

**LA HEALTH MEDICAL SCHEME**  
**ANNUAL FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED**  
**31 DECEMBER 2019**

1.9

**LA HEALTH MEDICAL SCHEME**  
**(Registration no. 1145)**

**ANNUAL FINANCIAL STATEMENTS**  
for the year ended 31 December 2019

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**LA HEALTH MEDICAL SCHEME**  
**(Registration no. 1145)**

**ANNUAL FINANCIAL STATEMENTS**  
for the year ended 31 December 2019

**SCHEME DETAILS**

<b>BOARD OF TRUSTEES</b>	Mr GJ Beukman	Elected (Chairperson)
	Mr HA Deysel	Elected (Deputy Chairperson)
	Mr J Allan	Elected
	Mr RC Barnard	Elected
	Mr A Bennett	Elected
	Mr R Bosman	Elected
	Mr H Botha	Elected
	Mr R de Bruyn	Elected
	Mr R Denge	Elected
	Mr M Dlamini	Elected
	Mr R Field	Elected
	Mr F Hoffman	Elected
	Mr A Lemmer	Elected
	Mr P Louwrens	Elected
	Ms C Nel	Elected
Mr A Vorster	Elected	

**PRINCIPAL OFFICER** Mr AM de Koker

**REGISTERED OFFICE** Combined HQ, Unit 7, Level 2  
4 Bridal Close  
Tyger Falls  
7530

**POSTAL ADDRESS** Postnet Suite 116  
Private Bag X19  
Milnerton  
7435

**ADMINISTRATOR** **Discovery Health (Pty) Ltd**  
Registered address of administrator 1 Discovery Place  
Sandton  
2146

**AUDITOR** **KPMG Inc**  
Registered address of auditor 85 Empire Road  
Parktown  
Johannesburg  
2193

**LA HEALTH MEDICAL SCHEME**  
**(Registration no. 1145)**

**ANNUAL FINANCIAL STATEMENTS**  
for the year ended 31 December 2019

**TRUSTEES' RESPONSIBILITY AND APPROVAL**

The Trustees are responsible for the preparation and fair presentation of the annual financial statements of LA Health Medical Scheme, comprising the statement of financial position at 31 December 2019, and the statements of comprehensive income, changes in funds and reserves and cash flows for the year then ended, and the notes to the financial statements, which include a summary of significant accounting policies and other explanatory notes, in accordance with International Financial Reporting Standards (IFRS) and the requirements of the Medical Schemes Act of South Africa. In addition, the Trustees are responsible for preparing the report of the Board of Trustees.

The Trustees are also responsible for such internal control as the Trustees determine is necessary to enable the preparation of annual financial statements that are free from material misstatement, whether due to fraud or error, and for maintaining adequate accounting records and an effective system of risk management.

The Trustees have reviewed the Scheme's budget for the year ending 31 December 2020. Subsequent to the reporting date and prior to the date the financial statements were authorised for approval, the President of South Africa declared a national state of disaster as a result of the global COVID-19 pandemic on 15 March 2020. Even though South Africa is in the early stage of the outbreak, and there exist uncertainties about the potential impact of COVID-19 on the Scheme and its members, various possible scenarios, including stress test scenarios, have been considered to assess the potential impact of COVID-19 on the Scheme.

The Scheme's strong financial position and reserve levels allows the Scheme to absorb the potential negative impact of COVID-19, with a potential negligible impact on the Scheme's 2020 solvency level, based on the most likely scenario, and it is not envisaged that it will have an impact on the Scheme's ability to pay claims as they arise. The Trustees also concluded that there was no need to adjust the 2019 annual financial statements.

On the basis of this review and in light of the current financial position and available resources, the Trustees have no reason to believe that the Scheme will not be a going concern for the foreseeable future.


The auditor is responsible for reporting on whether the financial statements are fairly presented in accordance with the applicable financial reporting framework.

**Approval of the annual financial statements**

The annual financial statements of LA Health Medical Scheme, as identified in the first paragraph, were approved by the Trustees on 29 April 2020 and are signed on their behalf by:

  
\_\_\_\_\_  
**GJ BEUKMAN**  
CHAIRPERSON

  
\_\_\_\_\_  
**A VORSTER**  
TRUSTEE

  
\_\_\_\_\_  
**AM DE KOKER**  
PRINCIPAL OFFICER

**LA HEALTH MEDICAL SCHEME**  
**(Registration no. 1145)**

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for the year ended 31 December 2019

**STATEMENT OF CORPORATE GOVERNANCE BY THE BOARD OF TRUSTEES**

LA Health Medical Scheme (the Scheme) is committed to the principles and practice of responsibility, accountability, fairness and transparency in its dealings with all stakeholders and applies good governance principles.

The Scheme is committed to ensure compliance within recognised frameworks and conducting its affairs based on ethical values, to ensure the adoption of risk assessment, evaluation and management processes, regular monitoring of third party administrators and providers in accordance with contractual service level agreements. This includes evaluating the performance of the Board and the Audit Committee against agreed terms of reference, the establishment and management of internal controls by assessing the adequacy and effectiveness through the reports of the internal auditor and calling on expert and professional advice when required.

**BOARD OF TRUSTEES**

The Board of Trustees and the Audit Committee meet regularly and monitor the performance of the Administrator and other service providers. They address a range of key issues and ensure discussion of items of policy, strategy and performance are informed and constructive.

All Trustees have access to the advice and services of the Principal Officer and, where appropriate, the Board may seek independent professional advice at the cost of the Scheme.

**INTERNAL CONTROL**

The Administrator of the Scheme maintains internal controls and systems designed to provide reasonable assurance as to the integrity and reliability of the financial statements and to safeguard, verify and maintain accountability of its assets. Such controls are based on established policies and procedures and are implemented by trained personnel with the appropriate segregation of duties.

No event or item has come to the attention of the Board of Trustees that indicates any material breakdown in the functioning of the key internal controls and systems during the year under review.



**GJ BEUKMAN**  
CHAIRPERSON



**A VORSTER**  
TRUSTEE



**AM DE KOKER**  
PRINCIPAL OFFICER

DATE: 29 April 2020



**LA HEALTH MEDICAL SCHEME**  
**(Registration no. 1145)**

**REPORT OF THE AUDIT COMMITTEE**

The Audit Committee hereby presents its report for the year ended 31 December 2019.

**Audit Committee Members**

The Audit Committee consists of the members listed below and meets at least once a quarter as per the approved terms of reference. During the financial year under review four meetings were held.

		<b>Meetings attended</b>
Mr G Buchholtz (Chairman)	Independent	4
Dr J Cornell	Independent	2
Ms F Mohamed	Independent	4
Mr A Vorster	Trustee	3
Mr A Lemmer	Trustee	4

Audit Committee costs are depicted in the annual financial statements. Refer to note 14 of the annual financial statements.

**Audit Committee responsibility**

The Audit Committee reports that it has complied with its responsibilities as contained in the Medical Schemes Act of South Africa (the Act), and the Corporate Governance Guide to Audit Committees for Medical Schemes as issued by the South African Institute of Chartered Accountants.

The Audit Committee reports that it has complied with the formal terms of reference/audit committee charter, as approved by the Board of Trustees, regulated its affairs in compliance with the charter and discharged its responsibilities as contained therein.

**The effectiveness of internal control**

The Audit Committee has received reports from various assurance providers on the effectiveness of the internal financial control environment and as such has not found any significant or material non-compliance with prescribed policies and procedures.

Further, the Audit Committee noted that management controls applied during the year of assessment, e.g. the maintaining of an internal audit activity by the Scheme's administrator, has enhanced the overall internal control structure. The Audit Committee noted specifically the high level of assurance awarded to the Scheme's administrator's financial control environment.

**Risk management**

The Board of Trustees also appointed the Audit Committee as the Risk Committee of the Scheme. A risk register was compiled and is reviewed on a regular basis. These risks are monitored by this Committee.

**Evaluation of annual financial statements**

The Audit Committee has:

- Noted that the financial statements of the Scheme have been prepared in accordance with International Financial Reporting Standards (IFRS) and the requirements of the Medical Schemes Act of South Africa;
- Noted there were no changes in the accounting policies as per note 1.1; and
- Reviewed and discussed with the Principal Officer and external auditor the audited financial statements.

**LA HEALTH MEDICAL SCHEME**  
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**REPORT OF THE AUDIT COMMITTEE (continued)**

**Governance**

The Board of Trustees adopted the governance principles of the King Code and the King III Report. A King IV assessment has been completed on the governance and compliance instrument web-based tool. The Board of Trustees are in the process of considering the result of the King IV assessment. Further initiatives are currently being developed to achieve alignment with the code, e.g. Combined Assurance, Ethics Management & IT Governance.

**Going concern**

The Audit Committee considered the Going Concern assessment of management and are comfortable that no reason exist for the Scheme not to continue as a going concern.

**Non-compliance matters**

The Audit Committee takes note of the non-compliance matters as reported in note 25 of the Financial Statements and of the Board of Trustees' comments as contained in the Board of Trustees Report in this regard.

**Annual financial statements**

The Audit Committee concurs and accepts the conclusions of the external auditor on the financial statements and is of the opinion that the audited financial statements be accepted and read together with the report of the external auditor.



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**G BUCHHOLTZ**  
CHAIRPERSON - AUDIT COMMITTEE



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**AM DE KOKER**  
PRINCIPAL OFFICER

DATE: 29 April 2020





KPMG Inc  
KPMG Crescent  
85 Empire Road, Parktown, 2193,  
Private Bag 9, Parkview, 2122, South Africa  
Telephone +27 (0)11 647 7111  
Fax +27 (0)11 647 8000  
Docex 472 Johannesburg  
Web <http://www.kpmg.co.za>

## Independent Auditor's Report

To the Members of LA Health Medical Scheme

### Report on the Financial Statements

#### *Opinion*

We have audited the financial statements of LA Health Medical Scheme (“the Scheme”) set out on pages 11 to 61, which comprise the statement of financial position at 31 December 2019, and the statement of comprehensive income, the statement of changes in funds and reserves and the statement of cash flows for the year then ended, and notes to the financial statements including a summary of principle accounting policies.

In our opinion, these financial statements present fairly, in all material respects, the financial position of LA Health Medical Scheme at 31 December 2019, and its financial performance and cash flows for the year then ended in accordance with International Financial Reporting Standards and the requirements of the Medical Schemes Act of South Africa.

#### *Basis for Opinion*

We conducted our audit in accordance with International Standards on Auditing (ISAs). Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Statements section of our report. We are independent of the Scheme in accordance with the sections 290 and 291 of the Independent Regulatory Board for Auditors' Code of Professional Conduct for Registered Auditors (Revised January 2018), parts 1 and 3 of the Independent Regulatory Board for Auditors' Code of Professional Conduct for Registered Auditors (Revised November 2018) (together the IRBA Codes) and other independence requirements applicable to performing audits of financial statements in South Africa. We have fulfilled our other ethical responsibilities, as applicable, in accordance with the IRBA Codes and in accordance with other ethical requirements applicable to performing audits in South Africa. The IRBA Codes are consistent with the corresponding sections of the International Ethics Standards Board for Accountants' Code of Ethics for Professional Accountants and the International Ethics Standards Board for Accountants' International Code of Ethics for Professional Accountants (including International Independence Standards) respectively. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

#### *Key Audit Matters*

Key audit matters are those matters that, in our professional judgement, were of most significance in our audit of the financial statements of the current period. These matters were addressed in the context of our audit of the financial statements as a whole, and in forming our opinion thereon, and we do not provide a separate opinion on these matters.





<b>Risk Claims Incurred</b>	
Refer to Notes 1.11 and 11 to the financial statements.	
<b>The key audit matter</b>	<b>How the matter was addressed in our audit</b>
<p>The most significant expense for the Scheme relates to risk claims incurred. Risk claims incurred is a key driver in determining the sustainability of the Scheme.</p> <p>Due to the significant volume of claims processed by the Scheme, the payment of valid risk claims is dependent on the integrity of the Scheme's administration system, as well as the automated claim assessment controls.</p> <p>Risk claims incurred was considered a key audit matter due to the significant volume of claims processed during the year and the work effort required to be performed by the audit team.</p>	<p>Our audit procedures included the following:</p> <ul style="list-style-type: none"> <li>• We evaluated the accuracy of benefit limits and rules captured onto the administration system by comparing the approved benefit limits and rules of the Scheme, to those captured onto the administration system.</li> <li>• We tested the IT controls in place to prevent unauthorised access to or changes to the administration system.</li> <li>• We tested, through the assistance of our own IT specialists, the automated claim assessment controls of the administration system to ensure that only valid claims were being processed and paid.</li> <li>• We inspected the reconciliation, performed by the Scheme administrator, between the administration system and the general ledger to assess whether the risk claims paid were accurately captured into the Scheme's accounting system.</li> </ul>

<b>Outstanding Risk Claims Provision</b>	
Refer to Notes 1.8 and 6 to the financial statements.	
<b>The key audit matter</b>	<b>How the matter was addressed in our audit</b>
<p>The outstanding risk claims provision (the provision) is the Scheme's estimate of the ultimate cost of settling all risk claims incurred but not yet reported (IBNR) at the reporting date.</p> <p>The provision is determined by the Scheme's actuary as described in note 6 and is estimated using a range of statistical methods. Determining the provision requires judgement with regard to the assumptions applied in respect of measuring the outstanding risk claims provision which could materially affect the financial statements.</p> <p>Outstanding risk claims provision was considered a key audit matter due to the significant estimation involved in determining the provision.</p>	<p>Our audit procedures performed included the following:</p> <ul style="list-style-type: none"> <li>• We used our own actuarial specialists and: <ul style="list-style-type: none"> <li>○ evaluated the appropriateness of the methodology used in determining the provision against best practice.</li> <li>○ challenged the appropriateness of the assumptions used in the Scheme's methodology for measuring the provision by evaluating the assumptions against best practice and the current economic environment.</li> <li>○ evaluated the qualification, competence, independence and integrity of the Scheme's actuary.</li> </ul> </li> <li>• We calculated our own estimation of the provision to confirm the reasonability of the Scheme's provision.</li> <li>• We assessed the adequacy of the provision by comparing actual claims paid after year-end that related to the current year to the provision at year-end.</li> <li>• We evaluated whether the disclosures in the financial statements were appropriate in</li> </ul>



<b>Outstanding Risk Claims Provision</b> Refer to Notes 1.8 and 6 to the financial statements.	
<b>The key audit matter</b>	<b>How the matter was addressed in our audit</b>
	accordance with IAS 37, Provisions, contingent liabilities and contingent assets.

#### *Other Information*

The Scheme's trustees are responsible for the other information. The other information comprises the Scheme details, the Trustees' responsibility and approval, the Statement of corporate governance by the Board of Trustees and the Report of the Audit Committee and the Report of the Board of Trustees. The other information does not include the financial statements and our auditor's report thereon.

Our opinion on the financial statements does not cover the other information and we do not express an audit opinion or any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit, or otherwise appears to be materially misstated. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

#### *Responsibilities of the Scheme's Trustees for the Financial Statements*

The Scheme's trustees are responsible for the preparation and fair presentation of the financial statements in accordance with International Financial Reporting Standards and the requirements of the Medical Schemes Act of South Africa, and for such internal control as the Scheme's trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the Scheme's trustees are responsible for assessing the Scheme's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Scheme's trustees either intend to liquidate the Scheme or to cease operations, or have no realistic alternative but to do so.

#### *Auditor's Responsibilities for the Audit of the Financial Statements*

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

As part of an audit in accordance with ISAs, we exercise professional judgement and maintain professional skepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Scheme's internal control.



- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Scheme's trustees.
- Conclude on the appropriateness of the Scheme's trustees' use of the going concern basis of accounting and based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Scheme's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Scheme to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with the Scheme's trustees regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

From the matters communicated with the Scheme's trustees, we determine those matters that were of most significance in the audit of the financial statements of the current period and are therefore the key audit matters. We describe these matters in our auditor's report unless law or regulation precludes public disclosure about the matter or when, in extremely rare circumstances, we determine that a matter should not be communicated in our report because the adverse consequences of doing so would reasonably be expected to outweigh the public interest benefits of such communication.

### **Report on Other Legal and Regulatory Requirements**

#### *Non-compliance with the Medical Schemes Act of South Africa*

As required by the Council for Medical Schemes, we report that there are no material instances of non-compliance with the requirements of the Medical Schemes Act of South Africa, that have come to our attention during the course of our audit.

