

RESOLVING COMPLAINTS MEDICAL AID

Meet Emily...

Emily's medical aid claim for a necessary surgery was unexpectedly rejected by her provider, leaving her with mounting medical bills. Despite having a comprehensive medical aid plan, Emily was caught in a web of disputes and appeals. When she reached a dead end, she knew she needed the FAIS Ombud's help to untangle the situation and get the medical coverage she deserved.

What the FAIS Ombud Investigates

- If your medical aid claims were unjustifiably rejected.
- If your medical aid plan's coverage or benefits were misrepresented during enrollment.
- Disputes about covered treatments, services, or limits.
- Concerns related to sudden or unexplained premium hikes.

What the FAIS Ombud Doesn't Investigate

- Issues related to the quality of medical care or medical advice provided.
- Disputes that don't directly pertain to the terms, benefits, or claims of the medical aid plan.

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