

# Hello Life

Benefit Guide



# Contents

### What does our medical aid cover

- Consultations
- Diagnostics
- Medicines
- Hospital Admissions
- Maternity
- Dentistry
- Optical
- Clinical Psychology and many more!

Read more from page 3

### Benefit options

- Executive
- Deluxe
- Galaxy
- Standard
- Flexi

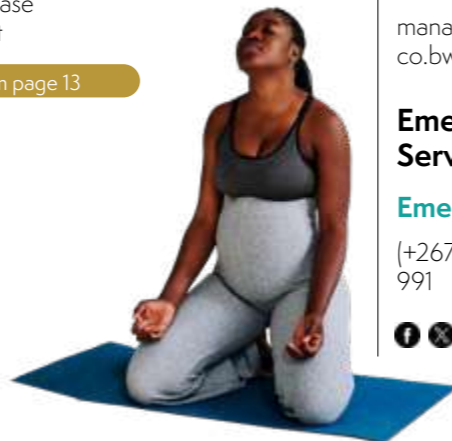


Read more from page 5

### Additional Benefits

- Emergency Medical Services
- International Travel Insurance
- PulaBaby Maternity Programme
- Preventive care benefits
- Funeral benefits
- Chronic Disease management

Read more from page 13



## Give us a shout ! We would love to hear from you

### Gaborone Branch

(+267) 365 0555

### Call center

(+267) 365 0555

### Sales and marketing

(+267) 365 0555  
(+267) 315 9416

### Pre-authorisations

(+267) 365 0555

### Francistown branch

(+267) 365 0555  
(+267) 241 2262

### Email us

### Client services

clientservices@afa.co.bw

### Sales and marketing

bd@pulamed.co.bw

### Pre-authorisations

casemanagement@afa.co.bw

### Managed care

managedcaredepartment@afa.co.bw

### Emergency Medical Services

### Emergency Assist 991

(+267) 390 4537  
991



# Whats new in 2024/2025?

## Preventative Care Benefit

This benefit has been extended to Galaxy, Standard and Flexi Benefit Options over and above Executive & Deluxe Options. This is in line with our commitment to promote preventative care, inculcate a culture of healthy lifestyles and overall, a healthy membership. We would like our Members to live the Fund's "access to healthier living" promise.

## Refractive Eye Surgery

- Once-in-a-lifetime cover available for LASIK, PRK and LASEK Surgeries, etc.
- Pre-authorization required
- Age =>19 Years: Surgery as an alternative to Spectacles or contact lenses
- Age =<19 Years: Surgery in the event standard correction methods (e.g. Contact lenses, Spectacles) have failed
- Can claim for spectacles/contact lenses 4 years post surgery (if need be)

**Executive:** P15,000

**Deluxe:** P10,000

## Child Immunisations

Pulamed will cover the following:

- Injection/Administration Fee (All vaccines as per Government schedule)
- Measles, Mumps & Rubella and Hepatitis A
- Any out-of-stock vaccines (As per Government schedule) - Service providers to notify Fund of vaccine unavailability

## Fertility Care

- Once-in-a-lifetime cover
- Fertility Care treatment covers investigations, medicines, surgical procedures, assisted conception, Artificial Insemination and In vitro fertilisation (IVF)
- Females below 45 years and Males above 18 years
- Must have been a member for at least 2 uninterrupted years

**Executive:** P20,000

**Deluxe:** P15,000

## Step Down Facility

The benefit is extended to Galaxy and Standard Benefit Options. This is meant to preserve member benefits in cases where the level of care needed befits a step down facility.

## Enhancement of Alternative Medicine to include Traditional Medicine

In recognition of indigenous knowledge, cultural practises and beliefs, we introduced traditional medicine cover to give members access to a broader choice of alternative treatments. Service Providers are required to be registered with a recognised body e.g. Dingaka Association.

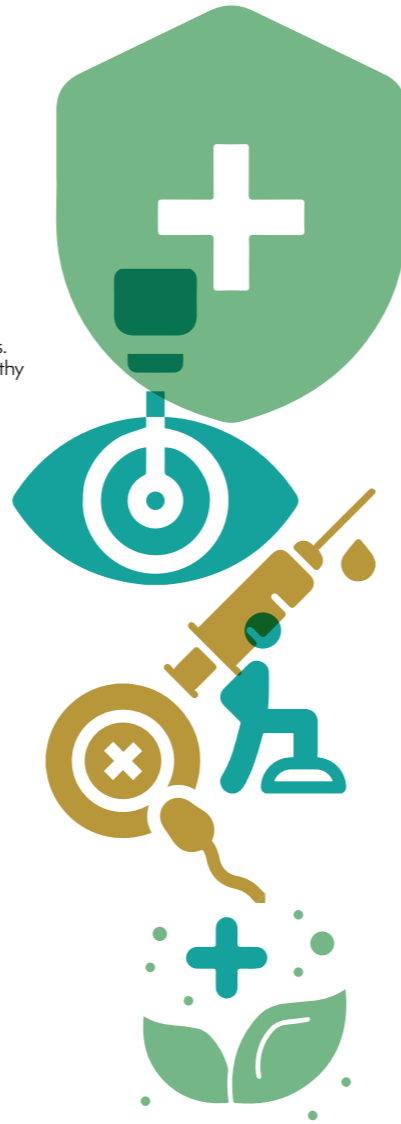
## Maternity

The fund has introduced the option of a global tariff for maternity. With this arrangement, Pulamed will pay 100% of the delivery costs for members and their dependants who opt for delivery at any of the hospital facilities that are in the Pulamed network (i.e., those that have agreed to the global fee structure with Pulamed).

Using global tariff ensures that members do not have out of pocket expenditure as the fund will pay 100%. The below hospitals have signed up under this global tariff agreement whilst discussions are ongoing with other facilities across the country.

- Lenmed Bokamoso Private Hospital - Gaborone
- Riverside Hospital - Francistown
- Francistown Academic hospital - Francistown
- Maun Private Hospital - Maun
- Doctors Inn Private Hospital - Maun

The global tariff arrangement only applies to Executive and Deluxe Options. Please note that maternity benefits (outside this arrangement) remain in place.



# Executive benefits

Comprehensive cover up to **P2million**



## Total cover

### Covered conditions

	Per annum/per family
Annual overall limit (annual basic limit + dread disease cover)	BWP 2,000,000
Annual basic limit (including hospital visitation)	BWP 1,300,000
Dread disease cover (cover for specific medical conditions)	BWP 700,000



## Consultations

### Covered conditions

General practitioner consultation visits	Up to BWP 1,300,000
Medical specialist consultation visits	Up to BWP 1,300,000
Physiotherapy	Up to BWP 30,000
Anesthetics	Up to BWP 1,300,000
Non-surgical procedures and operations	Up to BWP 1,300,000
Other related professional services	Up to BWP 1,300,000



## Diagnostics

### Covered conditions

Diagnostic Pathology	Up to BWP 1,300,000
Diagnostic Radiology	Up to BWP 1,300,000
MRI and CT scans	Up to BWP 1,300,000



## Medicines

### Covered conditions

Overall medicines limit	Up to BWP 10,000
Pharmacy only medicines (over the counter medicines)	Up to BWP 3,000
Prescription only medicines as scheduled including Injection materials supplied by medical practitioner, Dentists or authorised health professional	Up to BWP 7,000

Pyschiatric Medicines	BWP 20,000 per person covered in the family
HIV/AIDS	BWP 20,000 per person (includes antiretroviral drugs, monitoring tests, CD+ and viral load)



## Hospital admission

### Covered conditions

Private and government hospitals (in-patients)	Subject to preauthorisation and case management
Hospitalisation (General and surgical wards)	Up to BWP 1,300,000 or balance thereof
Intensive care unit or high care	Up to BWP 1,300,000 or balance thereof
Recovery room fees	Up to BWP 1,300,000 or balance thereof
Medicines, materials & apparatus during your hospital admission	Up to BWP 1,300,000 or balance thereof
Theatre fees	Up to BWP 1,300,000 or balance thereof
Prosthesis used in surgery	Up to BWP 80,000 or balance thereof



## Nursing and home based services

### Covered conditions

Consulting Nurse (Family Nurse Practitioner)	At a consultation tariff equivalent to half that of a general medical practitioner and up to annual basic limit
Step-down facility/ Nursing homes	Maximum of 42 days in any one (1) financial year and at agreed price with facility
Home-based nursing	Up to BWP 6,600 depending on the family size

## Executive benefits

### Other medical services

Per annum/per family

#### Covered conditions

Occupational Therapy	BWP 15,000 per family per annum or any combinations of these conditions
Audiology and/or speech therapy	
Clinical Psychology	BWP 15,000 per family per annum or any combinations of these conditions
Chiropody	
Dietician (Doctor's referral required)	
Ambulance (Inter-hospital transfer only)	BWP 4,000 per case
Blood Transfusion	Up to annual basic limit
Medical assistive devices	BWP 30,000 per family per annum
Medical and surgical appliances	Up to BWP 5,600 depending on the family size. Subject to pre-authorisation
Wheel chair	BWP 3,500 per beneficiary once every three(3) years