#### *Audit tenure*

As required by the Council for Medical Schemes' Circular 38 of 2018, Audit Tenure, we report that KPMG Inc. has been the auditor of LA Health Medical Scheme for 16 years.

The engagement partner, LW Grobler, has been responsible for LA Health Medical Scheme's audit for five years.

#### **KPMG Inc.**

Per LW Grobler  
Chartered Accountant (SA)  
Registered Auditor  
Associate Director  
29 April 2020

**LA HEALTH MEDICAL SCHEME**  
**(Registration no. 1145)**

**STATEMENT OF FINANCIAL POSITION**  
at 31 December 2019

	Notes	2019 R	2018 R
<b>ASSETS</b>			
<i>Non-current assets</i>			
Property and equipment	2	5,317,829	5,388,025
<i>Current assets</i>			
Trade and other receivables	3	199,301,085	159,739,223
Held-to-maturity investments		729,000,000	669,000,000
Scheme funds	4.1	504,000,000	504,000,000
Medical savings account trust funds	4.2	225,000,000	165,000,000
Cash and cash equivalents		1,422,425,002	1,218,415,660
Scheme funds	5.1	1,302,391,660	1,096,238,830
Medical savings account trust funds	5.2	120,033,342	122,176,830
<b>Total assets</b>		<b>2,356,043,916</b>	<b>2,052,542,908</b>
<b>FUNDS AND LIABILITIES</b>			
<i>Members' funds</i>			
Accumulated funds		1,806,238,136	1,565,259,261
<i>Non-current liability</i>			
Post retirement healthcare funding liability	9	3,102,000	3,991,000
<i>Current liabilities</i>			
Outstanding risk claims provision	6	104,591,348	91,500,000
Medical savings account trust liability	7	360,545,976	302,328,457
Trade and other payables	8	81,566,456	89,464,190
<b>Total funds and liabilities</b>		<b>2,356,043,916</b>	<b>2,052,542,908</b>

**LA HEALTH MEDICAL SCHEME**  
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**STATEMENT OF COMPREHENSIVE INCOME**  
for the year ended 31 December 2019

	Notes	2019 R	2018 R
<b>Risk contribution income</b>	10	<b>3,403,469,859</b>	<b>2,930,670,112</b>
<b>Relevant healthcare expenditure</b>		<b>(2,870,294,827)</b>	<b>(2,423,055,146)</b>
Net claims incurred		(2,789,308,687)	(2,351,879,344)
Risk claims incurred	11	(2,800,557,685)	(2,366,942,596)
Third party claims recoveries		11,248,998	15,063,252
Net expense on risk transfer arrangements	13	(2,827,418)	(3,333,709)
Risk transfer arrangement fees/premiums paid		(23,563,247)	(21,353,570)
Recoveries from risk transfer arrangements		20,735,829	18,019,861
Managed care: management services	12	(78,158,722)	(67,842,093)
<b>Gross healthcare results</b>		<b>533,175,032</b>	<b>507,614,966</b>
Broker services fees		(86,598,026)	(73,702,841)
Administration fees		(300,343,261)	(260,074,483)
Sundry expenses	14	(18,503,811)	(18,343,077)
Impairment losses on healthcare receivables	15	(9,729,757)	(14,367,493)
<b>Net healthcare results</b>		<b>118,000,177</b>	<b>141,127,072</b>
<b>Other income</b>		<b>146,504,527</b>	<b>124,154,307</b>
Investment income		146,502,296	121,041,066
Scheme		121,829,467	102,003,734
Return on medical savings account trust monies invested		24,672,829	19,037,332
Sundry income	16	2,231	3,113,241
<b>Other expenditure</b>		<b>(24,672,829)</b>	<b>(19,037,332)</b>
Interest paid on medical savings accounts		(24,672,829)	(19,037,332)
<b>Net surplus for the year</b>		<b>239,831,875</b>	<b>246,244,047</b>
<b>Other comprehensive income</b>		<b>1,147,000</b>	<b>366,000</b>
Actuarial gain on post retirement healthcare funding liability	9	1,147,000	366,000
<b>Total comprehensive income for the year</b>		<b>240,978,875</b>	<b>246,610,047</b>

**LA HEALTH MEDICAL SCHEME**  
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**STATEMENT OF CHANGES IN FUNDS AND RESERVES**  
for the year ended 31 December 2019

	<b>2019</b>	<b>2018</b>
	<b>R</b>	<b>R</b>
	<b>Accumulated funds</b>	<b>Accumulated funds</b>
<b>Balance at 1 January</b>	<b>1,565,259,261</b>	<b>1,318,649,214</b>
<b>Changes in funds and reserves</b>	<b>1,147,000</b>	<b>366,000</b>
Actuarial gain on post retirement healthcare funding liability	1,147,000	366,000
<b>Net surplus for the year</b>	<b>239,831,875</b>	<b>246,244,047</b>
<b>Balance at 31 December</b>	<b>1,806,238,136</b>	<b>1,565,259,261</b>

**LA HEALTH MEDICAL SCHEME**  
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**STATEMENT OF CASH FLOWS**  
for the year ended 31 December 2019

	Notes	2019 R	2018 R
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>			
Cash flows from operations before working capital changes	17	118,330,604	144,588,575
Working capital changes			
• Increase in trade and other receivables		(39,561,862)	(17,787,716)
• Increase in medical savings account trust liability		58,217,519	46,573,093
• Increase in outstanding claims provision		13,091,348	29,400,000
• (Decrease)/increase in trade and other payables		(7,897,734)	15,914,475
<b>Net cash flows from operating activities</b>		<b>142,179,875</b>	<b>218,688,427</b>
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>			
Additions to property and equipment		-	(26,496)
Additions to held-to-maturity investments			
Medical savings account trust funds		(60,000,000)	(67,500,000)
Disposal of held-to-maturity investments			
Scheme funds		-	2,100,000
Decrease in loans to employees		-	4,859
Interest income			
Scheme		121,829,467	102,003,734
Return on medical savings account trust monies invested		24,672,829	19,037,332
Interest paid		(24,672,829)	(19,037,332)
<b>Net cash flows from investing activities</b>		<b>61,829,467</b>	<b>36,582,097</b>
<b>NET INCREASE IN CASH AND CASH EQUIVALENTS</b>		<b>204,009,342</b>	<b>255,270,524</b>
Cash and cash equivalents at beginning of year		1,218,415,660	963,145,136
<b>CASH AND CASH EQUIVALENTS AT END OF YEAR</b>	5	<b>1,422,425,002</b>	<b>1,218,415,660</b>
Scheme funds		1,302,391,660	1,096,238,830
Medical savings account trust funds		120,033,342	122,176,830

**LA HEALTH MEDICAL SCHEME**  
**(Registration no. 1145)**

**NOTES TO THE FINANCIAL STATEMENTS**  
for the year ended 31 December 2019

**GENERAL INFORMATION**

LA Health Medical Scheme is a not-for-profit restricted medical scheme registered under the Medical Schemes Act of South Africa.

The Scheme offers the insurance of hospital, chronic illness and day-to-day benefits and is administered by Discovery Health (Pty) Ltd, a wholly-owned subsidiary of Discovery Holdings Limited, listed in the insurance sector of the JSE Limited.

**1. PRINCIPAL ACCOUNTING POLICIES**

The principal accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented.

**1.1 Basis of preparation**

The financial statements have been prepared in accordance with International Financial Reporting Standards (IFRS) and the Medical Schemes Act of South Africa (the Act). The financial statements are prepared on the going concern principle using the historical cost basis.

The preparation of financial statements in accordance with IFRS requires the use of certain critical accounting estimates. It also requires management to exercise judgement in the process of applying the accounting policies. The notes to the financial statements set out those areas involving a high degree of judgement or complexity, or areas where assumptions and estimates are significant to the Scheme's financial statements (Note 24).

These financial statements are presented in Rands, which is the Scheme's functional currency. All amounts have been rounded to the nearest Rand. The financial statements were approved by the Trustees on 29 April 2020.

*There were no new standards, amendments and interpretations effective in 2019 and relevant to the scheme.*

*New standards, amendments and interpretations not yet effective in 2019 and relevant to the Scheme*

<b>Title</b>	<b>Effective date - financial year commencing on</b>
<b>IAS1: Presentation of Financial Statements</b> - Disclosure Initiative: The amendments clarify and align the definition of 'material' and provide guidance to help improve consistency in the application of that concept whenever it is used in IFRS Standards.	1 Jan 2020
<b>IAS8: Accounting Policies, Changes in Accounting Estimates and Errors</b> - Disclosure Initiative: The amendments clarify and align the definition of 'material' and provide guidance to help improve consistency in the application of that concept whenever it is used in IFRS Standards.	1 Jan 2020



**LA HEALTH MEDICAL SCHEME**  
**(Registration no. 1145)**

**NOTES TO THE FINANCIAL STATEMENTS (continued)**  
for the year ended 31 December 2019

**1.1 Basis of preparation (continued)**

Title	Effective date - financial year commencing on
<p><b>IFRS 9 Financial Instruments</b> - on 24 July 2014, the IASB issued the final IFRS 9 Financial Instruments Standard, which replaces earlier versions of IFRS 9 and completes the IASB’s project to replace IAS 39 Financial Instruments: Recognition and Measurement. This standard will have a significant impact on the Scheme, which will include changes in the measurement bases of the Scheme’s financial assets to amortised cost, fair value through other comprehensive income or fair value through profit or loss. Even though these measurement categories are similar to IAS 39, the criteria for classification into these categories are significantly different. In addition, the IFRS 9 impairment model has been changed from an “incurred loss” model from IAS 39 to an “expected credit loss” model, which is expected to increase the provision for bad debts recognised in the Scheme. - The standard is effective for annual periods beginning on or after 1 January 2018 with retrospective application, while early adoption is permitted. IFRS 4 provides a temporary exemption that permits, but does not require, the scheme to apply IAS 39 rather than IFRS 9 for annual periods beginning before 1 January 2021.</p> <p>A scheme may apply the temporary exemption from IFRS 9 if, and only if:</p> <ul style="list-style-type: none"> <li>• it has not previously applied any version of IFRS 9</li> <li>• its activities are predominantly connected with insurance at its reporting date.</li> </ul> <p>The Scheme meets both the criteria and has decided to apply the exemption to defer the application of IFRS 9 to 1 January 2023.</p>	<p>1 Jan 2018</p>
<p><b>IFRS 17 Insurance Contracts</b> - IFRS 17 supersedes IFRS 4 Insurance Contracts and aims to increase comparability and transparency about profitability. The new standard introduces a new comprehensive model (“general model”) for the recognition and measurement of liabilities arising from insurance contracts. In addition, it includes a simplified approach and modifications to the general measurement model that can be applied in certain circumstances and to specific contracts, such as:</p> <ul style="list-style-type: none"> <li>• Reinsurance contracts held;</li> <li>• Direct participating contracts; and</li> <li>• Investment contracts with discretionary participation features.</li> </ul> <p>Under the new standard, investment components are excluded from insurance revenue and service expenses. Entities can also choose to present the effect of changes in discount rates and other financial risks in profit or loss or OCI.</p> <p>The new standard includes various new disclosures and requires additional granularity in disclosures to assist users to assess the effects of insurance contracts on the entity’s financial statements. The entity is in the process of determining the impact of IFRS 17 and will provide more detailed disclosure on the impact in future financial statements. The standard is effective for annual periods beginning on or after 1 January 2023. Early adoption is permitted.</p>	<p>1 Jan 2023</p>

NOTES TO THE FINANCIAL STATEMENTS (continued)  
for the year ended 31 December 2019

**1.2 Equipment**

Equipment is reflected at historical cost less accumulated depreciation and impairments. Depreciation is charged on the straight-line basis over the estimated useful lives of the assets.

The respective depreciation rates used are:

Computer equipment	33%
Office machines & equipment	20%
Office furniture & fittings	10%

Cost includes expenditure that is directly attributable to the acquisition of the asset.

When parts of an item of equipment have different useful lives, they are accounted for as separate items (major components) of equipment.

Maintenance and repairs are expensed as incurred.

Gains and losses on disposal of an item of property and equipment are determined by comparing the proceeds from disposal with its carrying amount. Gains and losses on the disposal of property and equipment is recognised in profit or loss.

Depreciation methods, residual values and useful lives of property and equipment are reviewed annually at each reporting date.

**1.3 Classification, recognition, presentation and derecognition of financial instruments**

The Scheme recognises a financial instrument when, and only when, it becomes a party to the contractual provisions of the instrument. The Scheme has the following financial instrument categories: Held-to-maturity investments, loans and receivables and financial liabilities. The Scheme has grouped its financial instruments into the following classes:

- Trade and other receivables;
- Held-to-maturity investments;
- Cash and cash equivalents;
- Trade and other payables; and
- Medical savings accounts.

The classification depends on the purpose for which the financial instruments were entered into. Management determines the classification of financial instruments at initial recognition. All purchases and sales of financial instruments are recognised on the trade date, which is the date on which the Scheme commits to purchase the financial asset or assume financial liability.

*Offsetting financial instruments*

Where a current legally enforceable right of offset exists for recognised financial assets and financial liabilities, and there is an intention to settle the liability and realise the asset simultaneously or to settle on a net basis, all related financial effects are offset.

NOTES TO THE FINANCIAL STATEMENTS (continued)  
for the year ended 31 December 2019

**1.3 Classification, recognition, presentation and derecognition of financial instruments (continued)**

*Derecognition of financial assets and liabilities*

The Scheme derecognises a financial asset when the contractual rights to the asset expire, where there is a transfer of the contractual rights that comprise the asset, or the Scheme retains the contractual rights of the asset but assumes a corresponding liability to transfer these contractual rights to another party and consequently transfers substantially all the risks and benefits associated with the asset.

The Scheme derecognises a financial liability when the contractual obligations are discharged or expire.

**1.4 Financial assets: Initial and subsequent measurement**

Non-derivative financial instruments are recognised initially at fair value and instruments not at fair value through profit or loss include any directly attributable transaction costs.

*Held-to-maturity investments*

Held-to-maturity investments are recognised initially at fair value plus any directly attributable transaction costs. When the Scheme has the positive intent and ability to hold fixed deposits to maturity, they are classified as held-to-maturity. Held-to-maturity investments are measured at amortised cost using the effective interest method, less any impairment losses.

*Loans and receivables*

Loans and receivables are non-derivative financial assets with fixed or determinable payments that are not quoted in an active market. They are included in current assets, except for maturities greater than 12 months after the reporting date. These are classified as non-current assets. The Scheme's loans and receivables comprise trade and other receivables and cash and cash equivalents.

Subsequently loans and receivables are measured at amortised cost using the effective interest method, less impairment. An impairment of trade receivables is established when there is objective evidence that the Scheme will not be able to collect all amounts due according to the original terms of the receivables.

*Insurance receivables*

Insurance receivables comprise contributions outstanding and recoveries from members and suppliers. Insurance receivables are recognised at cost less impairment losses. Impairment losses on insurance receivables are recognised and determined in a similar manner to impairment losses on financial assets carried at amortised cost (Note 1.7).

**NOTES TO THE FINANCIAL STATEMENTS (continued)**  
for the year ended 31 December 2019

**1.5 Financial liabilities**

A financial liability is any liability that is a contractual obligation to deliver cash or another financial asset to another entity. Financial liabilities include trade and other payables. The Scheme is not permitted to borrow, in terms of Section 35(6)(c) of the Act. The Scheme therefore has no long-term financial liabilities.

*Trade and other payables*

Trade and other payables are measured initially at fair value plus directly attributable transaction costs and subsequently measured at amortised cost using the effective interest method. The Scheme's trade and other payables consist of insurance and other liabilities.

*Insurance payables*

Insurance payables are measured initially at fair value (which approximates cost) and subsequently measured at amortised cost using the effective interest method.

*Medical Savings Accounts trust liability*

The medical savings account, which is managed by the Scheme on behalf of its members, represents medical savings contributions (which are a deposit component of the insurance contracts), and accrued interest thereon, net of any medical savings claims paid on behalf of members in terms of the Scheme's registered rules.

The deposit component of the insurance contracts has been unbundled, since the Scheme can measure the deposit component separately. The insurance component is recognised as an insurance liability.

Unspent medical savings at year-end are carried forward to meet future expenses for which the members are responsible. In terms of the Act balances standing to the credit of members are refundable only in terms of Regulation 10 of the Act.

Advances on medical savings contributions are funded from the Scheme's funds, and the risk of impairment is carried by the Scheme.

