

Health Quality Assessment
(Association Incorporated under Section 21)



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TO THE PRINCIPAL OFFICER

Dear Sir/Madam

PARTICIPATION IN THE 2008 HEALTH QUALITY ASSESSMENT SURVEY

BACKGROUND

Health Quality Assessment (HQA) performs an annual assessment of quality in health care offered by medical schemes. The aim of such assessments is to assist decision-makers, such as trustees and management of medical schemes to evaluate and improve the quality of health care received by members. The complete process of data collection, actuarial analysis and compilation of the industry report and member specific reports is being done independently by Deloitte & Touche on behalf of HQA.

HQA is a not for profit company and is governed by a Board including representatives from the Board of Healthcare Funders of Southern Africa (BHF), the SA Consumer Union, as well as several medical schemes and administrators. The Council for Medical Schemes (CMS) is also an active participant and enjoys permanent observer status.

The HQA Board has appointed a clinical committee from the member organisations' knowledge pool currently under leadership of one of the directors, Dr Rajesh Patel, to manage the progression of quality measurement on an ongoing basis. Individuals from member organisations wishing to join the clinical committee are welcome to contact Dr Patel on 011-5370200 or at rajeshp@bhfglobal.com.

Trustees and medical scheme management should note the Department of Health's Policy Document April 2007 on Quality indicating that quality of health care is also high on the agenda of the National Department of Health and included in the draft Health Charter.

HQA was created for the industry and belongs to the industry and offers an opportunity to pro-actively collaborate and to set standards for quality measurement that would compare with the best in the world and measure itself without regulatory intervention. It is therefore important that the industry demonstrates its commitment to improving the quality of care through ongoing participation.

Reg No 2000/025855/08

Directors: AO Rijnen (Chairperson) EJ Stipp (Vice Chairperson) GR Anderson LJ Botha AF Geldenhuys
Dr LL Maroo Dr RH Patel Dr B Ruff* TJ Van den Bergh HJ Wilken* (*Alternate Directors)

HQA currently allows membership status to medical schemes whether open or restricted and to medical scheme administrators. It is currently reviewing its eligibility rules considering the admission of pure managed care organisations and other specialist groupings as well.

Normal practice is for both the medical scheme and its administrator to join HQA as members. The membership fee for 2008 is an amount of R5 300 excluding VAT. Medical schemes could submit data for an unlimited number of options but no less than three options are allowed. Measurement fees for 2008 are R10 600 excluding VAT per option.

Membership fees are invoiced during the first part of the year and measurement fees are invoiced after the industry report for a specific year is finalised.

HQA made significant progress during 2007 with 17 medical schemes having submitted 73 options representing over 3 million beneficiaries for measurement. A number of leading open and closed schemes are already actively participating in the process. All non-participating medical schemes and medical scheme administrators are invited to join the leagues of the Quality Improvers during the 2008 round.

HQA SURVEY 2008: PARTICIPATION

All schemes are encouraged to participate in the upcoming 2008 HQA survey. Data must be submitted to the HQA by close of business on 15 July 2008. The data required must be submitted in a format as prescribed in the HQA survey data specification document. The 2008 HQA survey report will be presented in August 2008. Individual scheme reports will be distributed and presented immediately thereafter.

Schemes wishing to participate are required to enroll as a member of HQA. The annual HQA membership fee is R5 300 per full member and the cost of participation is R10 600 per scheme option analysed. All of these costs exclude VAT.

If you wish to participate in the 2008 survey please submit the attached application form at your earliest convenience but preferably not later than the 15th June 08. .

Further details can be obtained on www.bhfglobal.com (under HQA) or you may contact Louis Botha on 082 453 5130 or Ashleigh Theophanides at Deloitte on (011) 209 8112.

We look forward to your participation in 2008.

Yours sincerely

LOUIS BOTHA
CEO

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2008 HEALTH QUALITY ASSESSMENT APPLICATION FORM

Name of medical scheme/ Administrator: _____
(Please note a fee of R5300 (excl VAT) per year is payable to be a member of HQA)

Name: _____

Designation: _____

Date: _____

Contact details:

Tel: _____

Fax: _____

Email: _____

If you are a medical scheme and wish to participate in the 2008 HQA assessment please complete the following:

Name of Administrator: _____

Are you a member of HQA?

Yes

No

Number of options (minimum of three) to be included for assessment in the survey:

(Please note a fee of R10600 (excl VAT) per option evaluated is payable)

In our analysis we split options into Comprehensive options and PMB focused options. Comprehensive options as those with comprehensive out-of-hospital benefits, including benefits for which little allowance is made in PMBs such as optical and dental benefits. All other options are classified as PMB focused options.

Please note all data must be supplied as per the data specification document by the 15th July 2008 to allow your scheme to be included in the 2008 assessment.

Please list the Comprehensive options to be valued:

Please list the PMB Focused options to be valued:

_____	_____
_____	_____
_____	_____
_____	_____

Please return this form to Ashleigh Theophanides of Deloitte via fax (011 209 8200). If you have any difficulty in completing this form please contact Ashleigh Theophanides on 011 209 8112 or Louis Botha at 0824535130.