### Emergency medical services

#### Covered conditions

Service is provided by Emergency Assist 991 (EA991)	Available to covered family members at No co-payment
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[Read more on page 15](#)

### Alternative treatments

#### Covered conditions

Chiropractic (form of treatment concerned with diagnosis and treatment of musculoskeletal disorders)	BWP 2,300 per family per annum for any combination of these conditions
Homeopathy/Naturopathy(form of treatment using small doses of natural substances that in larger amounts would produce symptoms of the ailment)	
Acupuncture (A Chinese treatment using very small needles)	
Traditional Medicine	

### Child birth

#### Covered conditions

Child birth (Confinement)	Subject to preauthorisation and case management (you will need to contact our managed care department)
Normal delivery	BWP 13,100
Caesarean section (C-section)	BWP 27,000
Confinement facility fees	Up to BWP 1,300,000 subject to pre-authorization and case management
Infertility (subject to pre-authorisation & age limits)	BWP 20,000
2 Ultrasound scans per pregnancy	
Surgical contraception	Up to BWP 500,000 or balance thereof(hospitalization)

### Normal dentistry

#### Covered conditions

Maxilo-facial & oral surgery	Up to annual basic limit and upon referral by medical doctor
Conservative dentistry including plastic based dentures	Up to annual basic limit or balance thereof.

#### Specialised dentistry

Inlays, crowns, bridgework, study models, metal base dentures and their repair, periodontics, prosthodontics and orthodontics	BWP 20,000
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### For your eyes

#### Covered conditions

Frame and lenses or contact lenses and contact lenses solutions	BWP 5,720 per family member every 2 years
Eye test by optometrist	Agreed price with optician
Orthoptistry	BWP 1,600
Refractive Eye Surgery (pre-authorisation required)	BWP 15,000

## Executive benefits

### Preventive care

Per annum/per family

#### Covered conditions

Preventive package	Annual medical examination inclusive of screening tests
Safe male circumcision (HIV prevention only)	At agreed tariff subject to preauthorization
Surgical contraception	Subject to preauthorization

### Drug rehabilitation

#### Covered conditions

Alcoholism and Drug addiction	BWP 30,000 per family per annum, subject to preauthorization
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### Additional benefits

#### Covered conditions

International Travel insurance (up to BWP 25 million)	✔
Maternity programme PulaBaby	✔
Funeral pay-out (in the event a member of your family passes on, we will pay-out to a nominated beneficiary)	✔
Premium Waiver (your loved ones will remain covered for 12 months at no cost in the instance you pass on)	✔


# Your premier health & wellbeing partner



# Student Cover

Pulamed through its South African based medical aid partners, offers comprehensive medical aid cover at discounted rates for members. This cover also facilitates for Visa applications. T's & C's Apply.

 [bd@pulamed.co.bw](mailto:bd@pulamed.co.bw)

 3650555 for more information



# What does your medical aid cover

Pulamed scheme provides healthcare cover for a variety of conditions through healthcare disciplines. Broadly, this is Hospital cover and out-patient cover. The Fund gives you the right to choose a service provider of your choice. Accessibility to high-quality healthcare is guaranteed to a holder of the Pulamed card.

## Dentistry ●●●●●

General and specialised dental treatments such as braces and crowns.

## Spectacles and optical ●●●●●

For the treatment of long and short sight and other diagnosed conditions. Available once every 2 years

## Dread diseases ●●

Cancer, organ transplants, heart diseases, stroke, kidney failure, hepatitis, slo, road accidents.

## Hospitalisation ●●●●●

We cater for both private and public hospitals. Hospitalisation requires pre-authorization requires in most cases except emergency.

## Drug addiction and alcoholism ●●●●●

Patients struggling with addiction can be admitted to rehab. t&c

## Emergency Medical Services ●●●●●

Emergency evacuations through our contracted partner EA991, applies road and air lifting.

## Medications ●●●●●

Medications Acute, Chronic, Psychiatric and ART medicines t&c

## Child birth-Maternity ●●●●●

We cover both natural and C-section births

## Diagnostics ●●●●●

## Clinical psychology and mental health ●●●●●

## Physiotherapy ●●●●●

## Funeral benefit and Premium waiver on death ●●●●●

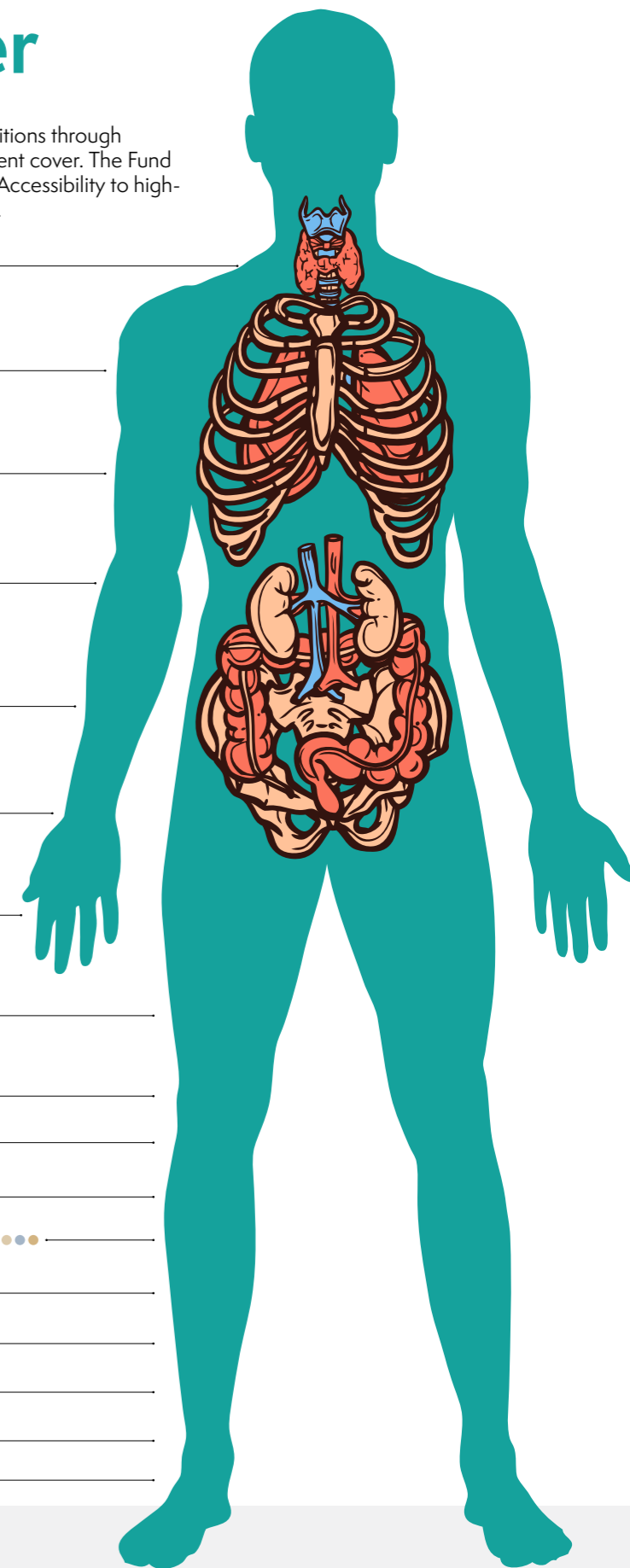
## Consultations GP and specialists ●●●●●

## Safe male circumcision ●●●●●

## International Travel Insurance ●●

## Cover for Chronic conditions ●●●●●

## Preventive screening ●●●●●



### Guide

- Executive
- Deluxe
- Galaxy
- Standard
- Flexi

\*HIV does not have waiting periods

# Deluxe benefits

Comprehensive cover up to **P1.2million**



Per annum/per family

## Total cover

### Covered conditions

Annual overall limit (annual basic limit + dread disease cover)	BWP 1,200,000
Annual basic limit (including hospital visitation)	BWP 700,000
Dread disease cover (cover for specific medical conditions)	BWP 500,000

## Consultations

### Covered conditions

General practitioner consultation visits	Up to BWP 200,000
Medical specialist consultation visits	Up to BWP 200,000
Physiotherapy	Up to BWP 20,000
Anesthetics	Up to BWP 200,000
Non-surgical procedures and operations	Up to BWP 200,000
Other related professional services	Up to BWP 200,000

## Diagnostics

### Covered conditions

Diagnostic Pathology	Up to BWP 200,000
Diagnostic Radiology	Up to BWP 200,000
MRI and CT scans	Up to BWP 200,000 Subject to preauthorisation

## Medicines

### Covered conditions

Overall medicines limit	Up to BWP 8,600
Pharmacy only medicines (over the counter medicines)	Up to BWP 2,580
Prescription only medicines as scheduled including Injection materials supplied by medical practitioner, Dentists or authorised health professional	Up to BWP 6,020