The medical savings accounts are invested on behalf of members in call and fixed deposits with banks. These monies are initially recognised at fair value and subsequently measured at amortised cost using the effective interest method.

**1.6 Cash and cash equivalents**

In the statement of cash flows, cash and cash equivalents comprise:

- Money on call;
- Money market instruments; and
- Current accounts.

Cash and cash equivalents only include items held for the purpose of meeting short-term cash commitments rather than for investing or other purposes. Cash and cash equivalents have an insignificant risk of changes in fair value.

NOTES TO THE FINANCIAL STATEMENTS (continued)  
for the year ended 31 December 2019

**1.7 Impairment**

*Financial assets carried at amortised cost*

The Scheme assesses at each reporting date whether there is objective evidence that a financial asset is impaired. A financial asset, or group of financial assets, is impaired and impairment losses are incurred if, and only if, there is objective evidence of impairment as a result of one or more events that occurred after the initial recognition of the asset (a “loss event”) and that loss event (or events) has an adverse impact on the estimated future cash flows of the financial asset that can be reliably estimated.

The Scheme first assesses whether objective evidence of impairment exists individually for financial assets that are individually significant, such as service provider debtors. In the case of assets which are not individually significant, such as contribution debtors, financial assets are grouped on the basis of similar credit characteristics, such as asset type and past-due status. These characteristics are used in the estimation of future cash flows recoverable.

If there is objective evidence that an impairment loss on a financial asset has been incurred, the amount of the loss is measured as the difference between the asset’s carrying amount and the present value of estimated future cash flows discounted at the financial asset’s original effective interest rate. The carrying amount of the asset is reduced and the amount of the loss is recognised in profit or loss.

If, in a subsequent period, the amount of the impairment loss decreases and the decrease can be related objectively to an event occurring after the impairment was recognised, the previously recognised impairment loss is reversed by adjusting the allowance account. The amount of the reversal is recognised in profit or loss.

*Non-financial assets*

*Calculation of recoverable amount*

At each reporting date, the Scheme reviews the carrying amounts of its non-financial assets to determine whether there is any indication of impairment. If any such indication exists, the asset’s recoverable amount is estimated.

The recoverable amount of an asset is the greater of its value in use and its fair value less costs to sell. Value in use is based on the estimated future cash flows, discounted to their present value using a pre-tax discount rate that reflects current market assessments of the time value of money and the risks specific to the asset.

An impairment loss is recognised if the carrying amount of an asset exceeds its recoverable amount.

Impairment losses are recognised in profit or loss.

*Reversals of impairment*

An impairment loss is reversed if there has been a change in the estimates used to determine the recoverable amount.

**NOTES TO THE FINANCIAL STATEMENTS (continued)**  
for the year ended 31 December 2019

**1.8 Outstanding risk claims provision**

Risk claims outstanding comprise provisions for the Scheme's estimate of the ultimate cost of settling all risk claims incurred but not yet reported (IBNR) at the reporting date. Risk claims outstanding are determined as accurately as possible based on a number of factors, which include previous experience in claims patterns, claims settlement patterns, changes in the nature and number of members according to gender and age, trends in claims frequency, changes in the claims processing cycle, and variations in the nature and average cost incurred per claim.

Claims handling expenses are not separately accounted for as this service is provided by the Administrator and a fixed fee is paid for the full administration service including claims handling. No provision for claims handling expenses is required as the Scheme has no further liability to the Administrator at year end.

Estimated co-payments from medical savings accounts are deducted in calculating the outstanding risk claims provision. The Scheme does not discount its provision for outstanding claims since the effect of the time value of money is not considered material.

**1.9 Member insurance contracts**

Contracts under which the Scheme accepts significant insurance risk from another party (the member and respective registered dependents) by agreeing to compensate the member or another beneficiary if a specified uncertain future event (the insured event) adversely affects the member or other beneficiary are classified as insurance contracts.

The contracts issued compensate the Scheme's members for healthcare expenses incurred and are detailed in note 22.

**1.10 Risk contribution income**

Gross contributions comprise of risk contributions and medical savings account contributions.

Risk contributions on member insurance contracts are accounted for monthly when their collection in terms of the insurance contract is reasonably assured. Risk contributions represent gross contributions after deduction of medical savings account contributions. Risk contributions are earned from the date of attachment of insurance risk, over the indemnity period on a straight-line basis and are recognised as revenue.

Risk contributions are shown before the deduction of broker service fees and other similar costs.



**NOTES TO THE FINANCIAL STATEMENTS (continued)**  
for the year ended 31 December 2019

**1.11 Risk claims incurred**

Gross claims incurred comprise of the total estimated cost of all claims arising from healthcare events that have occurred in the year and for which the Scheme is responsible, whether or not reported by the end of the year.

Risk claims incurred (net of claims from medical savings accounts, recoveries from members for co-payments, recoveries from third parties (e.g. motor vehicle accident and forensic recoveries) and discounts received from service providers) comprise:

- Risk claims submitted and accrued for services rendered during the year;
- Payments under provider contracts (managed care) for services rendered to members;
- Over or under provision relating to prior year risk claims accruals;
- Risk claims incurred but not yet reported; and
- Risk claims settled in terms of risk transfer arrangements.

Anticipated recoveries under risk transfer arrangements are disclosed separately as assets and are assessed in a manner similar to the assessment of the outstanding risk claims provision and claims reported not yet paid.

**1.12 Risk transfer arrangements**

Risk transfer arrangements are contractual arrangements whereby a third party undertakes to indemnify the Scheme against all or part of the loss that the Scheme may incur as a result of carrying on the business of a medical scheme. Risk transfer arrangements do not reduce the Scheme's primary obligations to its members and their dependants, but the arrangements only decrease the loss the Scheme may incur as a result of the carrying on the business of a medical scheme.

Risk transfer premiums are recognised as an expense over the indemnity period on a straight-line basis.

Risk transfer claims and benefits reimbursed are presented in profit or loss and in the statement of financial position on a gross basis. Only contracts that give rise to a significant transfer of insurance risk are accounted for as a risk transfer arrangement (reinsurance contract). Amounts recoverable under such contracts are recognised in the same year as the related claim.

Assets relating to risk transfer arrangements include balances due under risk transfer arrangements for outstanding claims provisions and claims reported not yet paid. Amounts recoverable under risk transfer arrangements are estimated in a manner consistent with the outstanding claims provisions, claims reported not yet paid, and settled claims associated with the risk transfer arrangement.

Amounts recoverable under risk transfer arrangements are assessed for impairment at each reporting date. These assets are deemed impaired if there is objective evidence, as a result of an event that occurred after its initial recognition, that the Scheme may not recover all amounts due. The Scheme gathers objective evidence that a risk transfer arrangement asset is impaired using the same process adopted for financial assets held at amortised cost. These processes are described in note 1.7.

**1.13 Managed care: management services**

Managed care: management services comprise amounts paid or payable to a third party for managing the utilisation, costs and quality of health care services to the members of the Scheme. Managed care: management services fees are expensed as incurred.

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**NOTES TO THE FINANCIAL STATEMENTS (continued)**  
for the year ended 31 December 2019

**1.14 Liability adequacy test**

At reporting date, liability adequacy tests are performed to ensure the adequacy of the member insurance contract liability.

Liabilities for insurance contracts are tested for adequacy by discounting current estimates of all future cash flows and comparing this amount to the carrying amount of the liabilities net of any related assets. Where a shortfall is identified, an additional provision is made and charged to profit or loss.

**1.15 Investment income**

Investment income comprises interest income.

Interest income is recognised on the effective interest method.

**1.16 Interest paid on medical savings accounts**

The interest paid on medical savings accounts is recognised in profit or loss using the effective interest method.

**1.17 Unallocated funds**

Unallocated funds arise on the receipt of unidentified deposits in favour of the Scheme.

Unallocated funds older than three years have legally prescribed and are written back and included under other income in profit or loss.

**1.18 Income tax**

In terms of Section 10(1)(d) of the Income Tax Act, No 58 of 1962, as amended, receipts and accruals of a benefit fund are exempt from normal tax. A medical scheme is included in the definition of a benefit fund and consequently the Scheme is exempt from income tax.

**1.19 Allocation of income and expenditure to benefit options**

The following items are directly allocated to benefit options:

- Risk contribution income;
- Risk claims incurred;
- Risk transfer arrangement fees;
- Administration fees;
- Managed care: management services; and
- Broker service fees.

The following item is directly allocated based on claims incurred per benefit option:

- Claims recoveries from third parties.

The remaining items are allocated based on the average number of members per benefit option per month.



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**NOTES TO THE FINANCIAL STATEMENTS (continued)**  
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**1.20 Employee benefits**

*Defined benefit plan - post retirement healthcare*

The Scheme provides post-retirement healthcare benefits to some of its current and former employees.

The Scheme's obligation in respect of its defined benefit plan is calculated by estimating the amount of future benefit that employees have earned in the current and prior periods, discounting that amount.

The calculation of defined benefit obligations is performed annually by a qualified actuary using the projected unit credit method.

Remeasurements of the defined benefit liability, which comprise actuarial gains and losses, are recognised immediately in other comprehensive income. The Scheme determines the interest expense on the defined benefit liability for the period by applying the discount rate used to measure the defined benefit obligation at the beginning of the annual period to the then defined benefit liability, taking into account any changes in the defined benefit liability during the period as a result of contributions and benefit payments. Interest expense and other expenses related to defined benefit plans are recognised in profit or loss.

When the benefits of the plan are changed or when a plan is curtailed, the resulting change in benefit that relates to past service or the gain or loss on curtailment is recognised immediately in profit or loss. The Scheme recognises gains and losses on the settlement of a defined benefit plan when the settlement occurs.

*Short-term benefits*

Short-term employee benefit obligations are measured on an undiscounted basis and are expensed as the related service is provided.

A liability is recognised for the amount expected to be paid under short-term cash bonus or profit-sharing plans if the Scheme has a present legal or constructive obligation to pay this amount as a result of past service provided by the employee and the obligation can be estimated reliably.

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**NOTES TO THE FINANCIAL STATEMENTS (continued)**  
for the year ended 31 December 2019

**2. PROPERTY AND EQUIPMENT**

	<b>Property</b>	<b>Office machines &amp; equipment</b>	<b>Office furniture &amp; fittings</b>	<b>Total</b>
	<b>R</b>	<b>R</b>	<b>R</b>	<b>R</b>
Year ended 31 December 2019				
<i>Cost</i>				
At the beginning of the year	5,123,475	587,214	294,379	6,005,068
Additions	-	-	-	-
<b>At the end of the year</b>	<b>5,123,475</b>	<b>587,214</b>	<b>294,379</b>	<b>6,005,068</b>
<i>Accumulated depreciation</i>				
At the beginning of the year	-	(503,171)	(113,872)	(617,043)
Depreciation charges	-	(43,086)	(27,110)	(70,196)
<b>At the end of the year</b>	<b>-</b>	<b>(546,257)</b>	<b>(140,982)</b>	<b>(687,239)</b>
<b>Carrying amount at the end of the year</b>	<b>5,123,475</b>	<b>40,957</b>	<b>153,397</b>	<b>5,317,829</b>

	<b>Property</b>	<b>Office machines &amp; equipment</b>	<b>Office furniture &amp; fittings</b>	<b>Total</b>
	<b>R</b>	<b>R</b>	<b>R</b>	<b>R</b>
Year ended 31 December 2018				
<i>Cost</i>				
At the beginning of the year	5,123,475	560,718	294,379	5,978,572
Additions	-	26,496	-	26,496
<b>At the end of the year</b>	<b>5,123,475</b>	<b>587,214</b>	<b>294,379</b>	<b>6,005,068</b>
<i>Accumulated depreciation</i>				
At the beginning of the year	-	(457,019)	(86,762)	(543,781)
Depreciation charges	-	(46,152)	(27,110)	(73,262)
<b>At the end of the year</b>	<b>-</b>	<b>(503,171)</b>	<b>(113,872)</b>	<b>(617,043)</b>
<b>Carrying amount at the end of the year</b>	<b>5,123,475</b>	<b>84,043</b>	<b>180,507</b>	<b>5,388,025</b>

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**NOTES TO THE FINANCIAL STATEMENTS (continued)**  
for the year ended 31 December 2019

**2. PROPERTY AND EQUIPMENT (continued)**

The carrying amounts of property and equipment can be reconciled as follows:

<u>2019</u>	Property	Office machines & equipment	Office furniture & fittings	Total
	R	R	R	R
Net carrying value at beginning of the year	5,123,475	84,043	180,507	5,388,025
Additions	-	-	-	-
Depreciation	-	(43,086)	(27,110)	(70,196)
<b>Net carrying value at end of year</b>	<b>5,123,475</b>	<b>40,957</b>	<b>153,397</b>	<b>5,317,829</b>
<u>2018</u>	Property	Office machines & equipment	Office furniture & fittings	Total
	R	R	R	R
Net carrying value at beginning of the year	5,123,475	103,699	207,617	5,434,791
Additions	-	26,496	-	26,496
Depreciation	-	(46,152)	(27,110)	(73,262)
<b>Net carrying value at end of year</b>	<b>5,123,475</b>	<b>84,043</b>	<b>180,507</b>	<b>5,388,025</b>

Details of the property and equipment are recorded in an asset register which may be inspected at the registered office of the Scheme. No assets have been pledged as security.

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**NOTES TO THE FINANCIAL STATEMENTS (continued)**  
for the year ended 31 December 2019

	<b>2019</b>	<b>2018</b>
	<b>R</b>	<b>R</b>
<b>3. TRADE AND OTHER RECEIVABLES</b>		
<b>Insurance receivables</b>		
Contributions outstanding	152,070,989	116,813,255
Amount due	152,070,989	116,813,255
Recoveries from members and suppliers	7,589,566	7,390,597
Amount due	20,841,319	23,040,065
Impairment losses (note 23)	(13,251,753)	(15,649,468)
<b>Total receivables arising from insurance contracts</b>	<b>159,660,555</b>	<b>124,203,852</b>
<b>Loans and receivables</b>		
Interest receivable	30,512,842	26,752,471
Motor vehicle loans	-	4,859
Total outstanding	-	4,859
Less: Long-term portion	-	-
<b>Total receivables arising from loans and receivables</b>	<b>30,512,842</b>	<b>26,757,330</b>
<b>Other receivables</b>		
Prepaid expenses	427,848	807,463
Sundry accounts receivable	8,699,840	7,970,578
<b>Total receivables arising from other receivables</b>	<b>9,127,688</b>	<b>8,778,041</b>
<b>Total trade and other receivables</b>	<b>199,301,085</b>	<b>159,739,223</b>

At 31 December 2019 the carrying amounts of loans and receivables approximate their fair values due to the short-term maturities of these assets.

