



2020
TITANIUM
AWARDS
Recognising Excellence in Healthcare

Entry Form & Criteria Document

DEADLINE 31 July 2020



TITANIUM AWARDS

Recognising Excellence in Healthcare

P O Box 2863, Saxonwold 2132
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CATEGORY:		SELECT
1.Titanium Award for Excellence in Creating Access to Healthcare		<input type="checkbox"/>
2.Titanium Award for Service to Membership: Open, Closed & Self-Administered Medical Schemes, Administrators and Managed Care Organisations		<input type="checkbox"/>
NAME of ENTRANT:		
Full Name:		
Organisation:		
Date of Entry Completion:		
Address:		
Contact Person:		
Telephone No.:		
Email:		
Approval by HEAD of Organisation:		
Full Name:		
Organisation:		
Signature:		
Contact Person:		
Telephone No.:		
Email:		
<i>The information supplied is correct and has been approved by the ENTRANT organisation</i>		
NAME:	SIGNATURE:	DATE:



CATEGORY 1

1. Titanium Award for Excellence in Creating Access to Quality Healthcare

This award seeks to honour individuals and organisations driving and supporting programmes, initiatives and campaigns in the fight against Covid-19, to create access to healthcare for communities. This is an opportunity to honour some of those who have played a crucial role in response to this crisis.

The award is open to individuals, academics, and all organisations in the healthcare sector, including medical schemes, administrators, pharmaceutical companies, public and private facilities, managed care companies, SMMEs, healthcare professionals, non-profit and government agencies, including CSI programmes.

To submit an entry or make a nomination, please note that individuals or organisations must meet the criteria below. All submissions must include a motivation. The winning entry will be selected by an approved panel of judges.

This award will be split between 2 winners:

- *Entries for Individuals*
- *Entries for Organisations*

Prize

The winners will receive:

- R50 000 towards the specific healthcare initiative or programme
- A featured write up in a special edition of the BHF360 magazine
- Promotion across BHF social media platforms
- One complimentary registration to attend the 22nd Annual BHF Conference
- An elegant trophy and a certificate

Entrants will be adjudicated according to the following criteria:

1. Entry in this category is open to all medical schemes and healthcare service providers including laboratories, pharmaceutical organisations and private practices.
2. The nomination must be made by the nominee organisation and approved by the head of that organisation.
3. The entry must include written consent from the project head and the head of the organisation.
4. The nomination must consist of a motivation covering the following areas:
 - Detailed description of the initiative
 - Practical achievements of the project
 - Recognition of awards or commendations received
 - Contribution to social and economic development
 - Evidence of sustainability and project success



SUBMISSION GUIDELINES

1. The submission must be no longer than eight pages.
2. The entry must include a report or motivation that is sufficiently comprehensive in describing the nomination. Where relevant, drawings, graphs, tables and other supporting documentation must be included. The report should include a clear motivation from the beneficiary of the project.
3. At least 10 high-resolution (min 1MB) photos and a two-minute video clip of the organisation must be included.
4. A high-resolution (minimum 1MB) logo in jpeg format must also be included.
5. Submissions can be made via www.wetransfer.com to admin@titaniumawards.org

- Proof of ethical conduct
- Healthcare impact
- Press releases and media coverage of the project
- Evidence of before and after effects of the project
- Key contributors (personnel) working on the project and their background.

CATEGORY 2

2. Titanium Award for Service to Membership: Open, Closed & Self- Administered Medical Schemes, Administrators and Managed Care Organisations

This award recognises and rewards medical schemes (open, restricted and self-administered), administrators and managed care organisations providing the best service to their members. It celebrates industry excellence and unprecedented contributions to members by providing value for money.

To submit an entry, organisations must submit nominations together with a motivation. The winning scheme, administrator or managed care entity will be selected by an approved panel of judges.

Prize

The winner will receive:

- Two complimentary registrations to attend the 22nd Annual BHF Conference
- Travel and accommodation for the 22nd Annual BHF Conference
- An elegant trophy and a certificate

Entries will be adjudicated based on the submission of documentation supporting the following criteria:

CATEGORY A - MEMBER SERVICE

- 1) Claims turnaround times
- 2) Appeals turnaround times



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- 3) Number of complaints per 1000 beneficiaries
- 4) Member satisfaction survey results
- 5) Are your scheme benefits accessible on your website?
 - a) Yes or No.
- 6) If your answer is yes, please state how your scheme benefits are communicated to beneficiaries.