Pyschiatric Medicines	BWP 15,000 per person covered in the family
HIV/AIDS	BWP 15,000 (includes antiretroviral drugs, monitoring tests, CD+ and viral load)

## Hospital admission

### Covered conditions

Private and government hospitals (in-patients)	Subject to preauthorisation and case management
Hospitalisation (General)	Up to BWP 500,000 or balance thereof
Intensive care unit or high care	Up to BWP 500,000 or balance thereof
Recovery room fees	Up to BWP 500,000 or balance thereof
Medicines, materials & apparatus during your hospital admission	Up to BWP 500,000 or balance thereof
Theatre fees	Up to BWP 500,000 or balance thereof
Prosthesis used in surgery	Up to BWP 60,000 or balance thereof

## Nursing and home based services

### Covered conditions

Consulting Nurse (Family Nurse Practitioner)	At a consultation tariff equivalent to half that of a general medical practitioner and up to annual basic limit
Step-down facility/ Nursing homes	Maximum of 42 days in any one (1) financial year and at agreed price with facility
Home-based nursing	Up to BWP 3,600 depending on the family size

## Deluxe benefits

### Other medical services

Per annum/per family

#### Covered conditions

Occupational Therapy	BWP 10,000 per family per annum or any combinations of these conditions
Audiology and/or speech therapy	
Clinical Psychology	BWP 10,000 per family per annum or any combinations of these conditions
Chiropody	
Dietician (Doctor's referral required)	
Ambulance (Inter-hospital transfer only)	BWP 3,500 per case
Blood Transfusion	Up to BWP 200,000
Medical assistive devices	BWP 20,000 per family per annum
Medical and surgical appliances	Up to BWP 4,800 depending on the family size. Subject to pre-authorisation
Wheel chair	BWP 3,500 per beneficiary once every three(3) years

### Emergency medical services

#### Covered conditions

Service is provided by emergency Assist 991 (EA991)	Available to covered family members at No co-payment
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[Read more on page 15](#)

### Alternative treatments

#### Covered conditions

Associated health services	BWP 1,725 for anyone or a combination
Chiropractic (form of treatment concerned with diagnosis and treatment of musculoskeletal disorders)	
Homeopathy/Naturopathy(form of treatment using small doses of natural substances that in larger amounts would produce symptoms of the ailment)	
Acupuncture (A Chinese treatment using very small needles)	
Traditional Medicine	

### Child birth

#### Covered conditions

Child birth (Confinement)	Subject to preauthorisation and case management (you will need to contact our managed care department)
Normal delivery	BWP 13,100
Caesarean section (C-section)	BWP 27,000
Infertility (subject to pre-authorisation & age limits)	BWP 15,000
2 Ultrasound scans per pregnancy	
Surgical contraception	Up to BWP 500,000 or balance thereof(hospitalization)

### Normal dentistry

#### Covered conditions

Maxilo-facial & oral surgery	Up to annual basic limit but limited to BWP 200,000 per family subject to pre-authorization
Conservative dentistry including plastic based dentures	Up to annual basic limit
<b>Specialised dentistry</b>	
Inlays, crowns, bridgework, study models, metal base dentures and their repair, periodontics, prosthodontics and orthodontics	BWP 10,000 per family

### For your eyes

#### Covered conditions

Spectacles and or contact lenses and contact lenses solutions	BWP 4,680 per family member every 2 years
Eye test by optometrist	At agreed tariff up to BWP 200,000
Orthoptistry	BWP 1,600
Refractive Eye Surgery (pre-authorisation required)	BWP 10,000

## Deluxe benefits

Per annum/per family



### Preventive care

#### Covered conditions

Preventive package	Annual medical examination inclusive of screening tests
Safe male circumcision (HIV prevention only)	At agreed tariff subject to preauthorization



### Drug rehabilitation

#### Covered conditions

Alcoholism and Drug addiction	BWP 20,000 per family per annum, subject to preauthorization
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### Additional benefits

#### Covered conditions

International Travel insurance (up to BWP 25 million)	✓
Maternity programme PulaBaby	✓
Funeral pay-out (in the event a member of your family passes on, we will pay-out to a nominated beneficiary)	✓
Premium Waiver (your loved ones will remain covered for 12 months at no cost in the instance you pass on)	✓

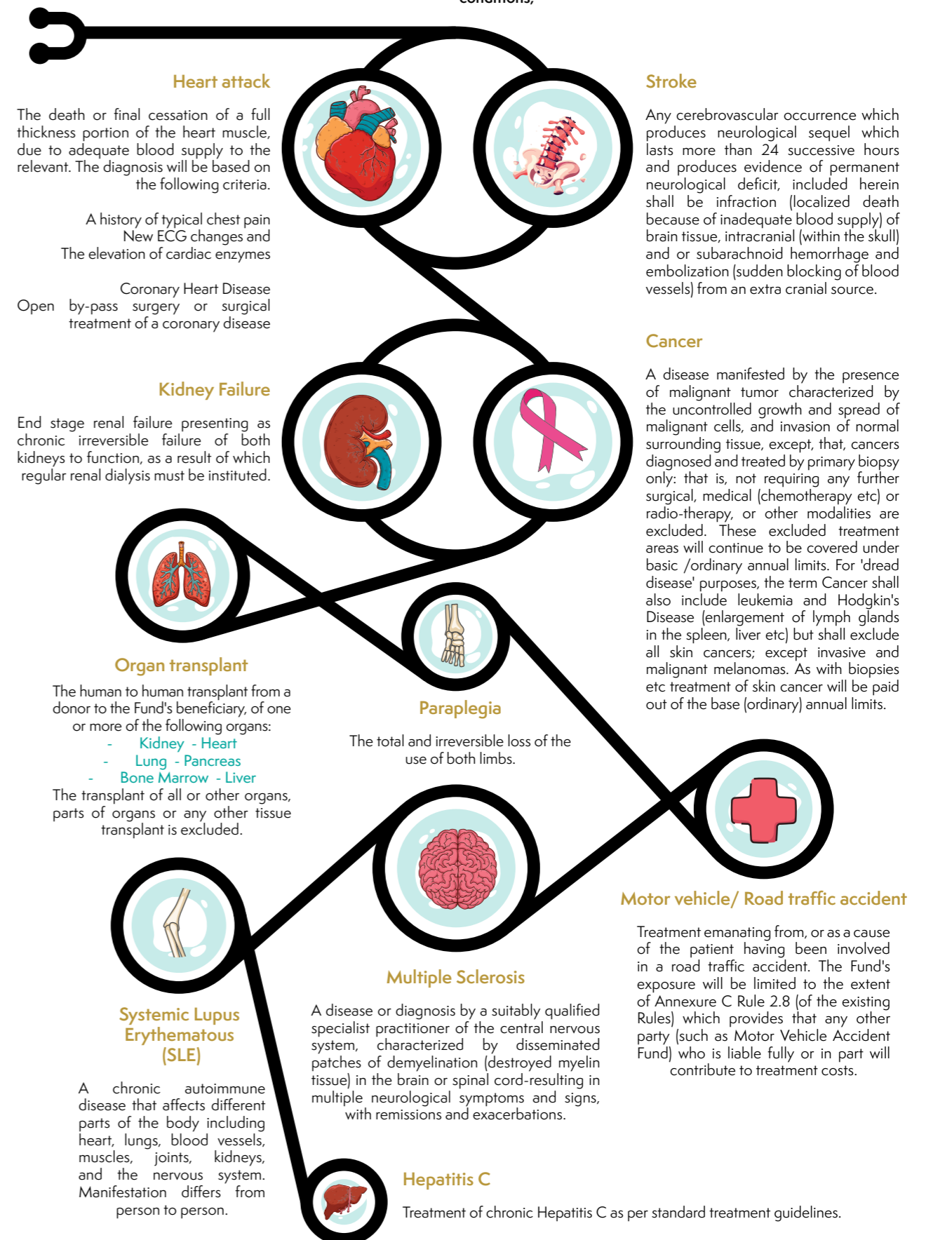


We offer comprehensive healthcare benefits!

# Dread Disease Cover

The Dread Disease Cover is available to members of the Executive and Deluxe Benefit Options. The Dread Disease Cover annual limit is P500 000 per family for the Deluxe Option and P700 000 per family for the Executive Option.

Dread Disease Benefit shall apply in respect of the following list of conditions;



# Funeral benefit

The Fund provides a funeral benefit pay-out upon the passing of a member. This benefit comes at no additional cost to the member. To claim this benefit, members must satisfy the following requirements:

1 Beneficiaries are required to submit their funeral benefit claims within six (6) months of the death of the member.

2 The beneficiaries will need to submit the following supporting documents:

- Certified copy of death certificate
- Affidavit for the individual receiving the funds to show that they have been nominated by the family
- ID copy of the nominated individual for the funeral benefit payout.