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**NOTES TO THE FINANCIAL STATEMENTS (continued)**  
for the year ended 31 December 2019

	<b>2019</b>	<b>2018</b>
	<b>R</b>	<b>R</b>
<b>4. HELD-TO-MATURITY INVESTMENTS</b>		
<b>4.1 SCHEME FUNDS</b>		
Fixed deposit accounts	504,000,000	504,000,000
	<u>504,000,000</u>	<u>504,000,000</u>
The weighted average effective interest rate was 7.92% (2018 - 8.11%). The short term deposits have an average maturity of 365 days (2018 - 360 days).		
<b>4.2 MEDICAL SAVINGS ACCOUNT TRUST FUNDS</b>		
Fixed deposit accounts	225,000,000	165,000,000
	<u>225,000,000</u>	<u>165,000,000</u>
The weighted average effective interest rate was 7.85% (2018 - 8.03%). The short term deposits have an average maturity of 365 days (2018 - 365 days).		
<b>Total held-to-maturity investments</b>	<b><u>729,000,000</u></b>	<b><u>669,000,000</u></b>
At 31 December 2019 the carrying amounts of held-to-maturity investments approximate their fair values due to the short term maturities of these assets.		
<b>5. CASH AND CASH EQUIVALENTS</b>		
<b>5.1 SCHEME FUNDS</b>		
Current accounts	149,969,012	132,969,770
Money market instruments	1,152,422,648	963,269,060
	<u>1,302,391,660</u>	<u>1,096,238,830</u>
<b>Total scheme funds invested</b>	<b><u>1,302,391,660</u></b>	<b><u>1,096,238,830</u></b>
The weighted average effective interest rate on cash and cash equivalents was 7.29% (2018 - 7.73%). These funds have an average maturity of 1 day (2018 - 1 day).		
At 31 December 2019 the carrying amounts of cash and cash equivalents approximate their fair values due to the short term maturities of these assets.		
<b>5.2 MEDICAL SAVINGS ACCOUNT TRUST FUNDS</b>		
Current account	19,260	142,560
Money market instruments	120,014,082	122,034,270
	<u>120,033,342</u>	<u>122,176,830</u>
<b>Total trust funds invested</b>	<b><u>120,033,342</u></b>	<b><u>122,176,830</u></b>
The weighted average effective interest rate on the trust funds was 7.64% (2018 - 6.93%). These funds have an average maturity of 1 day (2018 - 1 day).		
At 31 December 2019 the carrying amounts of the trust funds approximate their fair values due to the short-term maturities of these assets.		
<b>TOTAL CASH AND CASH EQUIVALENTS</b>	<b><u>1,422,425,002</u></b>	<b><u>1,218,415,660</u></b>

**LA HEALTH MEDICAL SCHEME**  
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**NOTES TO THE FINANCIAL STATEMENTS (continued)**  
for the year ended 31 December 2019

	<b>2019</b>	<b>2018</b>
	<b>R</b>	<b>R</b>
<b>6. OUTSTANDING RISK CLAIMS PROVISION</b>		
<b>Outstanding risk claims provision - not covered by risk transfer arrangements</b>	<b>104,591,348</b>	<b>91,500,000</b>
<i>Analysis of movement in outstanding risk claims</i>		
Balance at beginning of year	91,500,000	62,100,000
Payments in respect of prior year	(97,740,318)	(62,915,330)
Under provision in respect of prior year	(6,240,318)	(815,330)
Adjustment for the current year	110,831,666	92,315,330
Not covered by risk transfer arrangements	110,831,666	92,315,330
<b>Balance at end of year</b>	<b>104,591,348</b>	<b>91,500,000</b>
<i>Analysis of outstanding risk claims provision</i>		
Estimated gross claims	110,937,443	96,804,605
Less:		
Estimated recoveries from medical savings accounts (Note 7)	(6,346,095)	(5,304,605)
<b>Balance at end of year</b>	<b>104,591,348</b>	<b>91,500,000</b>

The Scheme's rules, in terms of the Act, provide that risk claims may only be paid if the Scheme is notified of the risk claim and documentation is submitted within 4 months following the month in which the service was rendered.

The outstanding risk claims provision is an estimate of the proportion of the risk claims liability incurred in the current financial year that is expected to be reported and only paid after the reporting date. The cost of outstanding risk claims is estimated as the difference between the risk management facility's estimate of risk claims incurred in 2019 and the actual risk claims reported and paid in 2020, for services provided in 2019.

The risk claims incurred by service date estimates are based on the Scheme's actual demographic structure and past claims. Due to differences in claiming patterns, risk claims are grouped into in-hospital, chronic and out-of-hospital claim categories, and the risk claims incurred are assessed separately for each category. Results from the assessment are regularly reconciled with actual paid risk claims and adjustments made where necessary to ensure that these results remain accurate.

*Process used to determine the assumptions*

The process used to determine the assumptions is intended to result in neutral estimates of the most likely or expected outcome. The sources of data used as inputs for the assumptions are internal, using detailed studies that are carried out annually.

This process is done on a monthly basis and regularly reconciled with the actual experience.

The provision is determined by the Scheme's actuary and is estimated using a range of statistical methods.

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**NOTES TO THE FINANCIAL STATEMENTS (continued)**  
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**6. OUTSTANDING RISK CLAIMS PROVISION (continued)**

*Assumptions*

The assumptions that have the greatest effect on the measurement of the outstanding risk claims provision are the expected claims ratios for the most recent benefit years for the in-hospital, chronic and out-of-hospital categories of claims. These are used for assessing the outstanding risk claims provisions for the 2019 and 2018 benefit years.

The assumptions used in estimating the risk claims incurred for the Scheme are as follows:

*Membership*

The actual demographics of the Scheme were used, incorporating all membership movements for the period January to December. Membership is analysed on a beneficiary level by option, age, gender, area, type of dependant and chronic status of dependant.

*Reasonability checks*

This estimation was tested against estimations produced by the following calculations:

- Actual risk claims paid in 2019 for 2018;
- Traditional "chain ladder" methods, using risk claims development patterns derived from 2018 and 2019 as well as an analysis of the development patterns of December 2019 in isolation (i.e adjustments for seasonality); and
- An analysis of risk claims already paid in 2020 for 2019.

Refer to note 22 for an analysis of the impact of changes in assumptions and sensitivities to changes in key variables.

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	<b>2019</b>	<b>2018</b>
	<b>R</b>	<b>R</b>
<b>7. MEDICAL SAVINGS ACCOUNT (MSA) TRUST LIABILITY</b>		
Balance on MSA liability at the beginning of the year	302,328,457	255,755,364
Add:		
MSA contributions received for the current year (Note 10)	826,051,988	701,412,781
Transfers received from other medical schemes	860,092	546,707
Return on medical savings account trust monies invested	24,672,829	19,037,332
Less:		
Claims paid to or on behalf of members (Note 11)	(779,456,987)	(662,611,680)
Refunds on death or resignation	(13,910,403)	(11,812,047)
<b>Balance on MSA liability at the end of the year</b>	<b><u>360,545,976</u></b>	<b><u>302,328,457</u></b>

In accordance with the rules of the Scheme, the MSA is underwritten by the Scheme.

MSAs contain a demand feature. In terms of Regulation 10 of the Act, any credit balance on a member's MSA must be taken as a cash benefit when the member terminates his or her membership of the Scheme or benefit option, and enrolls in another benefit option or medical scheme without a MSA, or does not enroll in another medical scheme.

Estimated claims to be paid out of members' MSA in respect of claims incurred in 2019 but not reported: (Note 6)

**6,346,095**

**5,304,605**

Actual interest earned, net of related expenses, is paid on MSA. Investment of MSA trust monies managed by the Scheme on behalf of its members, has been separately disclosed under notes 4 and 5.

The mismatch between the MSA trust liability and the MSA trust funds relate to timing differences. These differences are cleared after year-end.

At 31 December 2019 the carrying amount of the MSA trust liability approximates its fair value, since it is payable on demand. These amounts were not discounted to present values due to their demand feature.



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	<b>2019</b>	<b>2018</b>
	<b>R</b>	<b>R</b>
<b>8. TRADE AND OTHER PAYABLES</b>		
<b>Insurance liabilities</b>		
Member and supplier liability - stale cheques	-	102,155
Reported claims not yet paid	37,495,796	49,786,481
Member balances	20,666,628	17,461,432
Supplier balances	16,829,168	32,325,049
Unallocated receipts	1,604,526	1,003,536
<b>Total liabilities arising from insurance contracts</b>	<b>39,100,322</b>	<b>50,892,172</b>
<b>Other liabilities</b>		
Broker fees	7,373,820	7,719,408
Related party balance	33,577,646	29,098,519
Discovery Health (Pty) Ltd (Note 19)	33,577,646	29,098,519
Other payables and accrued expenses	766,668	1,051,091
Audit fee accrual	748,000	703,000
<b>Total financial liabilities</b>	<b>42,466,134</b>	<b>38,572,018</b>
<b>Total trade and other payables</b>	<b>81,566,456</b>	<b>89,464,190</b>

At 31 December 2019 the carrying amounts of other liabilities approximate their fair values due to the short-term maturities of these liabilities.

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**NOTES TO THE FINANCIAL STATEMENTS (continued)**  
for the year ended 31 December 2019

	<b>2019</b>	<b>2018</b>
	<b>R</b>	<b>R</b>
<b>9. POST RETIREMENT HEALTHCARE FUNDING</b>		
<b>Provision for post retirement healthcare funding</b>		
Change in liability		
Opening balance	3,991,000	4,082,000
Service cost	71,000	75,000
Interest cost	401,000	399,000
Actuarial gain arising from demographic assumptions	(44,000)	(94,000)
Actuarial gain arising from financial assumptions	(243,000)	(344,000)
Actuarial (gain)/loss other	(860,000)	72,000
Benefits paid	(214,000)	(199,000)
Closing balance	<u><u>3,102,000</u></u>	<u><u>3,991,000</u></u>
<b>Change in plan assets</b>		
Opening Balance	-	-
Contributions by employer	214,000	199,000
Benefits Paid	(214,000)	(199,000)
Closing Balance	<u><u>-</u></u>	<u><u>-</u></u>
<b>Statement of comprehensive income</b>		
Service cost	71,000	75,000
Interest cost	401,000	399,000
Amount recognised in profit or loss	<u><u>472,000</u></u>	<u><u>474,000</u></u>
<b>Other comprehensive income</b>		
Actuarial gain	1,147,000	366,000
Amount recognised in other comprehensive income	<u><u>1,147,000</u></u>	<u><u>366,000</u></u>
<b>Reconciliation of item in statement of financial position</b>		
Opening value	3,991,000	4,082,000
Employer contribution	(214,000)	(199,000)
Amount recognised in profit or loss	472,000	474,000
Amount recognised in other comprehensive income	(1,147,000)	(366,000)
Closing value	<u><u>3,102,000</u></u>	<u><u>3,991,000</u></u>
<b>Key valuation assumptions</b>		
Discount rate	10.43%	10.34%
Medical aid inflation	8.45%	8.94%
<b>Sensitivity of results</b>		
1% increase in medical aid inflation		
Increase in liability	435,000	506,000
Increase in service cost and interest cost	58,000	66,000
1% decrease in medical aid inflation		
Decrease in liability	358,000	421,000
Decrease in service cost and interest cost	48,000	56,000

**LA HEALTH MEDICAL SCHEME**  
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**NOTES TO THE FINANCIAL STATEMENTS (continued)**  
for the year ended 31 December 2019

	2019 R	2018 R
<b>10. RISK CONTRIBUTION INCOME</b>		
Gross contributions per registered rules	4,229,521,847	3,632,082,893
Less: medical savings account contributions received*	(826,051,988)	(701,412,781)
<b>Risk contribution income per statement of comprehensive income</b>	<b><u>3,403,469,859</u></b>	<b><u>2,930,670,112</u></b>

\* The medical savings account contributions are received by the Scheme in terms of Regulation 10(1) and the Scheme's registered rules and held in trust on behalf of members. Refer to note 7 for more detail on how these monies were utilised.

<b>11. RISK CLAIMS INCURRED</b>		
Current year claims per registered rules	3,546,187,495	2,982,134,415
Movement in outstanding risk claims provision	13,091,348	29,400,000
Under provision in respect of prior year (Note 6)	6,240,318	815,330
Adjustment for current year	6,851,030	28,584,670
Claims paid from medical savings accounts*	(779,456,987)	(662,611,680)
Claims incurred excluding claims incurred in respect of risk transfer arrangements	2,779,821,856	2,348,922,735
Claims incurred in respect of risk transfer arrangements	20,735,829	18,019,861
<b>Risk claims incurred</b>	<b><u>2,800,557,685</u></b>	<b><u>2,366,942,596</u></b>

\* Claims are paid on behalf of the members from medical savings accounts in terms of Regulation 10(3) and the Scheme's registered benefits. Refer to note 7 for a breakdown of the movement in these balances.

<b>12. MANAGED CARE: MANAGEMENT SERVICES</b>		
Clinical claims review and management	23,447,617	20,355,303
Disease management	25,010,791	21,710,539
Pharmaceutical benefit management	7,815,872	6,776,185
Network management	21,884,442	19,000,066
	<b><u>78,158,722</u></b>	<b><u>67,842,093</u></b>

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**NOTES TO THE FINANCIAL STATEMENTS (continued)**  
for the year ended 31 December 2019

	2019	2018
	R	R
<b>13. NET EXPENSE ON RISK TRANSFER ARRANGEMENTS</b>		
Capitation fees paid	(23,563,247)	(21,353,570)
Recoveries under risk transfer arrangements	20,735,829	18,019,861
	<u><b>(2,827,418)</b></u>	<u><b>(3,333,709)</b></u>

During 2019 the Scheme had three risk transfer arrangements in place. The methodologies used to determine the claims covered by these arrangements are set out below.

1. Risk transfer arrangement providing optometry services for members on the LA KeyPlus option.

The utilisation experience for these members is obtained from the service provider. The average cost to the Scheme for consultations, lenses, frames and contact lenses is calculated and multiplied by the utilisation experience to estimate the claims under this arrangement.

2. Risk transfer arrangement providing dentistry services to members on the LA KeyPlus and Focus options.

The Scheme had access to the actual claims relating to these members and has disclosed these claims paid under this arrangement.

3. Risk transfer arrangement covering treatment for LA Comprehensive and LA Core plan members diagnosed with diabetes.

On these two benefit options members may choose to use the Centre for Diabetes and Endocrinology (CDE) for diabetes-related treatment and care. As the risk profile of the two groups of members are similar, the claims experience of LA Comprehensive and LA Core members who have not elected to use this provider was used to estimate the members' fee-for-service cost for those who have elected to use this provider.

The cost of providing the capitated services was estimated as follows:

- The claims experience of the non-CDE members was used to estimate the CDE members' fee-for-service cost;
- Per life per month estimates were calculated for consultations, procedures, medication and hospital admissions to the extent that these services were covered under this risk transfer arrangement for LA Comprehensive and LA Core members who have not elected this provider;
- The expected fee-for-service cost was calculated by multiplying the calculated per life per month costs by the number of members exposed for the period on this programme; and
- The costs were split based on whether the registered member was a Type I or Type II diabetic.

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**NOTES TO THE FINANCIAL STATEMENTS (continued)**  
for the year ended 31 December 2019

**13. NET EXPENSE ON RISK TRANSFER ARRANGEMENTS (continued)**

<u>Service providers in 2019</u>	<u>Nature of risk covered</u>	<u>Term</u>	<u>Basis of fees</u>	
<b>Optical Management</b>	<b>Iso Leso Optics (Pty) Ltd</b>	Iso Leso Optics (Pty) Ltd is an accredited managed care organisation providing services to and in respect of optometric services and/or optical dispensing services and supplies, as stipulated in the Agreement. This relates to the LA KeyPlus option only.	Renewable annually.	The capitation fee is based on the number of beneficiaries on the LA KeyPlus option.
<b>Dental Benefit Management</b>	<b>Dental Risk Company (Pty) Ltd</b>	Dental Risk Company (Pty) Ltd is a managed care organisation providing services relating to dental services rendered by the DRC Network of Dental Providers, as stipulated in the Agreement. This relates to the LA KeyPlus and Focus options only.	Renewable annually.	The capitation fee is based on the number of beneficiaries on the LA KeyPlus and Focus options.
<b>Disease Management</b>	<b>CDE Holdings (Pty) Ltd</b>	CDE Holdings (Pty) Ltd is an accredited managed care organisation providing services to and in respect of the treatment of Diabetes as stipulated in the Agreement. This relates to the LA Comprehensive and LA Core options only.	Renewable annually.	The capitation fee is based on the number of enrolled beneficiaries and varies per diabetes type.

