

OPTIVEST HEALTH SERVICES

Corporate Consulting

INTRODUCTION

Optivest is a leading national corporate healthcare consultancy, with offices in Pretoria and Cape Town that specialises in providing objective, independent healthcare consultation services.

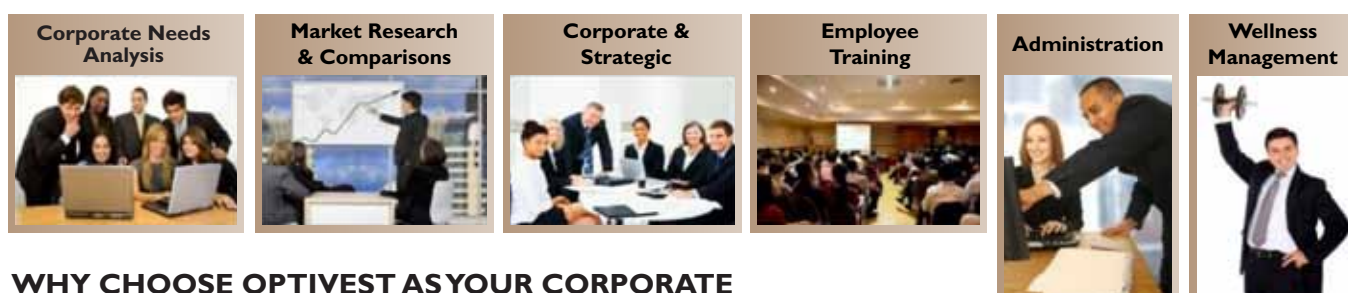
Currently one of the largest healthcare consultancies in the country, it provides consultation services to corporate companies, various smaller organisations and individual members.

Optivest is an authorised financial services provider. Financial Services Board no: 13475.

Optivest Health Services offers the Medquote Platform as a service initiative, to all its clients.

Via the Medquote platform Optivest offers a comparative medical scheme quote package to ensure objective advice. It is the most straightforward and no-fuss way of having access to medical scheme information, benefits and prices.

In a nutshell, services by Optivest:



WHY CHOOSE OPTIVEST AS YOUR CORPORATE HEALTHCARE SOLUTION?

Without guidance, employees could face immense difficulties in obtaining independent and transparent advice on available medical scheme products.

Employees need to be provided with reliable and appropriate advice and quality solutions. In terms of legislation all advice of medical schemes must be presented with integrity and transparency and always with the employees' best interest in mind. Customisation plays a vital role, as the employer and employee have to be offered products for their specific needs.

Making use of the Medquote Platform will provide the employer and the employee access to the most comprehensive medical scheme quotation package in the industry.

VALUE-AD OFFERING

- Wellness Management
- A comparative medical scheme quotation platform, Medquote
- An add-on service available to individuals and/or groups – GapCover (Top Up Cover - 400%)
- Payroll Management

CORPORATE SERVICE OFFERING MENU

Optivest is well positioned to offer corporate clients exceptional service and additional support that are unique in the industry and that will lead to an enhancement of services and benefits, with a cost saving to the employer and employee.

Optivest provides a knowledgeable support service, and corporate clients can share in a wealth of industry experience, impressive services and after-sales support.





1. Consolidation of current scheme offering to employees

Optivest undertakes to investigate the current offering to employees.

Membership data will be obtained and a comprehensive comparison of benefits and contributions will be made. Proposals will be made to streamline administration, maximize benefits offered and reduce current costs.

This service includes a complete consultancy process to find the most appropriate and cost-effective health solution by doing a Corporate Needs Analysis to ensure the process is compliant ethically and from a governance perspective.

- Conducting an in-depth evaluation of present health benefits available;
- presenting an objective and tailor-made healthcare solution;
- doing market research and product comparisons on an ongoing basis;
- educating members regarding fund benefits and administration, and
- providing full-time consultation services for all healthcare-related enquiries.

2. Training

Training and information sessions will be arranged with the HR Department and conducted on an ongoing basis to ensure members are well informed of their scheme offering and how to utilise their medical scheme benefits.

3. Member support services

Optivest will customise and implement a claims enquiry support system for medical scheme members. A service consultant will schedule visits or as deemed appropriate to ensure member enquiries/queries are dealt with effectively.

4. Escalation of enquiries/queries

Optivest will implement a process for the escalation of enquiries/queries to ensure members receive support, advice and representation for claims that are not dealt with to the satisfaction of the member.

5. Medquote

Employees need to be provided with reliable and appropriate advice, presented with integrity and transparency and always with the employees' best interest in mind. The Medquote platform implementation will ensure employees receive professional and objective advice on their choice of a medical scheme option. It is a one-stop service where an individual will receive a comparative quote based on the details entered and where he or she can compare various schemes and benefits with one another. It is the most straightforward and no-fuss way of having access to accurate, independent and unbiased medical scheme information.

6. Client Services Centre - 0860 860 860

The Optivest client service centre will assist with:

- Claims and benefit enquiries • Provide direct access to administration systems
- Member detail modification • Product information
- Advice at option renewal dates.

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