3 Cash payment schedule is as follows:

	Executive Option	Deluxe Option	Galaxy Option	Flexi Option	Standard Option
The Member	P13,000	P10,000	P8,500	P8,500	P5,500
The Member's Spouse	P13,000	P10,000	P8,500	P8,500	P5,500
Children					
Aged 16 years and older but less than 21 years	P7,000	P7,000	P4,500	P4,500	P4,500
Aged 6 years and older but less than 16 years	P7,000	P4,500	P4,000	P2,500	P3,000
Aged less than 6 years, including still born	P7,000	P4,500	P4,000	P2,500	P2,000



# Emergency Medical Services

The services covered under Emergency Medical Services include:

## Emergency Medical information and support

In the event of an emergency, the member calls 991 or 390 4537 to request for assistance. Our call centre will require the below to assist the caller:

- Provide Pula membership or ID number for confirmation purposes
- Describe the situation as concisely as possible as this will inform the level of assistance required by caller
- Provide location for ambulance dispatch
- Contact details of the caller

## Inter-hospital Transfer

EA991 or reciprocal service provider will provide members transfers between hospitals when advanced medical care is required. Modes of transport include dedicated ICU air and ground ambulances.

## In-hospital monitoring

EA991 will monitor the member's medical condition in the hospital and will keep nominated parties updated as per patient's instructions.

## Medical Information 24 Hour Call Centre

EA991 also provides expert advice telephonically to our clients available on a 24-hour basis. The emergency call centre is manned by experienced call centre agents and onsite paramedics.

## Medical repatriation

After treatment outside Botswana, EA991 may repatriate the member back to Botswana. In the unfortunate event of death after a member had been evacuated from Botswana, the service provider will assist with the repatriation of the mortal remains back to Botswana.

## Escort Minors

EA991 will take care and provide escorted transport to stranded minors of hospitalized or deceased parents or guardians.

These services are provided at no cost to the member. The emergency centre can be contacted at 991 or 390 4537. 24/7; 365 Days.

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# Travel Insurance

## Up to P25 Million International Travel Cover!

Pulamed offers International Travel Insurance for Executive & Deluxe Benefit Option Members at no additional cost. The two packages offered under this cover are Silver and Gold covers. The Silver package offers cover for up to 92 consecutive days per travel worth P1million for travel to Lesotho, South Africa, Namibia and Eswatini. The Gold package offers cover for up to 92 consecutive days worth P25million for the rest of the world.



### Repatriation of remains and coffin costs of up to P200,000

If you or your covered dependants pass on while travelling, the insurer will provide transportation and coffin costs to the host country.

### Cover for Emergency medical costs

The insurer will cover you or covered dependants up to P25m for medical related expenses while travelling.

### P500,000 Kidnapping or Wrongful detention

There is cover up to P500,000 should you find yourself on the wrong side of the law or you are kidnapped with the intention to seek ransom or extortion.

### Up to P200,000 for theft or damage of baggage

The benefit included cover of theft and damage to personal property caused by third party.

### Up to P20,000 for Hijack Incidents

Members may claim up to P20,000 for any hijacking related incident that may occur while travelling outside the country.

### 92 consecutive days cover

Cover of up to 92 consecutive days outside Botswana.

### Up to P7,500 for missed flight connection

The cover includes cover for flight delays.

### Up to P30,000 death and disability cover

The cover includes cover for disability and death for you and your covered dependants.

### Up to P15,000 cover for the return of accompanying children and travel companion

The cover provided for the safe return of accompanying children and travel companion back to country of origin.

**Apply 48 hours before your travel online at [www.pulamed.co.bw](http://www.pulamed.co.bw). The travel insurance number will be detailed on your policy document. The policy wording document is available on the Pulamed website. T's & C's Apply.**

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## Pulababy Maternity Programme

At Pulamed, we understand that being pregnant is a very important time in a woman's life and that having a baby is a life-changing experience, and can be rather overwhelming to the family. This is why we have PulaBaby, a tailored maternity care programme that offers the best care to you and your partner throughout the stages of pregnancy. We walk this most exciting period with you by offering:

### Advice And Educational Material

Throughout the various stages of pregnancy, we provide you with a learning opportunity so that you and your partner are prepared to participate in your own medical care and even make informed choices relating to delivery, mother, and baby's health. We give both the expectant mother and father advice and educational materials.

### Hamper Bag

What is pregnancy without goodies or a smile on your face? During the last trimester of the pregnancy, our expectant members receive a hamper bag with goodies and educational materials on the mother and the baby's health as well as a guide to the father.

### Early Identification Of High Risk Pregnancy

Not all pregnancies are the same; some are healthy while others can be a bit risky where you and the baby have an increased chance of health complications. At Pulamed we are committed to helping you deliver that bundle of joy safely and healthily. Our programme is geared towards early identification of high-risk pregnancy for referral to the relevant service provider.

### Email Service To Expectant Father

Pregnancy is a transformational process for a man as such we do not leave our expectant fathers behind. We ensure that as a father you are fully involved from the first trimester to the last by providing you with an email service on what to expect when expecting to assist you to better understand the demands of expecting and be better placed to guide your partner.

### On-going Telephone Advice And Support

Our advice and tips do not end with the first trimester of our members' pregnancy. During the second and third trimester, we also provide on-going advice and support through the telephone. This allows our members to seek timely clarification and further information. The opportunity also gives you the necessary contact required during pregnancy.

### How to register on the programme

- Expectant moms may register from 12 weeks of pregnancy online at [www.pulamed.co.bw](http://www.pulamed.co.bw)
- You will receive a confirmation email and phone call.
- Kindly note only registered members are eligible to receive a hamper bag.

T's & C's Apply.



# Preventative Care Benefit

*Prevention is still the best cure*

At Pulamed, we know that prioritising regular screening and getting an early diagnosis can go a long way in helping you and your family live healthier and happier lives. Members are encouraged to utilise the wellness screening benefit for early illness identification & diagnosis which will in turn facilitate for timely referral and medical intervention should that be required. Pulamed offers cover for the following preventative care and wellness screenings for all members:



## Annual Physical Examinations by a Physician

A routine test performed by a physician to check your overall health:

- Weight
- BMI
- Blood Pressure
- Cholesterol



## Liver Function Test

We all want to live with the certainty that our body organs including our livers are functioning well. Doctors use the liver function test to check how well the liver is working.



## Prostate Cancer Screening (PSA)

The Prostate Specific Antigen (PSA) test is a blood test to screen for prostate Cancer in men aged 40 and above.



## Urea and Electrolytes

Urea and electrolytes provides essential information on renal function, principally in excretion and homeostasis, they are the most commonly requested biochemistry tests.



## Breast Cancer Screening

Mammogram for women aged 40 and above to screen for Breast Cancer.



## Cervical Cancer Screening (Pap Smear)

Screening procedure for cervical cancer testing for the presence of precancerous or cancerous cells on the cervix, the opening of the uterus. . Pap Smear for women aged 25 years and above.



## Diabetes Screening (Fasting Blood Sugar)

A test that measures blood glucose after you have not eaten for some hours. It is often the first test done to check for prediabetes and diabetes



## Full Blood Count

This is a very common blood test that checks the number of red cells, white cells and platelets in the blood. It is used to check a person's general health as well as screening for specific conditions, such as anemia.



## HIV/AIDS Screening

This screening is aimed at detecting HIV antigen (a part of the virus) and HIV antibodies in the blood.



# Other Additional benefits



# 100%

## COVER ON CHRONIC PRESCRIPTIONS

Pulamed offers 100% cover for Chronic Prescriptions. Member are exempt from 10% co-payment.



# PREMIUM WAIVER

## WE PROVIDE CONTINUATION OF COVER AFTER DEATH OF A PRINCIPAL MEMBER

There is nothing as comforting as knowing your family will be taken care of when you are gone. The benefit pays medical aid contributions for the registered dependants for a period of 12 months upon the passing of the principal member. This benefit ensures the following:

- Continued medical aid cover & financial freedom for the remaining dependants.
- The benefit kicks-off automatically upon receipt of proof of death of the Principal Member.
- Members may elect to continue as members after the 12-month period as Continuing Members and pay a monthly contribution.

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In order to benefit from this, the registered dependants should notify The Fund upon passing of the Principal Member.



# 10% CO-PAYMENT

Members and their families are required to pay 10% co-payment of the cost of services directly to the service provider as their contribution towards the cost of service. The Fund exempts members and their dependants from paying the 10% co-payment for covid-19 hospitalization and diagnostics, optical benefit, child birth and in an instance where the bill for services is in excess of BWP 30,000 for a single hospital admission/admission event, subject to availability of Funds.

# Chronic Disease Management

- Asthma
- Bipolar Mood Disorder
- Bronchiectasis
- Cardiac Failure
- Cardiomyopathy
- Chronic Obstructive Pulmonary Disease
- Benign Prostate Hyperplasia
- Chronic Renal Disease
- Coronary Artery Disease
- Crohn's Disease
- Diabetes Insipidus
- Diabetes Type 1
- Diabetes Type 2
- Dysrhythmia
- Osteoporosis
- Epilepsy
- Glaucoma
- Haemophilia
- Hepatitis C
- HIV
- Hyperlipidaemia
- Hypertension
- Hypothyroidism
- Multiple Sclerosis
- Irritable Bowel Syndrome
- Parkinson's Disease
- Rheumatoid Arthritis
- Schizophrenia
- Systemic Lupus Erythematosus
- Ulcerative Colitis
- Peptic/Duodenal/Gastric Ulcers
- Depression

## Where to get your medicine?

You can choose from over 160 registered pharmacies around the country to collect your prescribed chronic medicines. Pulamed does not impose restrictions.