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**NOTES TO THE FINANCIAL STATEMENTS (continued)**  
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	<b>2019</b>	<b>2018</b>
	<b>R</b>	<b>R</b>
<b>14. SUNDRY EXPENSES</b>		
Actuarial consulting fees	807,491	783,809
Association fees	613,060	522,523
Audit Committee expenses	55,964	85,572
Audit fees	767,862	721,351
Audit services - current year	748,000	703,000
Under provision - prior year	(8,630)	7,288
Other services	28,492	11,063
Board of Trustees' reimbursements and remuneration (Note 21)	2,886,575	2,960,467
Council for Medical Schemes fees	2,942,925	2,453,469
Depreciation	70,196	73,262
Election costs	-	886,728
Fidelity guarantee and professional indemnity insurance premiums	10,195	10,195
Insurance	77,233	17,728
Managed care: management services (non-accredited)	311,952	295,680
Medical emergency call centre	343,363	311,542
Meeting facility costs	142,135	170,764
Public relations and communications	574,518	491,298
Rental equipment	71,965	88,508
Other administration expenses	8,828,377	8,470,181
Bank charges	551,241	504,585
Office support	153,842	167,398
Other expenses	532,091	723,460
Maintenance of equipment	55,386	47,726
Post retirement healthcare costs	258,000	275,000
Printing, stationery and postage	34,717	39,732
Staff costs	7,243,100	6,712,280
	<b>18,503,811</b>	<b>18,343,077</b>

**15. IMPAIRMENT LOSSES ON HEALTHCARE RECEIVABLES**

**Insurance receivables**

Members' and service providers' portions that are not recoverable

(Decrease)/increase in impairment

Written off

9,729,757	14,367,493
(2,397,715)	4,672,539
12,127,472	9,694,954
<b>9,729,757</b>	<b>14,367,493</b>

**LA HEALTH MEDICAL SCHEME**  
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**NOTES TO THE FINANCIAL STATEMENTS (continued)**  
for the year ended 31 December 2019

	<b>2019</b>	<b>2018</b>
	<b>R</b>	<b>R</b>
<b>16. SUNDRY INCOME</b>		
Prescribed cheques written back	2,231	160,204
Other income	-	2,953,037
	<u><u>2,231</u></u>	<u><u>3,113,241</u></u>
<b>17. CASH FLOWS FROM OPERATIONS BEFORE WORKING CAPITAL CHANGES</b>		
Surplus for the year	239,831,875	246,244,047
Adjustments for:		
Depreciation (Note 2)	70,196	73,262
Provision for post retirement healthcare funding (Note 9)	258,000	275,000
Interest received		
Scheme	(121,829,467)	(102,003,734)
Return on medical savings account trust monies invested	(24,672,829)	(19,037,332)
Interest paid	24,672,829	19,037,332
<b>Cash flows from operations before working capital changes</b>	<u><u>118,330,604</u></u>	<u><u>144,588,575</u></u>

**18. EVENTS AFTER THE REPORTING DATE**

Subsequent to the reporting date and prior to the date the annual financial statements were authorised for signature, the President of South Africa declared a national state of disaster as a result of the global COVID-19 pandemic on 15 March 2020. Even though South Africa is in the early stage of the outbreak, and there exist uncertainties about the potential impact of COVID-19 on the Scheme and its members, the Scheme has a number of possible scenarios, including stress test scenarios, to assess the potential impact of COVID-19. The results of the scenarios indicate that the Scheme's claims for 2020 could decrease (due to limited access for elective procedures) by approximately 3.1% or increase by approximately 8.5%.

The Board of Trustees are of the view that the Scheme's strong financial position and reserve levels will allow the Scheme to absorb the potential direct and indirect negative impact of COVID-19 with a reduction of less than 2% in the 2020 solvency level, based on the most likely scenario and it is not envisaged that it will have an impact on the Scheme's ability to pay claims as they arise.

COVID-19 has also had a dramatic impact on the South African and global investment markets resulting in a decline in the fair value of investments between the reporting date and the date when the annual financial statements were authorised for signature. The Scheme's exposure is limited to market exposure.

At the reporting date, there were no cases of COVID-19 identified in South Africa, and the decline in the fair value of investments occurred after the reporting date. These events are non-adjusting events after the reporting date and no adjustments were made to the amounts recognised in the annual financial statements as at 31 December 2019.

There were no other events after the reporting date that had a material impact on the Scheme.

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**NOTES TO THE FINANCIAL STATEMENTS (continued)**  
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**19. RELATED PARTY TRANSACTIONS**

*Parties with significant influence over the Scheme:*

*Board of Trustees*

There were 16 elected trustees during the year.

*Administrator and managed care organisation*

Discovery Health (Pty) Ltd has significant influence over the Scheme as Discovery Health (Pty) Ltd participates in the Scheme's financial and operating policy decisions, but does not control the Scheme. Discovery Health (Pty) Ltd provides administration services.

*Discovery Third Party Collection Services*

The Scheme has contracted Discovery Third Party Recovery Services (Pty) Ltd (DTPRS), a wholly owned subsidiary of Discovery Health (Pty) Ltd, to manage the identification and collection of third party recoveries from the Road Accident Fund.

*Key management personnel:*

Key management personnel are those persons having authority and responsibility for planning, directing and controlling the activities of the Scheme. Key management personnel include the Board of Trustees and Principal Officer. This disclosure deals with full-time personnel who are compensated on a salary basis (Principal Officer), and Board of Trustee members who are paid a monthly retainer and reimbursed for costs incurred.

Close family members include close family members of the Board of Trustees and Principal Officer, and are also related parties.

*Transactions with related parties*

The following provides the total transaction amounts, which have been entered into with related parties for the relevant financial year. These transactions are done at arm's length.

*Key management personnel (Board of Trustees and Principal Officer) and their close family members*

	<b>2019</b>	<b>2018</b>
	<b>R</b>	<b>R</b>
Statement of comprehensive income		
Gross contributions received	1,499,847	1,298,202
Gross claims incurred	2,463,111	1,005,019
Office of the Principal Officer	4,373,048	3,876,858
Board of Trustees' reimbursements and remuneration (Note 21)	2,886,576	2,960,467
Interest on medical savings account balances	844	452
Statement of financial position		
Medical savings account balances	17,287	8,821



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**NOTES TO THE FINANCIAL STATEMENTS (continued)**  
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**19. RELATED PARTY TRANSACTIONS (continued)**

The terms and conditions of the related party transactions were as follows:

<b>Transaction</b>	<b>Nature of transactions and terms and conditions thereof</b>
Contributions received	This constitutes the contributions paid by the related parties as members of the Scheme, in their individual capacity. All contributions were on the same terms as those applicable to other members.
Claims incurred	This constitutes amounts claimed by the related parties, in their individual capacity as members of the Scheme. All claims were paid out in terms of the rules of the Scheme, as applicable to other members.
Medical savings account balances	The amounts owing to the related parties relate to medical savings account balances to which the parties have a right. The amounts are all current, and would need to be payable on demand should an appropriate claim be issued, or should the member resign from the Scheme.
Medical savings account interest	Interest is earned on positive medical savings account balances at an average effective interest rate of 7.25% (2018: 6.93%) per annum.

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**NOTES TO THE FINANCIAL STATEMENTS (continued)**  
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**19. RELATED PARTY TRANSACTIONS (continued)**

*Transactions with related parties*

	<b>2019</b>	<b>2018</b>
	<b>R</b>	<b>R</b>
<b>Discovery Health (Pty) Ltd - Administrator</b>		
Statement of comprehensive income		
Administration fees paid	300,343,261	260,074,483
Medical emergency call centre (Note 14)	343,363	311,542
<b>Discovery Health (Pty) Ltd - managed care organisation</b>		
Statement of comprehensive income		
Managed care: management services	78,158,722	67,842,093
Statement of financial position		
Balance due to Discovery Health (Pty) Ltd at year end (Note 8)	33,577,646	29,098,519

The terms and conditions of the transactions with entities with significant influence over the Scheme were as follows:

*Administration and managed care management service agreements*

The administration and managed care agreements are entered into in terms of the Rules of the Scheme and in accordance with instructions given by the Board of Trustees. These agreements are automatically renewed each year, unless notification of termination is received or following the cancellation of the Administrator's accreditation or the issue of a lawful directive to this effect by the Council for Medical Schemes in terms of the Act. The Scheme and the Administrator are entitled to terminate the agreement by giving notice in writing of not less than 90 days and not more than 180 days. Outstanding balances bear no interest and are due within 7 days. Annual administration fee increases are negotiated by the Board of Trustees in accordance with the relevant terms of these agreements.

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NOTES TO THE FINANCIAL STATEMENTS (continued)  
for the year ended 31 December 2019

20. SURPLUS/(DEFICIT) FROM OPERATIONS PER BENEFIT OPTION

2019	LA CORE	LA COMPREHENSIVE	LA FOCUS	LA ACTIVE	LA KEYPLUS	TOTAL
In-hospital costs covered	100%, no limit	100%, no limit	100%, no limit	100%, no limit	100%, no limit	
Medical savings account	Yes	Yes	Yes	Yes	No	
Chronic conditions	Covering: PMB plus HIV plus Additional conditions	Covering: PMB plus HIV plus Additional conditions	Covering: PMB plus HIV	Covering: PMB plus HIV	Covering: PMB plus HIV	
	R	R	R	R	R	R
<b>Risk contribution income</b>	<b>314,959,866</b>	<b>132,616,723</b>	<b>502,434,090</b>	<b>2,277,904,748</b>	<b>175,554,432</b>	<b>3,403,469,859</b>
<b>Relevant healthcare expenditure</b>	<b>(320,334,185)</b>	<b>(132,883,315)</b>	<b>(378,703,399)</b>	<b>(1,895,514,462)</b>	<b>(142,859,467)</b>	<b>(2,870,294,827)</b>
Net claims incurred	(315,867,440)	(131,262,770)	(359,414,626)	(1,845,184,134)	(137,579,718)	(2,789,308,687)
Risk claims incurred	(316,477,371)	(131,478,437)	(361,583,314)	(1,852,497,600)	(138,520,964)	(2,800,557,685)
Third party claims recoveries	609,931	215,667	2,168,688	7,313,466	941,246	11,248,998
Net income/ (expense) on risk transfer arrangements	(206,107)	(107,524)	(3,889,180)	-	1,375,393	(2,827,418)
Risk transfer arrangement fees/premiums paid	(3,244,606)	(1,797,957)	(12,374,269)	-	(6,146,415)	(23,563,247)
Recoveries from risk transfer arrangements	3,038,499	1,690,433	8,485,089	-	7,521,808	20,735,829
Managed care: management services	(4,260,638)	(1,513,021)	(15,399,593)	(50,330,328)	(6,655,142)	(78,158,722)
<b>Gross healthcare results</b>	<b>(5,374,319)</b>	<b>(266,592)</b>	<b>123,730,692</b>	<b>382,390,286</b>	<b>32,694,965</b>	<b>533,175,032</b>
Broker services fees	(3,337,769)	(1,838,469)	(16,702,479)	(59,568,021)	(5,151,288)	(86,598,026)
Administration fees	(16,415,715)	(6,088,384)	(61,973,592)	(202,540,879)	(13,324,691)	(300,343,261)
Sundry expenses	(950,897)	(337,875)	(3,410,070)	(12,327,097)	(1,477,872)	(18,503,811)
Impairment losses on healthcare receivables	(528,575)	(187,666)	(1,920,776)	(6,263,187)	(829,553)	(9,729,757)
<b>Net healthcare results</b>	<b>(26,607,275)</b>	<b>(8,718,986)</b>	<b>39,723,775</b>	<b>101,691,102</b>	<b>11,911,561</b>	<b>118,000,177</b>
Other income	8,116,934	2,882,663	29,306,589	95,826,206	10,372,135	146,504,527
Scheme	6,645,809	2,360,205	23,995,021	78,458,528	10,372,135	121,831,698
Return on medical savings account trust monies invested	1,471,125	522,458	5,311,568	17,367,678	-	24,672,829
Other expenditure	(1,471,125)	(522,458)	(5,311,568)	(17,367,678)	-	(24,672,829)
<b>Net surplus for the year</b>	<b>(19,961,466)</b>	<b>(6,358,781)</b>	<b>63,718,796</b>	<b>180,149,630</b>	<b>22,283,696</b>	<b>239,831,875</b>
<i>Average membership</i>	<i>4,456</i>	<i>1,583</i>	<i>16,108</i>	<i>52,645</i>	<i>6,961</i>	<i>81,753</i>

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NOTES TO THE FINANCIAL STATEMENTS (continued)  
for the year ended 31 December 2019

20. SURPLUS FROM OPERATIONS PER BENEFIT OPTION (continued)

2018	LA CORE	LA COMPREHENSIVE	LA FOCUS	LA ACTIVE	LA KEYPLUS	TOTAL
In-hospital costs covered	100%, no limit	100%, no limit	100%, no limit	100%, no limit	100%, no limit	
Medical savings account	Yes	Yes	Yes	Yes	No	
Chronic conditions	Covering: PMB plus HIV plus Additional conditions	Covering: PMB plus HIV plus Additional conditions	Covering: PMB plus HIV	Covering: PMB plus HIV	Covering: PMB plus HIV	
<b>Risk contribution income</b>	<b>R 311,464,313</b>	<b>R 135,395,750</b>	<b>R 409,446,124</b>	<b>R 1,913,381,731</b>	<b>R 160,982,194</b>	<b>R 2,930,670,112</b>
<b>Relevant healthcare expenditure</b>	<b>(325,469,172)</b>	<b>(131,142,488)</b>	<b>(296,112,711)</b>	<b>(1,542,520,813)</b>	<b>(127,809,962)</b>	<b>(2,423,055,146)</b>
Net claims incurred	(320,884,676)	(129,412,953)	(279,785,656)	(1,499,456,913)	(122,339,146)	(2,351,879,344)
Risk claims incurred	(321,827,053)	(129,755,991)	(282,626,359)	(1,509,041,443)	(123,691,750)	(2,366,942,596)
Third party claims recoveries	942,377	343,038	2,840,703	9,584,530	1,352,604	15,063,252
Net expense on risk transfer arrangements	(255,298)	(148,824)	(3,553,910)	-	624,323	(3,333,709)
Risk transfer arrangement fees/premiums paid	(3,442,286)	(2,006,657)	(10,262,523)	-	(5,642,104)	(21,353,570)
Recoveries from risk transfer arrangements	3,186,988	1,857,833	6,708,613	-	6,266,427	18,019,861
Managed care: management services*	(4,329,198)	(1,580,711)	(12,773,145)	(43,063,900)	(6,095,139)	(67,842,093)
<b>Gross healthcare results</b>	<b>(14,004,859)</b>	<b>4,253,262</b>	<b>113,333,413</b>	<b>370,860,918</b>	<b>33,172,232</b>	<b>507,614,966</b>
Broker services fees	(3,315,189)	(1,908,912)	(13,585,743)	(50,174,376)	(4,718,621)	(73,702,841)
Administration fees	(16,972,788)	(6,369,842)	(51,478,863)	(173,005,283)	(12,247,707)	(260,074,483)
Sundry expenses	(1,154,226)	(421,626)	(3,370,014)	(11,789,817)	(1,607,394)	(18,343,077)
Impairment losses on healthcare receivables	(908,220)	(331,617)	(2,708,268)	(9,125,276)	(1,294,112)	(14,367,493)
<b>Net healthcare results</b>	<b>(36,355,282)</b>	<b>(4,778,735)</b>	<b>42,190,525</b>	<b>126,766,166</b>	<b>13,304,398</b>	<b>141,127,072</b>
Other income	8,199,009	2,993,213	24,274,334	79,027,799	9,659,952	124,154,307
Scheme	6,835,734	2,495,522	20,238,165	65,887,602	9,659,952	105,116,975
Return on medical savings account trust monies invested	1,363,275	497,691	4,036,169	13,140,197	-	19,037,332
Other expenditure	(1,363,275)	(497,691)	(4,036,169)	(13,140,197)	-	(19,037,332)
<b>Net surplus/ (deficit) for the year</b>	<b>(29,519,548)</b>	<b>(2,283,213)</b>	<b>62,428,690</b>	<b>192,653,768</b>	<b>22,964,350</b>	<b>246,244,047</b>
<i>Average membership</i>	<i>4,730</i>	<i>1,727</i>	<i>13,956</i>	<i>47,051</i>	<i>6,660</i>	<i>74,124</i>

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**NOTES TO THE FINANCIAL STATEMENTS (continued)**  
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**21. TRUSTEES' REIMBURSEMENTS AND REMUNERATION 2019**

	Location	Subsistence and accommodation R	Travelling R	Conference and other fees R	Telephone R	Strategic session R	Retainer fee R	Total R
Allan, J	Johannesburg	3,411	11,833	-	-	-	134,016	149,260
Barnard, RC	Port Elizabeth	8,346	23,523	4,855	-	12,116	134,016	182,856
Bennett, A	Johannesburg	11,495	21,451	217	-	7,978	134,016	175,157
Beukman, GJ	Langebaan	18,536	13,932	3,156	3,600	10,114	160,800	210,138
Bosman, R	Johannesburg	17,425	27,891	-	-	5,975	134,016	185,307
Botha, H	Mossel Bay	13,068	17,106	-	-	8,648	134,016	172,838
De Bruyn, R	Pretoria	19,718	35,879	-	-	7,545	134,016	197,158
Denge, R	Johannesburg	14,882	35,116	-	-	7,942	134,016	191,956
Deysel, HA	Queenstown	19,079	35,207	8,835	3,600	13,272	147,408	227,402
Dlamini, M	Johannesburg	14,071	33,843	-	-	6,196	134,016	188,126
Field, R	Cape Town	17,638	8,558	2,553	-	7,786	134,016	170,551
Hoffman, F	Cape Town	5,729	1,259	-	-	9,192	134,016	150,196
Lemmer, A	Port Elizabeth	13,826	21,133	-	-	8,529	134,016	177,504
Louwrens, P	Johannesburg	7,094	17,190	-	-	-	134,016	158,300
Nel, C	Durban	22,121	29,338	4,769	-	8,857	134,016	199,101
Vorster, A	Cape Town	1,328	4,097	213	-	11,071	134,016	150,725
		<b>207,767</b>	<b>337,356</b>	<b>24,598</b>	<b>7,200</b>	<b>125,221</b>	<b>2,184,432</b>	<b>2,886,576</b>

