

## **Mediscor has 'the winning ticket' PMR Awards title-holder for the ninth year running**

Since 2002 Mediscor PBM has been recognised by the Professional Management Review (PMR) Awards every year and we are humbled to have been bestowed this honour yet again for our specialist managed healthcare services.

This year we were adjudged first overall and received two PMR Diamond Arrow awards, firstly in the Technology Services and Electronic Medicine Management category and secondly for Chronic Medication Management. We view this as reflection of the technical efficiency and personal service that lie at the heart of each and every one of our client interactions.

The PMR Awards are held annually to benchmark the standards of products and services in South Africa with the Diamond Arrow award being the highest honour that a company can receive. While Mediscor continues to be recognised by the PMR Awards each year it is no less of a privilege to be counted once more among South Africa's leading organisations in 2011.

- **Qualifying for a PMR award**

The results of the PMR awards are based on a national survey conducted among a sample of senior executives each year. Managed healthcare companies are rated by fund managers and trustees of medical schemes, medical advisors/directors and assessors who represent medical schemes. These are the individuals who rate Mediscor as the leading pharmaceutical benefit management company in South Africa, year after year.

In 2011 a number of attributes were taken into account during the rating of managed healthcare companies such as knowledge of the business and healthcare environment. Other relevant criteria included the meeting of expectations, building of relationships with providers, service excellence, professionalism, confidentiality and trust. Also taken into consideration were the return on investment provided, management and integration of data, clinical expertise, ability to manage unique member profiles, negotiating strength, BEE accreditation, value adding partnerships, reporting on results, interventions and ability to manage risk.

- **Thank you for your continued support**

We at Mediscor wish to take this opportunity to thank you, our clients, stakeholders and colleagues within the industry, who participated in the 2011 PMR survey and rated Mediscor so highly.

We would also like to say a big thank you to all those who have provided us with the support that over the years has helped to make this company what it is today.