## The Chronic Disease Benefit

It covers you for a defined list of chronic conditions. Members are required to apply for the Chronic Management Program to access their prescribed monthly medication. The Chronic Disease Management & HIV/ART forms are available at [www.pulamed.co.bw](http://www.pulamed.co.bw). Members may submit their forms directly to [managedcaredepartment@afa.co.bw](mailto:managedcaredepartment@afa.co.bw)

## Confidentiality

We strive to keep all information about patients and their diagnosis as confidential as possible and it will not be disclosed to any third parties, employers, or any persons without your express written consent. When sending your forms, especially for Chronic conditions and HIV, you can personally deliver to Managed Care or send to [managedcare@afa.co.bw](mailto:managedcare@afa.co.bw)

## Medicine cover for Chronic conditions

Medicine cover for Chronic conditions - You get full cover for approved chronic medicine on our medicine list. For medicine not on our list, we cover you up to a set tariff BWP, meaning that we pay up to the prescribed amount. Please note in this case, you may have to top up from your pocket.



# Galaxy benefits

Cover up to P100 000



Per annum/per family



## Total cover

### Covered conditions

Annual overall limit (annual basic limit + dread disease cover)	BWP 100,000
Annual basic limit (including hospital visitation)	BWP 100,000
Dread disease cover (cover for specific medical conditions)	x



## Consultations

### Covered conditions

General practitioner consultation visits	Up to BWP 2,000
Medical specialist consultation visits	Up to BWP 4,000
Physiotherapy	Up to BWP 10,000
Anesthetics	Up to annual basic limit per family or balance thereof
Non-surgical procedures and operations	Up to annual basic limit per family or balance thereof
Other related professional services	Up to annual basic limit per family or balance thereof



## Diagnostics

### Covered conditions

Diagnostic Pathology	Up to BWP 10,000
Diagnostic Radiology	Up to BWP 10,000
MRI and CT scans	x



## Medicines

### Covered conditions

Overall medicines limit	Up to BWP 4,000
Pharmacy only medicines (over the counter medicines)	Up to BWP 2,000
(Prescription only medicines as scheduled including Injection materials supplied by authorised health professional)	Up to BWP 2,000
Psychiatric Medicines	BWP 9,700 per person covered in the family
HIV/AIDS	BWP 9,700 per person covered in the family



## Hospital admission

### Covered conditions

Private and government hospitals (in-patients)	Subject to preauthorisation and case management
Hospitalisation (General and surgical wards)	Up to BWP 50,000 or remaining balance
Intensive care unit or high care	Up to BWP 50,000 or remaining balance
Recovery room fees	Up to BWP 50,000 or remaining balance
Medicines, materials & apparatus during your hospital admission	Up to BWP 50,000 or remaining balance
Theatre fees	Up to BWP 50,000 or remaining balance
Prosthesis used in surgery	Up to BWP 4,500 per annum



## Nursing and home based services

### Covered conditions

Consulting Nurse (Family Nurse Practitioner)	At a consultation tariff equivalent to half that of a general medical practitioner
Step-down facility/ Nursing homes	Maximum of 42 days in any one (1) financial year and at agreed price with facility
Home-based nursing	x

## Galaxy benefits



### Other medical services

Per annum/per family

#### Covered conditions

Audiology and/or speech therapy Dietician (Doctor's referral required) Clinical Psychology Occupational Therapy Chiropody	BWP 4,000 per family per annum for any combination of these conditions
Ambulance (Inter-hospital transfer only) Blood Transfusion	Up to BWP2,500 depending on the family size Up to annual overall limit
Medical assistive devices	x
Medical and surgical appliances Wheel chair	Up to BWP 800 depending on the family size x



### Emergency medical services

#### Covered conditions

Service is provided by emergency Assist 991 (EA991)	Available to covered family members at No co-payment
-----------------------------------------------------	---------------------------------------------------------

[Read more on page 15](#)



### Alternative treatments

#### Covered conditions

Chiropractic (form of treatment concerned with diagnosis and treatment of musculoskeletal disorders) Homeopathy/Naturopathy(form of treatment using small doses of natural substances that in larger amounts would produce symptoms of the ailment) Acupuncture (A Chinese treatment using very small needles) Traditional Medicine	BWP 1,000 per family per annum for any combination of these conditions
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### Child birth

#### Covered conditions

Normal delivery	BWP 9,072
Caesarean section (C-section)	BWP 20,245



### Normal dentistry

#### Covered conditions

Maxilo-facial & oral surgery Conservative dentistry including plastic based dentures	BWP 3,500 - BWP 5,000
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#### Specialised dentistry

Inlays, crowns, bridgework, study models, metal base dentures and their repair, periodontics, prosthodontics and orthodontics	BWP 3,500
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### For your eyes

#### Covered conditions

Orthoptistry	At agreed tariff
Eye test by optometrist	BWP 385
Spectacles and or contact lenses and contact lenses solutions	BWP 1,664 per two(2) years per family member

## Galaxy benefits



### Preventive care

Per annum/per family

#### Covered conditions

Preventive package Safe male circumcision (HIV prevention only)	Annual medical examination Agreed tariff subject to pre-authorization
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### Drug rehabilitation

#### Covered conditions

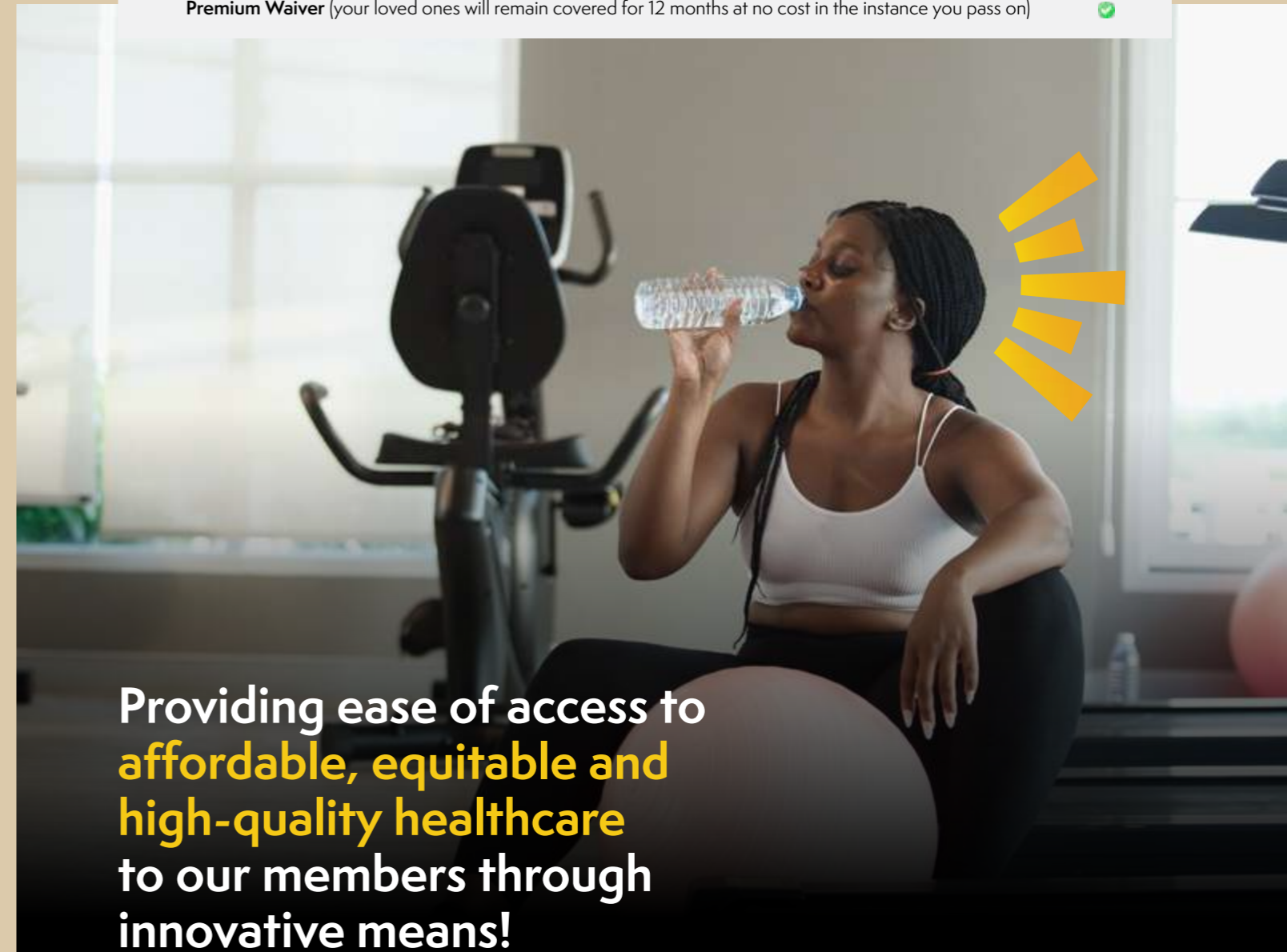
Alcoholism and Drug addiction	BWP 2,200
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### Additional benefits

#### Covered conditions

International Travel insurance (up to BWP 25 million)	✗
Maternity programme PulaBaby	✓
Funeral pay-out (in the event a member of your family passes on, we will pay-out to a nominated beneficiary)	✓
Premium Waiver (your loved ones will remain covered for 12 months at no cost in the instance you pass on)	✓



Providing ease of access to **affordable, equitable and high-quality healthcare** to our members through innovative means!

