

## TRA Assist powered by ituASSIST



Assist Number: **087 135 1241**

The Malcor Medical Aid Scheme has partnered with TRA Assist and ituASSIST to bring you a mobile app which has exciting services available to Malcor Gap Cover policyholders, ON PLANS A, B AND C ONLY. If a policyholder does not want to or cannot download the app, they can still utilise these services by using the **Assist Number** above.

The app is available to the main member, who can also invite their dependants who are OVER THE AGE OF 18 YEARS OLD.

**! NB:** For the app to work to its full potential, leave your cell phone's GPS location service on. **For each of the benefits, once the request has been submitted, a TRA Assist agent will make contact to provide assistance for the service you require.**

The following TRA Assist services are available from 1 January 2021:



### HOME DRIVE

#### OWN VEHICLE

A designated driver service that will ensure that members are safe after a night out, with them being taken home safely in their own vehicle. A pair of drivers will arrive and one will drive with the client as the other follows. Generally, if the client is a female, a female driver will drive with her.

Drivers are equipped with a cell phone application to determine the exact location, as well as the personal information and destination to where the client needs to be transported to. Home Drive will safely transport clients within a 50km radius of city centres in Durban, Johannesburg, Pretoria, Cape Town, Port Elizabeth, East London, George and Nelspruit.

#### BENEFITS

- Access to 6 free trips per policy per annum.
- Available to each member and up to a maximum of two of their guests that can be collected from a single pickup point and transported to a single drop-off point.
- In the event where you own a larger vehicle and can seat more than 2 guests, additional passengers will be accommodated for, provided there are seatbelts for all the passengers in your car.



#### OPERATING HOURS

The service can only be utilised from 18h00 until 03h00. The last available booking time is 01h00 (peak periods) or 02h00 (off peak periods).



#### PEAK PERIODS & PUBLIC HOLIDAYS

Please try to book 48 hours in advance where possible and up to no less than 2 hours in advance in case of last minute arrangements. **Peak period times are Thursday evenings to Sunday mornings as well as public holidays (the night before and on the day) and in some instances major public events that occur within the service area, for example sporting events and concerts.**



#### ADDITIONAL CHARGES

If you exceed the number of total covered trips, you may continue to use the service at your own expense (±R450 cash per additional trip). If your trip exceeds 50km, payment for the additional distance will be ±R10 per KM. The user should agree that they will pay these amounts and they need to pay them to the driver on collection or they cannot utilise the service.



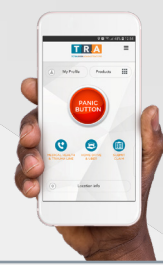
#### CANCELLATIONS

Bookings can be cancelled up until 60 minutes before the arranged collection time. Any booking cancelled within 60 minutes of the collection time will be deducted from your total covered trips or billed at the full rate.

#### UBER SERVICE

- If you do not have your own vehicle that you want driven, an Uber can be dispatched to your location.
- The same GPS settings as with your own vehicle apply.
- **! NB:** The total radius allowed for a single trip is 50kms.
- **! NB:** Trip locations: Only in locations where Uber South Africa is currently available.
- The Uber service falls within the same Home Drive benefits, forming part of the 6 free trips per policy per annum.
- 3 Uber services are available:  
Uber X - 1 trip deducted per one way request.  
Uber Black - 2 trips deducted per one way request.  
Uber Van - 3 trips deducted per one way request.
- **! NB:** After 6 trips, the user may use the **Own Vehicle** service at their own expense (see above) or will need to make other arrangements themselves.
- Bookings - should be tried to be made in advance as last minute arrangements are not guaranteed, but you should be able to book a trip more spontaneously than with your **Own Vehicle**.
- The **Uber Service** can be utilised at any time, seven days a week.
- **! NB:** For both services (**Own Vehicle** and **Taxi Service**) which fall under the Home Drive service, the driver/s might leave after 10-15 minutes if you are not present for collection and have not communicated with them as to why you may not be ready for collection as arranged.





