



Standard Operating Procedure (SOP)

Health4Me Hospital Cash & Maternity Lump Sum Claim Process

Lancet Laboratories Employee Health Plan (EHP)

1. Purpose

The purpose of this procedure is to outline the process for Lancet Laboratories Employee Health Plan (EHP) members to submit Hospital Cash and Maternity Lump Sum claims under the Health4Me insurance benefit and to ensure that claims are submitted with the correct documentation within the required timeframe.

2. Scope

This procedure applies to all Lancet Laboratories employees who are registered members of the Lancet Laboratories Employee Health Plan (EHP) known as BHealthi; and who wish to submit a claim for:

- Hospital Cash Benefit for accidents and emergencies (including heart attacks and strokes), or
- Maternity Lump Sum Benefit.

3. Responsibilities

3.1 Member

The member is responsible for:

- Completing the Health4Me Hospital Cash Claim Form.
- Ensuring the form is signed or stamped by the Employer or HR Representative.
- Providing all required supporting documents.
- Submitting the completed claim form and supporting documents to Momentum.
- Ensuring the claim is submitted within four (4) months of the claim event.





3.2 Employer / HR Representative

The Employer or HR Representative is responsible for:

- Signing or stamping the claim form to confirm employment and eligibility.

3.3 Insurer (Momentum Health4Me)

The insurer is responsible for:

- Reviewing submitted claims and documentation.
- Contacting the member should there be any outstanding documents required.

4. Procedure

Step 1: Claim Event

The process begins when a Lancet EHP member is hospitalised or gives birth, qualifying for either the Hospital Cash Benefit or the Maternity Lump Sum Benefit.

Step 2: Completion of Claim Form

The member must fully complete the Health4Me Hospital Cash Claim Form.

Step 3: Employer / HR Verification

The completed claim form must be signed or stamped by the Employer or HR Representative.

Important:

Claims submitted without an employer or HR signature/stamp will be rejected.



Step 4: Collection of Supporting Documents

The member must attach the following supporting documentation:

- Proof of hospitalisation (hospital account) showing admission and discharge dates.
- Medical certificate from the treating doctor/physician/specialist confirming the reason for hospitalisation.
- Certified copy (by a Commissioner of Oaths) of the insured life's Identity Document, Passport, or Birth Certificate.
- Certified copy of the child's birth certificate (required for maternity lump sum claims only).
- Copy of the insured life's bank statement (not older than three months) or a cancelled cheque.

Step 5: Submission of Claim

The member must submit the completed claim form and supporting documents to **Momentum:**

Health4Meinsuranceclaims@momentum.co.za

For support, the member may contact **BHealthi: 082 820 1984**

Step 6: Claim Submission Deadline

All claims must be submitted within four (4) months of the claim event.

****Claims submitted after the four-month period may be rejected.***