**LA HEALTH MEDICAL SCHEME**  
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**NOTES TO THE FINANCIAL STATEMENTS (continued)**  
for the year ended 31 December 2019

**21. TRUSTEES' REIMBURSEMENTS AND REMUNERATION 2018**

	Location	Subsistence and accommodation R	Travelling R	Conference and other fees R	Telephone R	Strategic session R	Retainer fee R	Total R
Allan, J	Johannesburg	7,213	9,902	-	-	3,960	124,668	145,743
Barnard, RC	Port Elizabeth	14,239	30,796	7,055	-	4,344	124,668	181,102
Bennett, A	Johannesburg	3,423	14,498	5,854	-	14,152	124,668	162,595
Beukman, GJ	Langebaan	18,297	48,450	109,606	3,600	10,738	149,592	340,283
Bosman, R	Johannesburg	8,298	11,476	5,458	-	10,782	124,668	160,682
Botes, C	Durban	10,651	21,306	8,995	-	18,114	124,668	183,734
Botha, H	Mossel Bay	14,500	27,913	3,569	-	-	124,668	170,650
De Bruyn, R	Pretoria	8,458	17,786	6,654	-	9,272	124,668	166,838
Denge, R	Johannesburg	6,191	9,915	4,327	-	-	62,334	82,767
Deysel, HA	Queenstown	18,701	50,293	15,527	3,600	11,440	137,124	236,685
Dlamini, M	Johannesburg	4,461	10,253	7,099	-	-	62,334	84,147
Field, R	Cape Town	14,278	25,510	9,359	-	9,789	124,668	183,604
Hoffman, F	Cape Town	12,382	19,207	3,279	-	8,527	124,668	168,063
Lemmer, A	Port Elizabeth	19,103	24,987	8,646	-	6,914	124,668	184,318
Louwrens, P	Johannesburg	6,701	16,117	4,267	-	15,968	124,668	167,721
Mattheus, ME	Port Elizabeth	8,352	11,426	8,694	-	8,087	62,334	98,893
Schultz, MCT	Cape Town	1,636	445	1,428	507	-	62,334	66,350
Vorster, A	Cape Town	8,703	24,195	4,894	-	13,832	124,668	176,292
		<b>185,587</b>	<b>374,475</b>	<b>214,711</b>	<b>7,707</b>	<b>145,919</b>	<b>2,032,068</b>	<b>2,960,467</b>

**22. INSURANCE RISK MANAGEMENT REPORT**

**Nature and extent of risks arising from insurance contracts**

The primary insurance activity carried out by the Scheme indemnifies covered members and their dependants against the risk of loss arising as a result of the occurrence of a health event (i.e. an event relating to the health of the Scheme's beneficiary). As such, the Scheme is exposed to the uncertainty surrounding the timing and severity of claims under the contract. The risk under any one insurance contract is the possibility that the insured event occurs and the uncertainty of the amount of the resulting claim. Insurance events are, by nature, random and the actual number and size of events during any one year may vary from those estimated using established techniques. Risk transferred under risk transfer arrangements has been disclosed under note 13.

This section summarises these risks and the ways in which these risks are managed.

**Insurance risk**

For a portfolio of insurance contracts where the theory of probability is applied to pricing and provisioning, the principal risk that the Scheme faces under its insurance contracts is that the actual claim payments exceed the carrying amount of the insurance liabilities. This could occur because the frequency and severity of claims are greater than estimated.

Experience shows that the larger the portfolio of similar insurance contracts, the smaller the relative variability about the expected outcome will be. In addition, a more diversified portfolio is less likely to be affected by a change in any subset of the portfolio.

Factors that aggravate insurance risk include changes in membership distribution and major unanticipated demographic movements, adverse experience regarding the cost of prescribed minimum benefits and unusually adverse experience due to seasonal patterns.

The Scheme offers members five benefit options. The main types of benefits offered by the Scheme in return for monthly contributions are indicated below:

*Hospital benefits*

The hospital benefit covers medical expenses incurred if members are admitted to hospital and the Scheme has authorised the treatment.

*Chronic Illness Benefit (CIB)*

On all benefit options the Scheme provides cover for the Prescribed Minimum Benefit (PMB) chronic conditions and HIV/AIDS. On two of the Options, the Scheme provides extended cover for a defined list of additional chronic conditions.

*Day-to-day benefits*

The day-to-day benefits, which includes medical savings accounts, cover the cost of out-of-hospital health care services, such as visits to general practitioners and dentists as well as prescribed acute medicine.

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**NOTES TO THE FINANCIAL STATEMENTS (continued)**  
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**22. INSURANCE RISK MANAGEMENT REPORT (continued)**

The risks associated with the types of benefits offered to members are addressed below:

**Hospital benefit risk**

*Frequency and severity of claims*

The frequency and severity of claims can be affected by several factors. The most significant factor is the hospital admission rate which has a direct impact on the cost of claims.

Certain factors that impact on hospital claims are shown below:

Key indicators	2019	2018	% Increase/ (decrease)
Admission rate	23.60%	24.00%	(1.67)
Events per 1 000 lives	235.97	240.01	(1.68)
Average length of stay (days)	4.04	4.01	0.75
Average cost per event	R 41,558	R 38,524	7.88
Average cost per life per month	R 530	R 506	4.74

Initiatives used by the Scheme to manage the risk associated with admission rate include:

- The development of protocols for various procedures;
- The “See your doctor first” initiative which requires members to see their doctor prior to an elective admission; and
- The amendment to the pre-authorisation length of stay benchmarks.

**Chronic Illness Benefit (CIB) risk**

*Frequency and severity of claims*

The main factors impacting the frequency and severity of chronic claims are the number of claimants and the cost per claimant. An increase/decrease in the number of claimants results in an increase/decrease in the frequency of claims. Higher increases in claimants and severity of claims may be attributed to increases in the number of claimants at older ages or beneficiaries who are more sickly. Conversely, lower prevalence rates may be indicative of a healthier membership.



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**NOTES TO THE FINANCIAL STATEMENTS (continued)**  
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**22. INSURANCE RISK MANAGEMENT REPORT (continued)**

The mix between the various chronic conditions impacts the frequency and severity of claims. Certain factors that impact chronic cost are shown below:

Condition	2019	2018	% Increase/ (decrease)
Claimants per 1000 lives	14.69	14.60	0.62
Amount paid per life per month	R 54	R 56	(2.82)

**Day-to-day benefit risk**

*Frequency and severity of claims*

The Above Threshold Benefit component of the LA Comprehensive option results in the largest day-to-day risk to the Scheme after the threshold is reached. The frequency and severity of claims are driven by the number of claimants, and their health statuses.

*Concentration of insurance risk*

The following table, based on service date claims (net of adjustments), summarises the concentration of insurance risk, with reference to the carrying amount, per beneficiary, of the insurance claims incurred for service years 2019 and 2018, by age group and in relation to the type of risk cover/benefits provided.

*Claims incurred for 2019 service year per beneficiary*

Age grouping (in years)	In-hospital R	Chronic R	Day-to-day R	Total R
< 26	4,826	82	1,133	6,041
26 – 35	9,598	328	3,076	13,002
36 – 50	10,051	884	3,941	14,876
> 50	25,724	2,322	7,158	35,204

*Claims incurred for 2018 service year per beneficiary*

Age grouping (in years)	In-hospital R	Chronic R	Day-to-day R	Total R
< 26	4,442	82	1,043	5,567
26 – 35	8,873	355	2,693	11,921
36 – 50	9,318	912	3,667	13,897
> 50	24,348	2,339	6,703	33,390

**22. INSURANCE RISK MANAGEMENT REPORT (continued)**

The Scheme's strategy seeks diversity to ensure a balanced portfolio and is based on a large portfolio of similar risks over a number of years since it is believed that this reduces the variability of the outcomes on the different benefit options.

The strategy is set out in the annual business plan, which specifies the benefits to be provided, taking into consideration the profile of each benefit option and contributions required to fund expenses.

All contracts are negotiated and renewed annually. The Scheme has the right to change the terms and conditions of each contract at renewal. Contracts can be terminated at any time during the year, subject to written notice as required in terms of the contract. Management information, including contribution income and claims ratios by option, is reviewed monthly.

**Risk transfer arrangements**

The Scheme entered into capitation agreements to cover specific risks. The Scheme has contracts with the Centre for Diabetes and Endocrinology (CDE), Iso Leso and Dental Risk Company.

**Risk in terms of risk transfer arrangements**

According to the terms of these capitation agreements, the suppliers provide certain specified benefits to Scheme members, as and when required by the members. The Scheme does, however, remain liable to its members if the suppliers fail to meet the obligations they assume.

**Claims development**

Claims development tables are not presented since the uncertainty regarding the amount and timing of claim payments is typically resolved within one year and the majority of cases within four months. At year end, a provision is made for those risk claims outstanding that are not yet reported at that date. Details regarding the subsequent risk claims development in respect thereof have been disclosed in note 6.

**Risk management objectives and policies for mitigating insurance risk**

The Scheme manages its insurance risk through benefit limits and sub-limits, application of clinical protocols, approval procedures for transactions that exceed set limits, pricing guidelines, pre-authorisation and case management, service provider profiling, and the regular monitoring of emerging issues.

The Scheme uses several methods to assess and monitor insurance risk exposures both for individual types of risks insured and overall risks. These methods include internal risk measurement models, sensitivity analyses, scenario analyses and stress testing. The theory of probability is applied to the pricing and provisioning for a portfolio of insurance contracts. The principal risk is that the frequency and/or severity of claims is greater than expected.

**22. INSURANCE RISK MANAGEMENT REPORT (continued)**

*The following factors affect the frequency and severity of claims:*

- Fee-for-service provider reimbursement combined with a third-party payer creates the incentive for over servicing of members. The Scheme uses alternative reimbursement arrangements such as fixed fees and capitation fees to mitigate this risk;
- The demographic profile of the membership base i.e. older, sickly members require more frequent and more intense treatment than younger, healthier members. This risk is managed through the regular updating of internal risk management models which assess the impact of any changes to the Scheme's demographic profile;
- Technological advances in healthcare generally increases the cost of treatment. This may be due to either the increased price of the new technology or the increased quantity of treatment. This risk is mitigated through a rigorous health technology assessment process which determines whether the technology is cost-effective and whether it should be funded; and
- The price of covered services affects the severity of claims. This risk is mitigated by the Scheme's Rules, which specify the maximum rate at which each treatment is funded. The Scheme also manages this risk through annual tariff agreements with certain provider groups.

**Outstanding risk claims provision**

There are some sources of uncertainty that need to be considered in the estimate of the liability that the Scheme will ultimately pay for claims made under insurance contracts.

*Process used to determine the assumptions*

Refer to note 6.

*Changes in assumptions and sensitivities to changes in key variables*

The table on the next page outlines the sensitivity of insured liability estimates to particular movements in assumptions used in the estimation process. It should be noted that this is a deterministic approach with no correlations between the key variables. For each sensitivity illustrated, all other assumptions have been left unchanged.

Where variables are considered to be immaterial, no impact has been assessed for insignificant changes to these variables. Particular variables may not be considered material at present. However, should the materiality level of an individual variable change, assessment of changes to that variable may be required in the future.

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**NOTES TO THE FINANCIAL STATEMENTS (continued)**  
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**22. INSURANCE RISK MANAGEMENT REPORT (continued)**

An analysis of the sensitivities around various scenarios for the general medical insurance business provides an indication of the adequacy of the Scheme's estimation process. The Scheme believes that the liability for claims reported in the statement of financial position is adequate. However, it recognises that the process of estimation is based upon certain variables and assumptions which could differ when claims arise.

The impact on the liability and income caused by changes in relevant risk variables:

	<b>Increase in liability</b>	<b>Increase in liability</b>	<b>Increase in liability</b>
	<b>%</b>	<b>2019</b>	<b>2018</b>
		<b>R</b>	<b>R</b>
In-hospital claims incurred	1% increase in claims costs	20,317,863	16,962,009
Chronic claims incurred	1% increase in claims costs	1,321,699	1,226,397
Out-of-hospital risk claims incurred	1% increase in claims costs	5,983,643	4,996,971

The Scheme is most vulnerable to changes in membership distribution and changes in the underlying rate of inflation, which drives a number of assumptions.

**Sensitivity of the Scheme's profitability and reserves to changes in variables that have a material effect on them**

The Scheme's profitability, reserves and therefore solvency are most sensitive to changes in risk claims development patterns. Other assumptions that are considered include assumptions regarding utilisation trends, the impact of new technology and the expected demographic profile of the Scheme's membership.

## **23. FINANCIAL RISK MANAGEMENT REPORT**

### **Overview**

The Scheme is exposed to financial risk through its financial assets, financial liabilities and insurance assets and liabilities. In particular, the key financial risk is that the proceeds from its financial assets may not be sufficient to fund the obligations arising from its insurance contracts. The most important components of this financial risk are credit risk, liquidity risk and market risk. The Scheme's overall risk management programme focuses on the unpredictability of financial markets and seeks to minimise potential adverse effects on the Scheme's financial performance.

The Board of Trustees has overall responsibility for the establishment and oversight of the Scheme's risk management framework.

The Scheme manages these risks through various risk management processes. These processes have been developed to ensure that the long-term investment return on assets supporting the insurance liabilities are sufficient to fund members' reasonable benefit expectations.

The Audit Committee has been mandated by the Board of Trustees to monitor the implementation and maintenance of these risk management processes.

### **Credit risk**

Credit risk is the risk of financial loss to the Scheme, if a counterparty to an insurance contract or a financial instrument fails to meet its contractual obligations.

The Scheme's principal financial assets exposed to credit risk include held-to-maturity investments, cash and cash equivalents and trade and other receivables. The Scheme's credit risk is primarily attributable to its insurance and other receivables.

#### *Insurance and other receivables*

Trade and other receivables comprise insurance receivables and loans and receivables. The main components of insurance receivables are in respect of:

- Receivables for contributions due from members; and
- Receivables for amounts recoverable from service providers and members in respect of claims debt.

The Scheme manages credit risk by:

- Actively pursuing all contributions not received after 3 days of becoming due, as required by Section 26(7) of the Act;
- Monthly reconciliations between the Administrator and the Employer are discussed for possible suspensions of memberships;

The Scheme establishes an allowance for impairment that represents its estimate of incurred losses in respect of trade and other receivables. The main components of this allowance are a specific loss component that relates to individually significant exposures, and a collective loss component established for groups of similar assets in respect of losses that have been incurred but not yet identified. The collective loss allowance is determined based on historical data of payment statistics for similar financial assets.

Details of the process to estimate the impairment provision are included in note 1.7.

NOTES TO THE FINANCIAL STATEMENTS (continued)  
for the year ended 31 December 2019

23. FINANCIAL RISK MANAGEMENT REPORT (continued)

*Investments*

The Scheme has no significant concentration of credit risk. Cash transactions are limited to financial institutions with a high credit rating. The Scheme has a policy of limiting the amount of credit exposure to any one financial institution.

The Scheme limits its exposure to credit risk by investing only in liquid securities and only with counterparties that have high credit ratings. Given their high credit ratings, the Trustees do not expect any counterparty to fail to meet its obligations. Annexure B of the Regulations to the Act, prescribes the credit limits per institution, which reduces the individual risk per institution. The exposure to these credit limits are regularly monitored.

**Exposure to credit risk**

The carrying amount of financial assets represents the maximum credit exposure.