# Standard benefits

Cover up to **P40 000**



## Total cover

### Covered conditions

	Per annum/per family
Annual overall limit (annual basic limit + dread disease cover )	BWP 40,000
Annual basic limit (including hospital visitation)	BWP 40,000



## Consultations

### Covered conditions

General practitioner consultation visits	Up to annual basic limit per family or balance thereof
Medical specialist consultation visits	Up to annual basic limit per family or balance thereof
Physiotherapy	Up to annual basic limit per family or balance thereof
Anesthetics	Up to annual basic limit per family or balance thereof
Non-surgical procedures and operations	Up to annual basic limit per family or balance thereof
Other related professional services	Up to annual basic limit



## Diagnostics

### Covered conditions

Diagnostic Pathology	Up to annual basic limit or balance thereof
Diagnostic Radiology	Up to annual basic limit
MRI and CT scans	Up to annual basic limit



## Medicines

### Covered conditions

Overall medicines limit	Up to BWP 6,182 depending on the family size
Pharmacy only medicines (over the counter medicines)	Up to BWP 1,855 depending on the family size
(Prescription only medicines as scheduled including Injection materials supplied by authorised health professional)	Up to BWP 4,327 depending on the family size Up to annual overall medicines limit
Psychiatric Medicines	Up to BWP 9,000
HIV/AIDS	Up to BWP 9,000



## Hospital admission

### Covered conditions

Private and government hospitals (in-patients)	Up to BWP 40,000 or balance thereof
Hospitalisation (General)	Up to BWP 40,000 or remaining balance
Intensive care unit or high care	Up to BWP 40,000 or remaining balance
Recovery room fees	Up to BWP 40,000 or remaining balance
Medicines, materials & apparatus during your hospital admission	Up to BWP 40,000 or remaining balance
Theatre fees	Up to BWP 40,000 or remaining balance
Prosthesis used in surgery	Up to BWP 4,500 or remaining balance



## Nursing and home based services

### Covered conditions

Consulting Nurse (Family Nurse Practitioner)	At a consultation tariff equivalent to half that of a general medical practitioner and up to annual basic limit
Step-down facility/ Nursing homes	Maximum of 42 days in any one (1) financial year and at agreed price with facility
Home-based nursing	Up to BWP 3,600

## Standard benefits



## Other medical services

Per annum/per family

### Covered conditions

Audiology and/or speech therapy	BWP 4,800 for any or combination of these conditions
Dietician (Doctor's referral required)	
Clinical Psychology	
Occupational Therapy	
Chiropody	
Ambulance (Inter-hospital transfer only)	BWP 1,250 depending on the family size Up to annual basic limit
Blood Transfusion	
Medical assistive devices	x
Medical and surgical appliances	BWP 1,250 depending on the family size x
Wheel chair	



## Emergency medical services

### Covered conditions

Service is provided by emergency Assist 991 (EA991)	Available to covered family members at No co-payment
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[Read more on page 15](#)



## Alternative treatments

### Covered conditions

Chiropractic (form of treatment concerned with diagnosis and treatment of musculoskeletal disorders)	up to BWP 765 per family per annum for any combination of these conditions
Homeopathy/Naturopathy(form of treatment using small doses of natural substances that in larger amounts would produce symptoms of the ailment)	
Acupuncture (A Chinese treatment using very small needles)	
Traditional Medicine	



## Child birth

### Covered conditions

Normal delivery	BWP 8,640
Caesarean section (C-section)	BWP 15,969
Surgical contraception	x



## Normal dentistry

### Covered conditions

Maxilo-facial & oral surgery	Up to annual overall limit or balance thereof Up to annual basic limit or balance thereof
Conservative dentistry including plastic based dentures	
Specialised dentistry	BWP 3,500
Inlays, crowns, bridgework, study models, metal base dentures and their repair, periodontics, prosthodontics and orthodontics	



## For your eyes

### Covered conditions

Eye test by optometrist	BWP 385
Orthoptistry	At agreed tariff & up to overall limit BWP 1,664 per two(2) years
Frame and lenses OR contact lenses and contact lenses solutions	

## Standard benefits



### Preventive care

Per annum/per family

#### Covered conditions

Preventive package	Annual medical examination inclusive of screening tests
Safe male circumcision (HIV prevention only)	At agreed tariff



### Drug rehabilitation

#### Covered conditions

Alcoholism and Drug addiction	BWP 2,200
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### Additional benefits

#### Covered conditions

<b>International Travel insurance</b> (up to BWP 25 million)	✗
<b>Maternity programme PulaBaby</b>	✓
<b>Funeral pay-out</b> (in the event a member of your family passes on, we will pay-out to a nominated beneficiary)	✓
<b>Premium Waiver</b> (your loved ones will remain covered for 12 months at no cost in the instance you pass on)	✓

Life can be complicated;  
your medical aid doesn't  
need to be!

# Flexi benefits

Cover up to **P60 000**



### Total cover

Per annum/per family

#### Covered conditions

Annual overall limit (annual basic limit + dread disease cover)	BWP 60,000
Annual basic limit (what you can use for day to day medical conditions)	BWP 60,000
Dread disease cover (cover for specifics medical conditions)	x



### Consultations

#### Covered conditions

General practioner consultation visits	Up to BWP 1,500
Medical specialist consultation visits	Up to BWP 1,500
Physiotherapy	Up to BWP 9,000
Anesthetics	x
Non-surgical procedures and operations	x
Other related professional services	x



### Diagnostics

#### Covered conditions

Diagnostic Pathology	Up to BWP 5,000
Diagnostic Radiology	Up to BWP 7,000
MRI and CT scans	x



### Medicines

#### Covered conditions

Overall medicines limit	Up to BWP 4,000
Pharmacy only medicines (over the counter medicines) as scheduled (DRSA)	Up to BWP 2,000
(Prescription only medicines including injection	Up to BWP 2,000
Injection materials supplied by authorised health professional)	Up to annual overall medicines limit
Psychiatric Medicines	BWP 9,700 per person covered in the family
HIV/AIDS	BWP 9,700 per person covered in the family



### Hospital admission

#### Covered conditions

Private and government hospitals (in-patients)	x
Hospitalisation (General and surgical wards)	x
Intensive care unit or high care	x
Recovery room fees	x
Medicines, materials & apparatus during your hospital admission	x
Theatre fees	x
Prosthesis used in surgery	x



### Nursing and home based services

#### Covered conditions

Consulting Nurse (Family Nurse Practitioner)	x
Step-down facility/ Nursing homes	x
Home-based nursing	x

## Flexi benefits



### Other medical services

Per annum/per family

#### Covered conditions

Audiology and/or speech therapy	x
Dietician (Doctor's referral required)	x
Clinical Psychology	x
Occupational Therapy	x
Chiropraxy	x
Ambulance (Inter-hospital transfer only)	x
Blood Transfusion	x
Medical assistive devices	x
Medical and surgical appliances	x
Wheel chair	x



### Emergency medical services

#### Covered conditions

Service is provided by emergency Assist 991 (EA991)	Available to covered family members at No co-payment
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[Read more on page 15](#)



### Alternative treatments

#### Covered conditions

Chiropractic (form of treatment concerned with diagnosis and treatment of musculoskeletal disorders)	BWP 1,000 per family per annum for any combination of these conditions
Homeopathy/Naturopathy(form of treatment using small doses of natural substances that in larger amounts would produce symptoms of the ailment)	
Acupuncture (A Chinese treatment using very small needles)	
Traditional Medicine	



### Child birth

#### Covered conditions

Normal delivery	x
Caesarean section (C-section)	x
Surgical contraception	x



### Normal dentistry

#### Covered conditions

Maxilo-facial & oral surgery	BWP 2,000 - BWP 3,500
Conservative dentistry including plastic based dentures	Up to annual basic limit or balance thereof
<b>Specialised dentistry</b> Inlays, crowns, bridgework, study models, metal base dentures and their repair, periodontics, prosthodontics and orthodontics	Not available



### For your eyes

#### Covered conditions

Orthoptistry	At agreed tariff
Eye test by optometrist	BWP 385
Spectacles and or contact lenses and contact lenses solutions	BWP 1,664 per two(2) years

