



## COVID-19 CLAIMS PROTOCOL

Dear PPS Member,

On 5 March 2020, the first COVID-19 case was confirmed in South Africa. We have recently entered a new phase in the COVID-19 pandemic. During this phase, the virus continues to circulate but is no longer causing the same levels of severe illness that require hospitalisation, nor are death rates as high as during some of the earlier COVID-19 waves. While the pandemic is not over, these conditions no longer require that we maintain a standalone COVID-19 Claims Protocol as claims can now be adequately considered under our PPS Provider™ Policy and our standard claims protocols.

PPS published its first COVID-19 Claims Protocol on 15 March 2020, just 10 days after the first confirmed case of COVID-19 was recorded in South Africa. Since then, various iterations of the COVID-19 Claims Protocol have been published to ensure that our response as an insurer considered the ever-changing pandemic landscape. We observed the significant impact that the COVID-19 pandemic had on our members and our response was immediate and extended beyond the parameters of our core product and service offerings.

PPS will be discontinuing the COVID-19 Claims Protocol effective **1 June 2022**. We will continue to support our members who may need to submit a claim under any of the extensive benefits available under the PPS Provider™ Policy.

**Take note that if you test positive for COVID-19, you still need to use the COVID-19 claim forms and normal claim rules apply. These include:**

- The claim period must be met;
- Must be booked off by a medical practitioner;
- A completed Declaration by Member form to be submitted; and
- A completed Declaration by Doctor form to be submitted.

The change in government regulations in South Africa in relation to persons who have contracted COVID-19 supports this move to assess all COVID-19-related claims as we would assess any other PPS Provider™ Policy claim.

As a PPS member you can be assured that, as we have done for more than 80 years, we will continue to look after our professional members and ensure that they can live the life they dreamed of.

Kind regards,

*Quintin Augustine*

**Group Executive: Member Value Proposition**