*Impairment losses*

The ageing of insurance receivables at year end was:

	Gross 2019 R	Impairment 2019 R	Gross 2018 R	Impairment 2018 R
Not past due	151,581,563	-	117,628,848	-
Past due 0 - 30 days	2,556,762	-	1,930,361	-
Past due 31 - 90 days	2,943,590	747,155	4,335,587	2,046,225
Past due 91 days +	15,830,393	12,504,598	15,958,524	13,603,243
<b>Total</b>	<b>172,912,308</b>	<b>13,251,753</b>	<b>139,853,320</b>	<b>15,649,468</b>

The movement in the impairment allowance, for each class of insurance asset, during the year was as follows:

	Trade and other receivables		
	<i>Insurance receivables</i>		Total R
	Contribution debtors R	Member and service provider claims debtors R	
<b>Balance as at 1 January 2018</b>	-	<b>10,976,929</b>	<b>10,976,929</b>
Increase in impairment	-	4,672,539	4,672,539
<b>Balance as at 31 December 2018</b>	-	<b>15,649,468</b>	<b>15,649,468</b>
<b>Balance as at 1 January 2019</b>	-	<b>15,649,468</b>	<b>15,649,468</b>
Increase in impairment	-	(2,397,715)	(2,397,715)
<b>Balance as at 31 December 2019</b>	-	<b>13,251,753</b>	<b>13,251,753</b>

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**NOTES TO THE FINANCIAL STATEMENTS (continued)**  
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**23. FINANCIAL RISK MANAGEMENT REPORT (continued)**

*Investments*

The table below shows the exposure limit and balance of cash or deposits held (excluding MSA trust funds) at five major counterparties at year end.

Counterparty	2019		2018	
	Exposure limit	Balance	Exposure limit	Balance
	R	R	R	R
1	754,859,991	265,147,191	662,481,290	279,045,546
2	754,859,991	110,359,633	662,481,290	141,247,977
3	754,859,991	417,570,172	662,481,290	334,920,106
4	754,859,991	354,660,013	662,481,290	306,511,753
5	754,859,991	556,892,990	662,481,290	459,253,824

No exposure limits were exceeded during the reporting period and the Trustees do not expect any losses from non-performance of these counterparties.

**Credit quality of financial assets and insurance receivables**

The credit quality of financial assets that are neither past due nor impaired can be assessed by historical information about counterparty default rates:

	2019	2018
	R	R
<i>Insurance receivables</i>		
Counterparties without external credit rating:		
Contribution debtors	152,070,989	116,813,255
Members' claim debtors	13,524,518	12,313,391
Providers' claim debtors	7,316,802	10,729,605

Contribution debtors

On analysing the credit quality of contribution debtors, the Scheme collected 99% of these amounts in January 2020. This indicates a high credit quality relating to these debtors.

Member claim debtors

These debtors are active and withdrawn members of the Scheme. Active members are expected to have similar credit quality to the contribution debtors.

Provider claim debtors

These debtors are the healthcare providers of the Scheme. The amounts due to the Scheme are offset against future payments to be made to these providers.

*Cash and cash equivalents and medical savings account trust funds*

Counterparties with external credit ratings

<b>Banks with high credit ratings</b>	<b>2,151,425,002</b>	<b>1,887,415,660</b>
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**NOTES TO THE FINANCIAL STATEMENTS (continued)**  
for the year ended 31 December 2019

**23. FINANCIAL RISK MANAGEMENT REPORT (continued)**

**Unconsolidated investment structures**

The Scheme invests monies in reputable funds which promise returns. The Scheme views these funds as unconsolidated structured entities. The Scheme monitors the performance of the funds closely to ensure high earnings without unnecessary exposure to risk.

The money market funds included in cash and cash equivalents meet the definition of investment structures. The Scheme has investments in Nedbank Corporate Money Market Fund, Stanlib Corporate Money Market Fund and Investec Corporate Money Market Fund amounting to R389.8m, R378.9m and R383.7m respectively. The exposure is limited to the investment in these structures.

**Liquidity risk**

Liquidity risk is the risk that the Scheme will not be able to meet its financial obligations as they fall due. Prudent liquidity risk management implies maintaining sufficient cash and marketable securities. The availability of funding through liquid cash positions with various institutions ensures that the Scheme has the ability to fund day-to-day operations. The Scheme has complied with the requirements regarding the nature and categories of assets as prescribed by Section 35 and Regulation 30 of the Act.

On average 95% of the Scheme's insurance liabilities are settled within four months after the claim was incurred and the remaining liability is settled within eight months.

A maturity analysis for financial liabilities, including insurance liabilities is provided below:

<b>As at 31 December 2019</b>	<b>Less than 1 year</b>	<b>Between 1 and 2 years</b>	<b>Between 2 and 5 years</b>
	<b>R</b>	<b>R</b>	<b>R</b>
Medical savings account trust liability (Note 7)	360,545,976	-	-
Trade and other payables (Note 8)	81,566,456	-	-
Outstanding risk claims provision (Note 6)	104,591,348	-	-

<b>As at 31 December 2018</b>	<b>Less than 1 year</b>	<b>Between 1 and 2 years</b>	<b>Between 2 and 5 years</b>
	<b>R</b>	<b>R</b>	<b>R</b>
Medical savings account trust liability (Note 7)	302,328,457	-	-
Trade and other payables (Note 8)	89,464,190	-	-
Outstanding risk claims provision (Note 6)	91,500,000	-	-

**Market risk**

Market risk is the risk that changes in the market, such as interest rates and equity prices which will affect the Scheme's income or the value of its holdings in financial instruments. The objective of market risk management is to manage and control market risk exposures within acceptable parameters, while optimising the return on risk.

*Currency risk*

All of the Scheme's benefits are Rand-denominated and therefore the Scheme does not have significant currency risk.

*Price risk*

The Scheme is not exposed to equity security price risk or commodity risk.



**LA HEALTH MEDICAL SCHEME**  
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**NOTES TO THE FINANCIAL STATEMENTS (continued)**  
for the year ended 31 December 2019

**23. FINANCIAL RISK MANAGEMENT REPORT (continued)**

*Interest rate risk*

The Scheme is exposed to interest rate risk as it places funds at both fixed and floating interest rates. The risk is managed by maintaining an appropriate mix between fixed and floating rate investments within the Scheme's investment portfolio.

The table below summarises the Scheme's exposure to interest rate risks. Included in the table are the Scheme's investments at carrying amounts, categorised by the earlier of contractual repricing or maturity dates.

<b>As at 31 December 2019</b>	<b>Up to 1 month</b>	<b>More than 1 month</b>	<b>Non-interest bearing</b>	<b>Total</b>
	<b>R</b>	<b>R</b>	<b>R</b>	<b>R</b>
Call accounts and fixed deposits	54,000,000	450,000,000	-	504,000,000
Current accounts	149,969,012	-	-	149,969,012
Money market instruments	1,152,422,648	-	-	1,152,422,648
Medical savings account trust funds	142,533,342	202,500,000	-	345,033,342
<b>Total</b>	<b>1,498,925,002</b>	<b>652,500,000</b>	<b>-</b>	<b>2,151,425,002</b>

<b>As at 31 December 2018</b>	<b>Up to 1 month</b>	<b>More than 1 month</b>	<b>Non-interest bearing</b>	<b>Total</b>
	<b>R</b>	<b>R</b>	<b>R</b>	<b>R</b>
Call accounts and fixed deposits	54,000,000	450,000,000	-	504,000,000
Current accounts	132,969,770	-	-	132,969,770
Money market instruments	963,269,060	-	-	963,269,060
Medical savings account trust funds	137,176,830	150,000,000	-	287,176,830
<b>Total</b>	<b>1,287,415,660</b>	<b>600,000,000</b>	<b>-</b>	<b>1,887,415,660</b>

The table below summarises the effective interest rate for monetary financial instruments:

	<b>2019</b>	<b>2018</b>
Held-to-maturity investments		
Scheme funds	7.92%	8.11%
Medical savings account trust funds	7.85%	8.03%
Cash and cash equivalents		
Scheme funds	7.29%	7.73%
Medical savings account trust funds	6.90%	6.93%

NOTES TO THE FINANCIAL STATEMENTS (continued)  
for the year ended 31 December 2019

23. FINANCIAL RISK MANAGEMENT REPORT (continued)

Market risk (continued)

*Sensitivity analysis for variable rate instruments*

A change of 100 basis points in interest rates at the reporting date would have increased/(decreased) accumulated funds and surplus or loss by the amounts shown below. This analysis assumes that all other variables remain constant. The analysis is performed on the same basis for 2018.

	Surplus or deficit and accumulated funds	
	100bp Increase R	100bp Decrease R
31 December 2019 Sensitivity (net)	21,514,250	(21,514,250)
	<b>21,514,250</b>	<b>(21,514,250)</b>
31 December 2018 Sensitivity (net)	18,874,157	(18,874,157)
	<b>18,874,157</b>	<b>(18,874,157)</b>

**Legal risk**

Legal risk is the risk that the Scheme will be exposed to in respect of contractual obligations which have not been provided for. At 31 December 2019 the Scheme did not consider there to be any significant concentration of legal risk that had not been provided for.

**Capital management**

The Scheme is subject to the capital requirement imposed by Regulation 29(2) to the Act which requires a minimum solvency ratio of accumulated funds expressed as a percentage of gross contributions to be 25%.

The Scheme's objectives when managing capital are to maintain the capital requirements of the Act and to safeguard the Scheme's ability to continue as a going concern in order to provide benefits for its stakeholders.

The calculation of the regulatory capital requirement is set out below.

	2019 R	2018 R
Total members' funds per statement of financial position	1,806,238,136	1,565,259,261
<b>Accumulated funds per Regulation 29</b>	<b>1,806,238,136</b>	<b>1,565,259,261</b>
<b>Annualised gross contributions (Note 10)</b>	<b>4,229,521,847</b>	<b>3,632,082,893</b>
<b>Solvency margin</b> = Accumulated funds/annualised gross contribution income x 100%	<b>42.71%</b>	<b>43.10%</b>

The required solvency has been maintained throughout the year.

**LA HEALTH MEDICAL SCHEME**  
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**NOTES TO THE FINANCIAL STATEMENTS (continued)**  
for the year ended 31 December 2019

**23. FINANCIAL RISK MANAGEMENT REPORT (continued)**

**Fair value estimation**

The carrying value less impairment of loans and other receivables and payables are assumed to approximate their fair values due to their short-term nature.

The medical savings accounts contain a demand feature. In terms of Regulation 10 to the Act, any credit balance on a member's medical savings account must be taken as a cash benefit when the member terminates his or her membership of the Scheme or benefit option, and enrolls in another benefit option or medical scheme without a medical savings account or does not enroll in another medical scheme. Therefore the carrying value of the medical savings accounts are deemed to be equal to their fair values, which is the amount payable on demand. The amounts were not discounted, due to the demand feature.

Continuous monitoring takes place to ensure that appropriate assets are held where the Scheme's liabilities are dependent upon the performance of investments and that a suitable match of assets exists for all liabilities.

**Breakdown of investments**

The assets of the portfolio (excluding Medical Savings Account Trust Funds) must be invested in accordance with Annexure B of the Regulations to the Act.

The investments for the purposes of the financial statements comprise held-to-maturity investments and cash and cash equivalents.

*Held-to-maturity investments*

Held-to-maturity investments are made up of the following year end balances:

	<b>2019</b>	<b>2018</b>
	<b>R</b>	<b>R</b>
Fixed deposits	729,000,000	669,000,000
<b>Total</b>	<b>729,000,000</b>	<b>669,000,000</b>

*Cash and cash equivalents*

Cash and cash equivalents are made up of the following year end balances:

	<b>2019</b>	<b>2018</b>
	<b>R</b>	<b>R</b>
Current accounts	149,988,272	133,112,330
Money market instruments	1,272,436,730	1,085,303,330
<b>Total</b>	<b>1,422,425,002</b>	<b>1,218,415,660</b>

**LA HEALTH MEDICAL SCHEME**  
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**NOTES TO THE FINANCIAL STATEMENTS (continued)**  
for the year ended 31 December 2019

**23. FINANCIAL RISK MANAGEMENT REPORT (continued)**

The following table compares the fair value and carrying amounts of financial assets and liabilities per class of financial assets and financial liabilities. The carrying amount equates the fair value.

	<b>Held-to-maturity investments</b>	<b>Financial liabilities at amortised cost</b>	<b>Loans and receivables</b>	<b>Insurance receivables and payables</b>	<b>Total carrying amount</b>
	<b>R</b>	<b>R</b>	<b>R</b>	<b>R</b>	<b>R</b>
<b>For the year ended 31 December 2019</b>					
Held-to-maturity investments					
Scheme funds	504,000,000	-	-	-	<b>504,000,000</b>
Medical savings account trust funds	225,000,000	-	-	-	<b>225,000,000</b>
Cash and cash equivalents					
Scheme funds	-	-	1,302,391,660	-	<b>1,302,391,660</b>
Medical savings account trust funds	-	-	120,033,342	-	<b>120,033,342</b>
Trade and other receivables	-	-	39,640,530	159,660,555	<b>199,301,085</b>
Medical savings accounts	-	(360,545,976)	-	-	<b>(360,545,976)</b>
Trade and other payables	-	(42,466,134)	-	(39,100,322)	<b>(81,566,456)</b>
	<b>729,000,000</b>	<b>(403,012,110)</b>	<b>1,462,065,532</b>	<b>120,560,233</b>	<b>1,908,613,655</b>
<b>For the year ended 31 December 2018</b>					
Held-to-maturity investments					
Scheme funds	504,000,000	-	-	-	<b>504,000,000</b>
Medical savings account trust funds	165,000,000	-	-	-	<b>165,000,000</b>
Cash and cash equivalents					
Scheme funds	-	-	1,096,238,830	-	<b>1,096,238,830</b>
Medical savings account trust funds	-	-	122,176,830	-	<b>122,176,830</b>
Trade and other receivables	-	-	35,535,371	124,203,852	<b>159,739,223</b>
Medical savings accounts	-	(302,328,457)	-	-	<b>(302,328,457)</b>
Trade and other payables	-	(38,572,018)	-	(50,892,172)	<b>(89,464,190)</b>
	<b>669,000,000</b>	<b>(340,900,475)</b>	<b>1,253,951,031</b>	<b>73,311,680</b>	<b>1,655,362,236</b>

## 24. CRITICAL ACCOUNTING ESTIMATES AND JUDGEMENTS

### *Critical accounting estimates and assumptions*

Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

The Scheme makes estimates and assumptions concerning the application of accounting policies and the reported amounts of assets, liabilities, income and expenses. The resulting accounting estimates will, by definition, rarely equal the related actual results. The estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year are outlined below.

### *Outstanding risk claims provision*

The critical estimates and judgements relating to the outstanding claims provision are set out under note 6.

### *Risk transfer arrangements*

The critical estimates and judgements relating to risk transfer arrangements are set out under note 13.

### *Impairment of assets*

The critical estimates and judgements relating to the impairment of assets are set out under note 1.7.

### *Valuation of financial instruments*

The Scheme measures fair values using the following fair value hierarchy that reflects the significance of the inputs used in making the measurements:

- Level 1: Quoted market price (unadjusted in an active market for an identical instrument).
- Level 2: Valuation techniques based on observable inputs, either directly (i.e., as prices) or indirectly (i.e., derived from prices). This category includes instruments valued using: quoted market prices in active markets for similar instruments; quoted prices for identical or similar instruments in markets that are considered less than active; or other valuation techniques where all significant inputs are directly or indirectly observable from market data.
- Level 3: Valuation techniques using significant unobservable inputs. This category includes all instruments where the valuation technique includes inputs not based on observable data and the unobservable inputs have a significant effect on the instrument's valuation. This category includes instruments that are valued based on quoted prices for similar instruments where significant unobservable adjustments or assumptions are required to reflect differences between the instruments.

The Scheme's financial instruments, measured at fair value at the end of the reporting period, are all categorised as Level 1 investments.

### *Unconsolidated investment structures*

The Scheme has involvement with investment funds in which it invests but it does not consolidate. The investment funds meet the definition of structured entities because:

- The voting rights in the funds are not dominant rights in deciding who controls them because they relate to the administrative tasks only;
- each fund's activities are restricted by prospectus; and
- the funds have narrow and well-defined objectives to provide investment opportunities.

Unconsolidated investment structures are disclosed in note 23.

**LA HEALTH MEDICAL SCHEME**  
**(Registration no. 1145)**

**NOTES TO THE FINANCIAL STATEMENTS (continued)**  
for the year ended 31 December 2019

**25. NON-COMPLIANCE MATTER**

**25.1 Sustainability of benefit options**

In terms of Section 33(2) of the Act, each benefit option shall be self-supporting in terms of membership and financial performance and be financially sound.

At 31 December 2019 two of the Scheme's benefit options did not comply with Section 33(2):

<b>Option</b>	<b>2019 Net healthcare deficit R</b>	<b>2018 Net healthcare deficit R</b>
LA Comprehensive	(8,718,986)	(4,778,735)
LA Core	(26,607,275)	(36,355,282)

The Board of Trustees addresses the sustainability of all Options during their annual strategic conference and subsequent budgetary process. Fair consideration was given to the affordability of the benefits in this Option for its registered beneficiaries, by taking into account investment income.