## Flexi benefits



### Preventive care

Per annum/per family

#### Covered conditions

Preventive care package	Annual reduced examination inclusive of screening tests
Safe male circumcision (HIV prevention only)	At agreed tariff subject to preauthorization



### Drug rehabilitation

#### Covered conditions

Alcoholism and Drug addiction	x
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### Additional benefits

#### Covered conditions

<b>International Travel insurance</b> (up to BWP 25 million)	✗
Maternity programme PulaBaby) (Bolden)	✓
<b>Funeral pay-out</b> (in the event a member of your family passes on, we will pay-out to a nominated beneficiary)	✓
<b>Premium Waiver</b> (your loved ones will remain covered for 12 months at no cost in the instance you pass on)	✓

**Health & Wellness within reach!**

# Activate your life with Pulamed



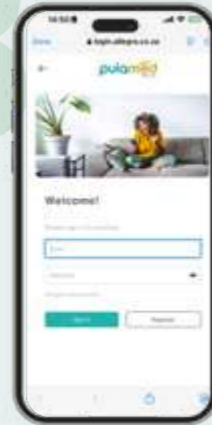
Download the app



Register your profile



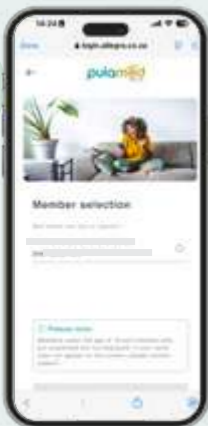
Enter your details



Enter your membership number



Select the member



Enter OTP



Health Profile



Wellness Programme



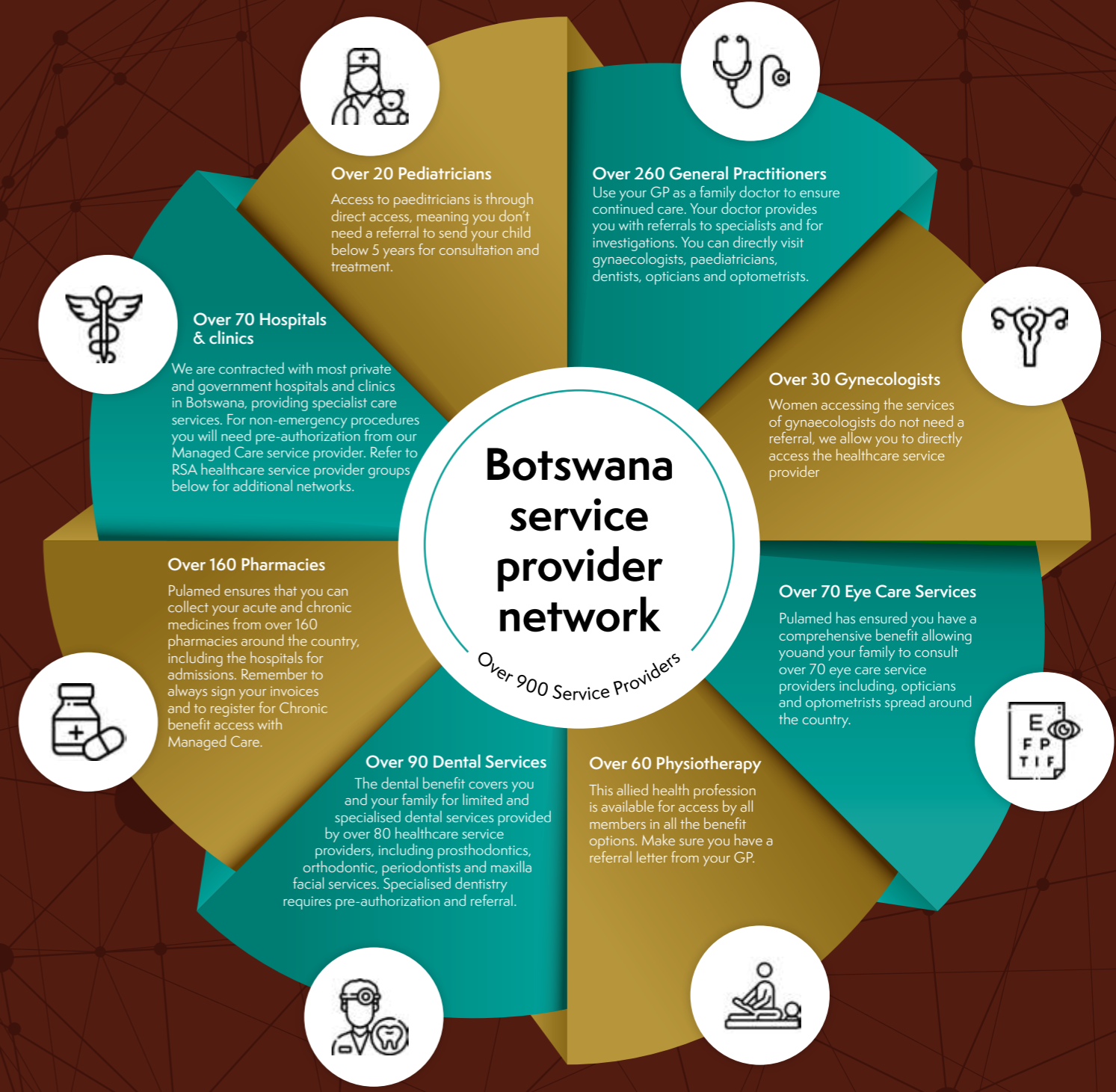
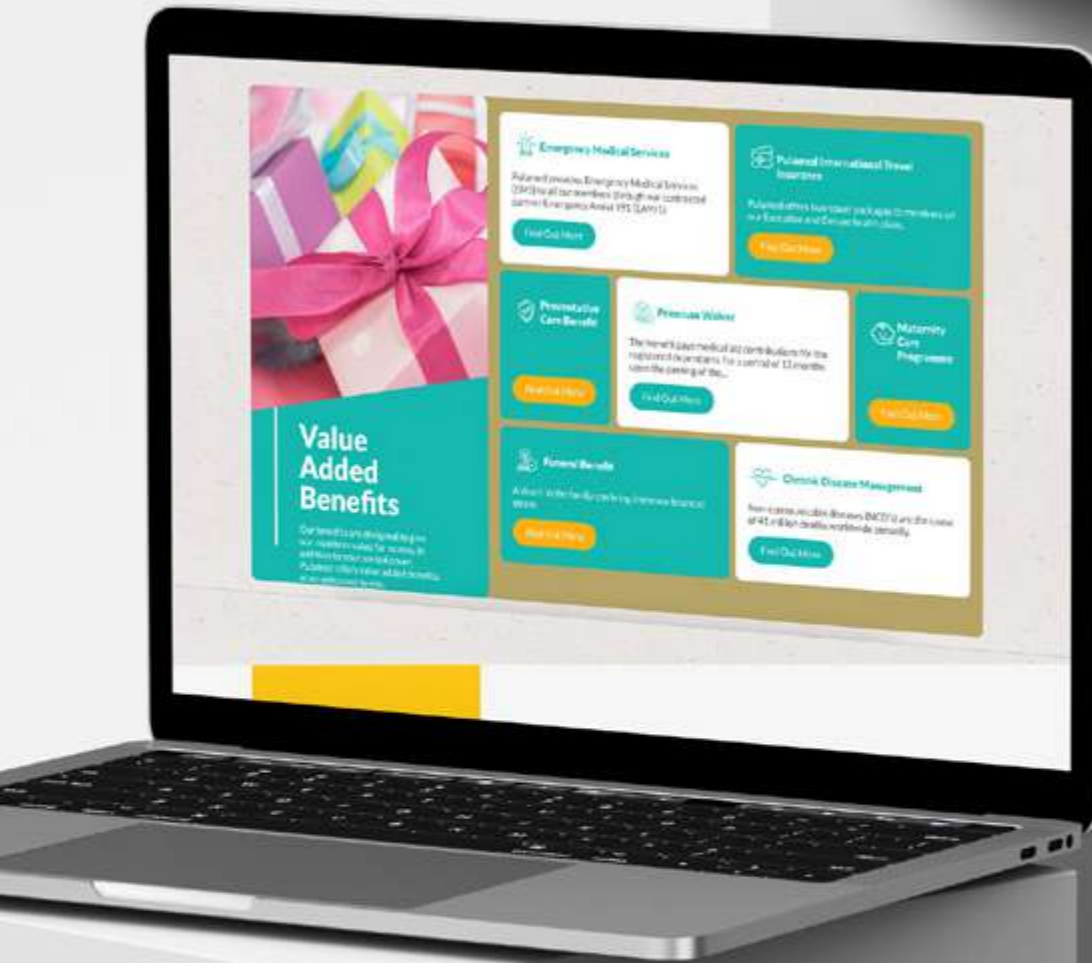
# 'Hello Life!



# Web Access for Members

The web portal is used to communicate member specific information such as benefit limits, their utilization or balances and transactions that would have gone through their accounts. The platform also provides members with access to view their information (e.g. contact and beneficiary details) and ability to submit queries without visiting our offices.