CATEGORY B - OPERATIONAL PERFORMANCE

- 1) Percentage growth over the past three years.
 - a) What is the composition of your management team?
 - b) What is your organisation doing about skills development?
- 2) 2019 credit rating.
- 3) Proof of average increase in member contributions in the last three years.
- 4) Are the medical scheme reserves over 25%?
 - a) YES or NO
- 5) Does the scheme have a health governance programme in place?
 - a) YES or NO. If YES, provide proof of implementation.
- 6) Does the medical scheme monitor the health status measures e.g. mortality, life expectancy etc and quality of care report?
 - a) YES or NO. If YES, provide proof.
- 7) Are preventative health care benefits in place?
 - a) YES or NO
- 8) Entrants are required to provide:
 - a) A schedule detailing preventative health care benefits compared with the BHF preventative care recommendations.
 - b) A schedule detailing the funding of preventative healthcare benefits from risk.
 - c) A schedule detailing the primary care benefits offered from risk.
- 9) Does the scheme monitor health & productivity impact for employees?
 - a) YES or NO. If YES, attach a copy of report.

SUBMISSION GUIDELINES

The entry must include a report or motivation that is sufficiently comprehensive. Where relevant, drawings, graphs, tables and other supporting documentation must be included. The report should include an entry approval from the management team.

- At least 10 high-resolution (min 1MB) photos and/ a two-minute video clip of the organisation in jpeg format and stored on a disk must be included.
- A high-resolution (min 1MB) logo in jpeg format must also be included.
- Submissions can be made via www.wetransfer.com to admin@titaniumawards.org

Any medical scheme under curatorship will be automatically disqualified from this category.



3. Application Process

Step 1: Call for Entry Notices

The call for entries opens on 22 April 2020. Entries will close on 31 July 2020. The announcement to potential participants will be communicated directly via email, and a notice will be placed on the BHF website.

Step 2: Collation and Validation

All entries received will be collated and then validated by **Nexia SAB&T** auditors as to their alignment with the terms and conditions as well as eligibility criteria set out for the awards.

All entries will be audited. Entrants will be notified in writing of the outcomes of their submissions. Should an entry not meet the eligibility criteria and terms and conditions, the entrant will be notified in writing of the rejection of their submission identifying the criteria not met.

- All entries must be sent via WeTransfer to admin@titaniumawards.org
- To confirm receipt of your email, please send an email to please admin@titaniumawards.org

Step 3: Adjudication

The adjudication process will take place with each member of the judging panel independently marking the entries, based on a unique voting form.

Step 4: Finalists

Finalists will be notified individually in writing.

Step 5: Winners

Winners will be notified individually in writing



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4. Terms & Conditions

- a. The Awards are open to any organisation.
- b. Organisations throughout the SADC region may enter in any category relevant to them.
- c. All applications need to be supported by relevant documentation.
- d. The Judges reserve the right to cancel any category due to insufficient entries, or for any other reason, and the decision of the judging panel is final. All results will be audited by an external accredited auditing firm approved by BHF. The decision of the judges will be final and binding and no correspondence in this regard will be entered into.
- e. Entries will be published in industry specific magazines.
- f. With the exception of confidential information, the information received by the organisers may be submitted in its entirety to the publisher of any industry specific magazine for inclusion in the publication and entrants should be mindful of submitting information that might be sensitive or confidential, as it will appear in the public domain.
- g. Entrants are reminded that the information they submit will be accepted VERBATIM by the publishers and therefore should be checked and approved by all parties prior to submission.
- h. Entrants should be aware that their information will undergo an editing process, necessary to ensure that both entrants and category winners can be accommodated in published material and multimedia applications
- i. All submissions must be sent via email/ WeTransfer. All photographs/videos must be labelled and titled.
- j. Entries must be submitted on or before the final day for submissions – 31 July 2020
- k. Winners will be notified individually in writing.
- l. There are NO FEES payable for entry.