**25.2 Contributions not received within three days of it becoming due**

In terms of Section 26(7) of the Act, all contributions shall be paid directly to a medical scheme not later than three days after payment thereof becoming due.

There were instances, during the year, where the Scheme received contributions after three days of becoming due, however, there are no contracts in place agreeing to this arrangement.

The procedures that the Scheme follows regarding these contributions are set out in Note 23.

**25.3 Claims payments in excess of 30 days**

In exceptional cases claims were paid later than 30 days after date of submission. This usually resulted from members or providers submitting claims without the necessary details required for these payments to be made.

These are isolated cases and thus do not have a material effect on the Scheme.

The necessary assistance is provided to the identified members and healthcare providers to ensure that these types of isolated cases are minimised.

**25.4 Prescribed minimum benefits**

Section 29(1)(o) and Regulation 8 provide the scope and level of minimum benefits that the Scheme must provide to members and dependants.

During the year under review, due to the complexity and differences in interpretation, there were isolated instances where the Scheme did not pay claims in accordance with the scope and level of minimum benefits.

The claims are being reprocessed to ensure correctly paid.

**26. COMMITMENTS AND OTHER CONTINGENT LIABILITIES**

The Scheme does not have any commitments or contingent liabilities outstanding at 31 December 2019.

**LA HEALTH MEDICAL SCHEME**  
**(Registration no. 1145)**

**REPORT OF THE BOARD OF TRUSTEES**

The Board of Trustees hereby presents its report for the year ended 31 December 2019.

**1. DESCRIPTION OF MEDICAL SCHEME**

**1.1 Terms of registration**

LA Health Medical Scheme is a not-for-profit restricted Scheme registered in terms of the Medical Schemes Act, No 131 of 1998 (the Act), as amended.

**1.2 Benefit options within LA Health Medical Scheme**

The Scheme offers five benefit options to members within local government.

LA Core;  
LA Comprehensive;  
LA Focus;  
LA Active; and  
LA KeyPlus.

**1.3 Medical Savings Account trust liability**

On all benefit options except LA KeyPlus, members pay an agreed sum, less than or limited to 25% of their gross contributions, into a medical savings account (MSA). The full annual amount is made available for use on 1 January of each year although members only contribute towards this monthly. The MSA provides members with adequate cover for medical expenses they may incur outside of hospital, up to a prescribed limit, for different types of medical treatment such as dental care, optometry and acute medicine.

The balance remaining in the MSA at the end of each calendar year is carried over to the following year for the benefit of the member.

Actual interest earned, net of related expenses, is paid on Medical Savings Accounts.

The MSA is reflected as a current liability in the financial statements and is repayable in terms of Regulation 10 of the Act.

Investment of MSA trust monies, managed by the Scheme on behalf of its members, has been separately disclosed as a current asset in the financial statements.

**1.4 Risk transfer arrangements**

The Scheme entered into three risk transfer arrangements. The Centre for Diabetes and Endocrinology protects the Scheme from any unusual exposure to high cost incidence claims for its members, registered on the Chronic Illness Benefit for Diabetes, on the LA Comprehensive and LA Core options. Iso Leso (Pty) Ltd and the Dental Risk Company (Pty) Ltd manage some of the primary care costs on the LA KeyPlus and Focus options.

**LA HEALTH MEDICAL SCHEME**  
**(Registration no. 1145)**

**REPORT OF THE BOARD OF TRUSTEES (continued)**  
for the year ended 31 December 2019

**2. MANAGEMENT**

**2.1 Board of Trustees in office during the year under review**

Mr GJ Beukman	Elected (Chairperson)
Mr HA Deysel	Elected (Deputy Chairperson)
Mr J Allan	Elected
Mr RC Barnard	Elected
Mr A Bennett	Elected
Mr R Bosman	Elected
Mr H Botha	Elected
Mr R de Bruyn	Elected
Mr R Denge	Elected
Mr M Dlamini	Elected
Mr R Field	Elected
Mr F Hoffman	Elected
Mr A Lemmer	Elected
Mr P Louwrens	Elected
Ms C Nel	Elected
Mr A Vorster	Elected

**2.2 Principal Officer**

Mr AM de Koker  
Combined HQ, Unit 7, Level 2  
4 Bridal Close  
Tyger Falls  
7530

**2.3 Registered office address and postal address**

Combined HQ, Unit 7, Level 2	Postnet Suite 116
4 Bridal Close	Private Bag X19
Tyger Falls	Milnerton
7530	7435

**2.4 Scheme's administrator during the year**

Discovery Health (Pty) Ltd	
1 Discovery Place	PO Box 652509
Sandton	Benmore
2146	2010

**2.5 Principal Banker**

First National Bank  
PO Box 1153  
Johannesburg  
2000

**2.6 Auditor**

KPMG Inc.	
KPMG Crescent	Private Bag 9
85 Empire Road	Parkview
Parktown	2122
2193	



LA HEALTH MEDICAL SCHEME  
(Registration no. 1145)

REPORT OF THE BOARD OF TRUSTEES (continued)  
for the year ended 31 December 2019

3. REVIEW OF THE ACCOUNTING PERIOD'S ACTIVITIES

3.1 Operational statistics

<u>2019</u>	LA CORE	LA COMP *	LA FOCUS	LA ACTIVE	LA KEYPLUS	TOTAL
Number of members at end of the accounting period	4,345	1,531	16,954	53,819	7,154	83,803
Average number of members for the accounting period	4,456	1,583	16,108	52,645	6,961	81,753
Average number of beneficiaries for the accounting period	6,683	2,070	39,798	138,247	16,061	202,859
Beneficiaries per member	1.50	1.31	2.47	2.63	2.31	2.48
Average age per beneficiary	65.49	68.11	26.54	28.21	27.54	29.37
Pensioner ratio (beneficiaries >65 years old)	63.96%	67.05%	1.53%	3.19%	1.37%	5.22%
Average risk contribution per member per month	R5,889.74	R6,983.50	R2,599.26	R3,605.79	R2,101.57	R3,469.26
Average risk contribution per beneficiary per month	R3,927.52	R5,339.05	R1,052.04	R1,373.08	R910.86	R1,398.13
Average relevant healthcare expenditure per member per month	R5,990.24	R6,997.54	R1,959.16	R3,000.49	R1,710.17	R2,925.78
Average relevant healthcare expenditure per beneficiary per month	R3,994.54	R5,349.79	R792.96	R1,142.59	R741.23	R1,179.10
Administration fee per member per month	R320.61	R320.61	R320.61	R320.61	R160.34	R306.15
Average sundry expense per member per month	R27.67	R27.67	R27.58	R29.43	R27.62	R28.78
Average broker fees per member per month	R62.42	R96.81	R86.41	R94.29	R61.67	R88.27
Managed care: management services per member per month	R79.89	R79.89	R79.89	R79.89	R79.89	R79.89
Relevant healthcare expenditure as a percentage of risk contributions	101.7%	100.2%	75.4%	83.2%	81.4%	84.3%
Non-healthcare expenditure as a percentage of risk contributions	7.0%	6.4%	16.7%	12.3%	11.9%	12.2%
Return on investments						7.85%
Accumulated funds per member at 31 December						R21,553
Average medical savings account balance per member at 31 December						R4,302

\* - LA Comprehensive

LA HEALTH MEDICAL SCHEME  
(Registration no. 1145)

REPORT OF THE BOARD OF TRUSTEES (continued)  
for the year ended 31 December 2019

3. REVIEW OF THE ACCOUNTING PERIOD'S ACTIVITIES

3.1 Operational statistics

<u>2018</u>	LA CORE	LA COMP *	LA FOCUS	LA ACTIVE	LA KEYPLUS	TOTAL
Number of members at end of the accounting period	4,621	1,680	14,692	47,927	7,084	76,004
Average number of members for the accounting period	4,730	1,727	13,956	47,051	6,660	74,124
Average number of beneficiaries for the accounting period	7,207	2,311	34,405	122,837	15,526	182,286
Beneficiaries per member	1.52	1.34	2.47	2.61	2.33	2.46
Average age per beneficiary	64.51	67.00	26.43	28.13	27.23	29.54
Pensioner ratio (beneficiaries >65 years old)	61.24%	65.64%	1.60%	3.09%	1.12%	5.55%
Average risk contribution per member per month	R5,487.29	R6,532.97	R2,444.95	R3,388.84	R2,014.44	R3,294.78
Average risk contribution per beneficiary per month	R3,601.41	R4,882.29	R991.74	R1,298.05	R864.07	R1,339.77
Average relevant healthcare expenditure per member per month	R5,734.03	R6,327.74	R1,768.20	R2,732.00	R1,599.34	R2,724.09
Average relevant healthcare expenditure per beneficiary per month	R3,763.35	R4,728.92	R717.23	R1,046.45	R686.02	R1,107.71
Administration fee per member per month	R308.04	R308.04	R308.04	R308.04	R154.05	R292.39
Average sundry expense per member per month	R36.34	R36.34	R36.30	R37.04	R36.31	R36.77
Average broker fees per member per month	R58.41	R92.11	R81.13	R88.87	R59.05	R82.86
Managed care: management services per member per month	R76.76	R76.76	R76.76	R76.76	R76.76	R76.76
Relevant healthcare expenditure as a percentage of risk contributions	104.5%	96.9%	72.3%	80.6%	79.4%	82.7%
Non-healthcare expenditure as a percentage of risk contributions	7.3%	6.7%	17.4%	12.8%	12.4%	12.5%
Return on investments as a percentage of investments						11.10%
Accumulated funds per member at 31 December						R20,594
Average medical savings account balance per member at 31 December						R3,978

\* - LA Comprehensive

3.2 Results of operations

The results of the Scheme are set out in the financial statements, and the Trustees believe that no further clarification is required.

**LA HEALTH MEDICAL SCHEME**  
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**REPORT OF THE BOARD OF TRUSTEES (continued)**  
for the year ended 31 December 2019

**3.3 Reserve accounts**

There are no reserve accounts.

**3.4 Outstanding risk claims**

Movements on the outstanding risk claims provisions are clearly set out in the notes to these financial statements. There have been no unusual movements that the Trustees believe should be brought to the attention of the members of the Scheme.

**3.5 Accumulated funds ratio**

The accumulated funds ratio is calculated on the following basis:

	<b>2019</b>	<b>2018</b>
	<b>R</b>	<b>R</b>
Total members' funds per statement of financial position	1,806,238,136	1,565,259,261
<b>Accumulated funds per Regulation 29</b>	<b><u>1,806,238,136</u></b>	<b><u>1,565,259,261</u></b>
<b>Gross contribution income (Note 10)</b>	<b><u>4,229,521,847</u></b>	<b><u>3,632,082,893</u></b>
<b>Accumulated funds ratio per Regulation 29</b>	<b>42.71%</b>	<b>43.10%</b>

**4. INVESTMENT AND FIXED ASSET POLICY**

The Board of Trustees continue to invest excess funds in line with the requirements of Annexure B of the Regulations of the Act. There has been no change in the policy during the current year.

**5. AUDIT AND RISK COMMITTEE**

An Audit and Risk Committee, established in accordance with the provisions of the Act, is mandated by the Board of Trustees by means of written terms of reference as to its membership, authority and duties. The Committee consists of five members of which two are members of the Board of Trustees. The majority of the members, including the Chairperson, are not officers of the Scheme or its third party administrator. The Committee met four times during 2019.

The Chairperson of the Board, the external auditor and the internal auditors of the Administrator are invited to attend all Audit Committee meetings and have unrestricted access to the Chairperson of the Committee.

In accordance with the provisions of the Act, the primary responsibility of the Committee is to assist the Board of Trustees in carrying out its duties relating to the Scheme's accounting policies, internal control systems and financial reporting practices. The external auditor formally reports to the Committee on critical findings arising from audit activities.

**LA HEALTH MEDICAL SCHEME**  
**(Registration no. 1145)**

**REPORT OF THE BOARD OF TRUSTEES (continued)**  
for the year ended 31 December 2019

**6. NON-COMPLIANCE MATTERS**

**6.1. Sustainability of benefit options**

In terms of Section 33(2) of the Act, each benefit option shall be self-supporting in terms of membership and financial performance and be financially sound.

At 31 December 2019 two of the Scheme's benefit options did not comply with Section 33(2):

<b>Option</b>	<b>2019 Net healthcare (deficit)/surplus R</b>	<b>2018 Net healthcare (deficit)/surplus R</b>
LA Comprehensive	(8,718,986)	(4,778,735)
LA Core	(26,607,275)	(36,355,282)

The Board of Trustees addresses the sustainability of all Options during their annual strategic conference and subsequent budgetary process. Fair consideration was given to the affordability of the benefits in this Option for its registered beneficiaries, by taking into account investment income.

**6.2. Contributions not received within three days of it becoming due**

In terms of Section 26(7) of the Act, all contributions shall be paid directly to a medical scheme not later than three days after payment thereof becoming due.

There were instances, during the year, where the Scheme received contributions after three days of becoming due, however, there are no contracts in place agreeing to this arrangement.

The procedures that the Scheme follows regarding these contributions are set out in Note 23 to the financial statements.

**6.3 Claims payments in excess of 30 days**

In exceptional cases claims were paid later than 30 days after date of submission. This usually resulted from members or providers submitting claims without the necessary details required for these payments to be made.

These are isolated cases and thus do not have a material effect on the Scheme.

The necessary assistance is provided to the identified members and healthcare providers to ensure that these types of isolated cases are minimised.

**6.4 Prescribed minimum benefits**

Section 29(1)(o) and Regulation 8 provide the scope and level of minimum benefits that the Scheme must provide to members and dependants.

During the year under review, due to the complexity and differences in interpretation, there were isolated instances where the Scheme did not pay claims in accordance with the scope and level of minimum benefits.

The claims are being reprocessed to ensure correctly paid.

**LA HEALTH MEDICAL SCHEME**  
**(Registration no. 1145)**

**REPORT OF THE BOARD OF TRUSTEES (continued)**  
for the year ended 31 December 2019

**7. BOARD OF TRUSTEE, SUB-COMMITTEE/TASK TEAM AND AUDIT COMMITTEE MEETING ATTENDANCE REGISTER**

	Board of Trustees						Audit Committee				Strategy conference	Annual General Meeting	Launches	Risk Assessment Workshop
	20-02-2019	17-04-2019	10-05-2019	15-08-2019	10-10-2019	28-11-2019	17-04-2019	11-07-2019	09-10-2019	27-11-2019	08-10/05/2019	14/08/2019	Sept/Oct 2019	09/10/2019
<b>Board of Trustees member</b>														
J Allan	X	X	X	<	X	<	-	-	-	-	X	X	<	X
R Barnard	<	<	<	<	<	<	-	-	-	-	<	<	<	<
A Bennett	X	<	<	<	<	<	-	+	-	-	<	<	<	<
GJ Beukman	<	<	<	<	<	<	-	-	-	-	<	<	<	<
R Bosman	<	<	X	<	<	<	-	-	-	-	<	<	X	<
H Botha	<	<	<	X	<	<	-	-	-	-	<	X	<	<
R de Bruyn	<	<	<	<	<	<	-	-	-	-	<	<	<	<
HA Deysel	<	<	<	<	<	<	+	-	+	-	<	<	<	<
R Denge	<	<	<	<	<	<	-	-	-	-	<	<	X	<
M Dlamini	<	<	<	<	<	<	-	-	-	-	<	<	<	<
R Field	<	<	<	<	<	<	-	-	-	-	<	<	<	<
F Hoffman	<	<	<	<	X	<	-	-	-	-	<	<	<	X
A Lemmer *	<	<	<	<	<	<	<	<	<	<	<	<	<	<
P Louwrens	<	X	X	X	<	<	-	-	-	-	X	X	X	<
C Nel	<	<	<	<	<	<	-	-	-	-	<	<	<	<
A Vorster *	<	<	<	<	<	<	<	X	<	<	<	<	<	<
<b>Audit Committee</b>														
G Buchholtz	-	<	<	<	<	<	<	<	<	<	<	<	-	<
J Cornell	-	-	-	-	-	-	-	<	<	-	-	-	-	<
F Mohamed	-	-	-	-	-	-	<	<	<	<	-	-	-	<

\* Trustee Audit Committee member

+ Trustee attended Audit Committee by invitation only