The web portal is also used to communicate employer groups and service providers specific information. The facility provides access to viewing of accounts transaction and information to specific employer group and service provider. This includes details such as contact and account details, and from an employer group perspective list of covered employees and their dependents, billing information and statements.



# 2024/2025 contributions

## Corporate contributions

Option	Stratum	Income band	2024-2025				
			Principal	Adult	Child	Total	
Executive			2,690	1,848	419	4957	
Deluxe	Stratum 1 (1-10)	P0 - P3 000	1,597	1,272	568	3437	
		P3 001 - P10 000	1,873	1,492	665	4029	
		P10 001 +	1,965	1,565	699	4230	
	Stratum 2 (11-39)	P0 - P3 000	1,403	1,115	499	3017	
		P3 001 - P10 000	1,642	1,310	587	3539	
		P10 001 +	1,725	1,376	615	3716	
	Stratum 3 (40-74)	P0 - P3 000	1,255	998	449	2702	
		P3 001 - P10 000	1,468	1,172	526	3166	
		P10 001 +	1,544	1,231	555	3330	
		Stratum 4 (75+)	P0 - P3 000	1,009	806	366	2181
			P3 001 - P10 000	1,184	939	425	2548
			P10 001 +	1,243	989	446	2678
Galaxy	P0 - P2 000	673	580	148	1401		
	P2 001 - P5 000	887	758	190	1835		
	P5 001 +	949	813	219	1981		
Standard	P0 - P2 000	594	510	130	1235		
	P2 001 - P5 000	785	671	168	1623		
	P5 001 +	840	718	194	1752		
Flexi	P0 - P2 000	442	380	96	919		
	P2 001 - P5 000	583	497	126	1205		
	P5 001 +	623	533	145	1301		

## Individual contributions

Age band	Executive			Deluxe			Galaxy			Standard			Flexi		
	PM	AD	CD	PM	AD	CD	PM	AD	CD	PM	AD	CD	PM	AD	CD
0 - 25	2690	1848	419	1965	1565	699	949	813	219	840	718	194	623	533	145
25 - 30	2690	1848	419	1965	1565	699	949	813	219	840	718	194	623	533	145
30 - 35	2690	1848	419	1965	1565	699	949	813	219	840	718	194	623	533	145
35 - 40	2690	1848	419	1965	1565	699	949	813	219	840	718	194	623	533	145
40 - 45	2825	1967	419	2064	1641	699	996	857	219	882	751	194	654	558	145
45 - 50	2968	2039	419	2167	1726	699	1046	895	219	925	796	194	687	588	145
50 - 55	3116	2139	419	2275	1810	699	1097	941	219	971	834	194	719	617	145
55 - 60	3271	2243	419	2390	1902	699	1153	985	219	1021	872	194	757	648	145
60 - 65	3434	2360	419	2509	1995	699	1209	1038	219	1071	915	194	793	678	145
65 +	3606	2479	419	2634	2096	699	1271	1091	219	1126	960	194	834	714	145

PM (Principal Member)  
AD (Adult Dependant)  
CD (Child or Special Dependant)

# General exclusions

### 1. Limitation of Benefits

- The maximum benefits to which a member and his dependants shall be entitled in any financial year shall be limited as set out in Annexure B, C, D, E and F.
- All new members admitted during the course of a financial year shall be entitled to the benefits set out in Annexure B, C, D, E and F with the maximum benefits being adjusted in proportion to the period of membership from the date of admission to the end of the particular financial year.
- In cases of illness of a protracted nature, the Board shall have the right to insist upon a member or dependant of a member consulting any particular specialist the Board may nominate in consultation with the attending practitioner. In such cases, if the specialist's advice is not acted upon, no further benefits will be allowed for that particular illness.
- In cases where a specialist, except an eye specialist or gynaecologist is consulted without the recommendation of a general practitioner, the benefit allowed by the Fund may, in the discretion of the Board, be limited to the amount that would have been paid to the general practitioner, for the same service.
- Unless otherwise decided by the Board, benefits in respect of medicines obtained on a prescription are limited to one month's supply (or to the nearest unbroken pack) for every such prescription or repeat thereof.

### 2. Benefits Excluded

- All costs incurred for the treatment or surgery not medically necessary for obesity.
- All costs for operations, medicines, treatments and procedures for cosmetic purposes or for personal reasons and not directly caused by or related to illness, accident or disease.
- All costs related to willfully self-inflicted injuries.
- All costs for the treatment of infertility, including the artificial insemination of a person (In- Vitro Fertilisation (IVF)).
- All costs in respect of injuries arising from professional sport, speed contests and speed trials.
- All costs that are more than the annual maximum benefit to which a member is entitled in terms of the Rules of the Fund.
- All costs in respect of sickness conditions that were specially excluded from benefits when the member joined the Fund, subject to Rule 22, Annexure B, C, D, E, and F.
- All costs of whatsoever nature incurred for treatment of sickness conditions or injuries sustained by a member or a dependant and for which any other party

- may be liable, unless the Committee is satisfied that there is no reasonable prospect of the member or dependant recovering adequate damages from the other party.
- All costs incurred for treatment of an illness or injury sustained by a member or a dependant of a member where such illness or injury is directly attributable to failure to carry out the instructions of a medical practitioner or to negligence on the part of the member or dependant.
  - The purchase of medicines not included in a prescription from a person legally entitled to prescribe.
  - All costs for services rendered by:
    - Any person not registered with the Botswana Health Professions Council or similar body or with the Botswana Nursing and Midwifery Council or similar body of the country in which he practices;
    - any place, nursing or similar institution, except a state hospital, not registered in terms of the applicable legislation as a private hospital, nursing home, unattached theatre or day clinic and any institution not licensed in terms of the appropriate legislation of the country concerned.
    - any person not registered as a dental technician with the Dental Technicians Council or similar body of the country in which he practices; and
    - any place, nursing or similar institution, except a state or provincial hospital, not registered in terms of the applicable legislation as a private hospital, unattached theatre or day clinic and any institution not licensed in terms of the appropriate legislation of the country concerned.
  - Purchase of:
    - patent medicines and proprietary preparations;
    - applicators, toiletries and beauty preparations;
    - bandages, cotton wool and similar aids;
    - patented foods, including baby foods;
    - contraceptives and apparatus to prevent pregnancy;
    - tonics, slimming preparations and drugs as advertised to the public;
    - household and biochemical remedies.
  - All costs for vaccinations.
  - All costs for prophylactic treatment except for the prevention of malaria, pregnancy including intra uterine devices and HIV/AIDS related opportunistic infections.
  - All costs for medical examinations other than those ordered by a medical doctor in order to determine the treatment for a sickness condition.
  - Holidays for recuperative purposes.

We generally will do not apply waiting periods on our members. A new member who has never been a member of any recognised medical aid scheme or has had a break in membership more than 3 months will be subjected to waiting periods for the following benefits, where applicable:

Condition	Description	Waiting Period
Infant not registered within 30 days of birth	We give you 30 days to register your child with the fund, failing which the waiting period	3 months
Child birth	If you are already expectant when joining the fund, or planning to have a child, unfortunately you will not have a maternity benefit.	9 months
Specialised dentistry	We exclude procedures such as periodontics, orthodontics, crowns etc if you are a new member to medical aid.	12 months
Pre-existing conditions	Chronic conditions, or already existing medical conditions, procedures will be excluded from cover except for HIV.	24 months
Pre-existing conditions Individual Membership	A member joining Pulamed on Individual Membership from a previous recognized medical aid provider (even if was covered continuously for 12 months or more) and has made full disclosure of a pre-existing condition or an elective procedure that will require a major intervention within three (3) months of the member's admission, may be subject to a twelve (12) months waiting period	12 months

\*Proof of cover in the form of a membership certificate will be required in order to ascertain legibility of waiving waiting periods

Any applicant who is Forty (40) years of age or older who was not a member of one or more medical schemes at the time of joining the Fund will incur a penalty by way of additional contributions as per scheme rules as follows;

Years a member was not a member of medical aid since the age of 40	Late Joiner Penalty
1 - 4 years	1.25 *standard contribution
5 - 14 years	1.5 *standard contribution
15-24 years	1.75* standard contribution
25 years +	2*standard contribution

## HEAD OFFICE

Unit 1(Acacia), Prime Plaza  
Plot 74358, Western Commercial  
Road, New CBD  
Gaborone, Botswana

## GABORONE BRANCH

☎ (+267) 365 0555  
Plot 74769, Mowana Mews,  
New CBD  
Gaborone

## SALES & MARKETING

☎ (+267) 315 9416  
✉ [bd@pulamed.co.bw](mailto:bd@pulamed.co.bw)

## PRE-AUTHORISATIONS

☎ (+267) 3650555  
✉ [casemanagement@afa.co.bw](mailto:casemanagement@afa.co.bw)  
✉ [clientservices@afa.co.bw](mailto:clientservices@afa.co.bw)

## FRANCISTOWN BRANCH

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Plot 404/05, Riverside Hospital,  
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Francistown