aid;
- The cost of procedures for which no pre-authorization has been obtained or which are not covered by medical aid will be invoiced to residents;
- Any shortfall between the invoiced fee and the amount paid out by a medical aid is for the resident’s account;
- Medical aid claims that require an ICD10 code will be handled by the respective village managements on behalf of residents. Please notify us timeously of your intention to submit such claims to your medical aid so that we can obtain the necessary ICD10 codes; and finally
- Residents have the option of settling their medical accounts by debit order or by electronic funds transfer (ELV). These amounts may not be paid in cash as this raises security issues.

EH Medical Aid Claiming Process



As most residents will be settling their invoices directly with EH, we strongly recommend the debit order route. This facilitates payments with the least amount of hassle and delay and promotes management efficiencies. EH will send an updated statement by the 20th of the month, before any debit orders are processed, to afford residents the opportunity of checking their invoices.

EH is currently issuing invoices manually. However, new medical billing software has been purchased and this should dramatically improve billing procedures, which in turn will improve service delivery at all levels.

Finally, EH has now achieved a turnover which requires it to register for VAT. This explains any VAT amounts reflected on your invoices and statements.

Please do not hesitate to contact your village management if you have any queries.

Your sincerely,

Christine Dempers
Village Manager: Diep River