



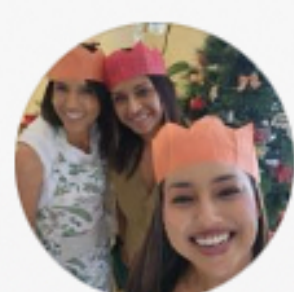
Hi Dr.

Here's the updated version that includes clarification about the GP allocation limit covering both the initial selection and subsequent changes:

Flexicare GP Access Rules:

GP Consultations: Patients can only access cover for GP consultations through their selected network GP.

Changing GPs: Flexicare members may select a network GP at the start and may change their allocated GP up to twice a year, this limit includes the initial selection.



KeyCare GP Consultation Rules:

Primary GP Selection: Members must select a primary GP.

Consultations will only be covered if they occur with the selected primary GP.

Non-Network or Non-Selected GP Visits: If a member visits a GP who is not on the network or not their chosen GP, they will be liable for the cost.

Changing GPs:

KeyCare Plus Members: Allowed to select a primary GP initially and change their GP up to three times a year, this limit includes the initial selection.

Changes are only effective from the first of the next month, due to capitation considerations.

Emergency and Alternate Care:

Emergency Situations: Members may visit a casualty facility in the KeyCare network if their primary GP is unavailable.

Primary Care Clinic Benefit:

Members have access to two nurse-led consultations per year at participating facilities.

This benefit is available through the Unjani Clinic network and certain Clicks Pharmacies.

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