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## PANIC BUTTON

In any panic situation, you will never want to be alone! The TRA Assist Panic button provides clients with 24-hour access to our own experienced crisis manager – who will assist you through an emergency. TRA Assist is the most reputable emergency support for any client – you will never have to remember another emergency number again. TRA Assist has access to every emergency service you may need, as well as access to your own security company, medical information and other useful contacts. You will never be alone in an emergency!

Our TRA Assist service provides clients with a comprehensive and overall service, ensuring that the family is safe and secure. When you are in an emergency – we take charge! Your crisis manager will call you back on your cell phone and help you through your crisis – whatever that may be.



## MEDICAL HEALTH AND TRAUMA COUNSELLING LINE

### MEDICAL ADVICE LINE

ituASSIST nurses will be available 24 hours a day to provide general medical assistance in confidence. This is an advisory and information service, as a telephonic conversation does not permit an accurate diagnosis. This service is inclusive of referrals to medical practitioners.

We create a critical link between you and your medical queries, ensuring that professional guidance from a qualified nurse is just a phone call away.

### BENEFITS:

Medical Health Line is a healthcare service providing unlimited access to qualified nurses 24 hours a day. Members benefit from:

- Emergency medical advice.
- Assessment of symptoms and referral to the most appropriate healthcare professional.
- Knowledge on all aspects of healthcare including home care remedies with scheduled follow-up assessment calls, if required.
- Explained medical terms, results of tests and information relating to medication.
- Counselling for chronic ailments and diseases to minimise the impact of these conditions on daily life.

### SERVICE:

- Supporting the individual after the traumatic experience and facilitating post-traumatic growth.
- Physical well-being, with a focus on diet, exercise and sleep, such as during pregnancy, caring for children and the elderly.
- Medical well-being, with a focus on medical symptoms (headaches, stomach pains, etc.) and their causes, and advice on home care treatment or when to contact a health professional or facility.
- Chronic condition support, helping individuals to understand their condition and the lifestyle changes required to live optimally with their illness.
- Chronic conditions may include, but are not limited to: diabetes, HIV and AIDS, chronic respiratory illness, cancer and coronary heart disease.

- All calls are responded to by a team of accredited, multi-disciplinary and multilingual health and well-being professionals (psychologists, social workers, registered nurses, biokineticists and dietitians).
- 24/7 access to telephonic health and well-being information, advice and self-help tools.



## TRAUMA COUNSELLING

- The promotion of emotional well-being and critical incident support services are an essential component of EMS. ituASSIST has a professional trauma counselling service.
- Our Counsellors are based in and around the Urban hubs of South Africa. The top 5 reasons for calling our team are death, armed robbery, threatened suicide, hijacking, and shooting incidents. The regions with the highest incidence rates include Johannesburg, Cape Town and Durban.

Services Include:

- Telephonic counselling with Nurse Case Management team or Trauma Counsellors.
- Face-to-face trauma counselling with our specialist Trauma Counselling team.
- Critical incident management and emotional support.
- Referral to specialist network of psychologists and psychiatrists if required.



## COVID-19 CARE LINE

As part of the Medical Health and Trauma Counselling Line, you can have access to trained professionals and nurses, who are available to provide medical advice and support regarding COVID-19, as well as support to the individual after the traumatic experience of being tested positive for the novel Coronavirus. This may include psychological telephonic counselling, referral to medical care, hospital care, treatment and diagnostic regimes.

### ! NB:

These services are only available from 1 January 2021.

All TRA Assist benefits are subject to the standard ituASSIST terms and conditions. Please see [www.totalrisksa.co.za](http://www.totalrisksa.co.za) for further information.

These services are subject to change from the time of the distribution of this document/wording. Please double check when you utilise the service that you are getting what you may require at the time.

**TRA Assist is not a medical aid scheme and the cover is not the same as that of a medical aid scheme. The benefits are not a substitute for medical scheme membership.**

**The use of this app does not imply or represent a commitment, in any way, to cover any costs associated with medical (or any other) claims arising from the use of this app/service.**

**Claims Submissions: All medical aid claims are still to be sent to Malcor: [claims@malcormedicalaid.co.za](mailto:claims@malcormedicalaid.co.za)**