

# WEBSITE USER GUIDE

## CONTENTS

### SECTION A

1. Home Page	pg. 3
2. Menu	pg. 4
3. Products	pg. 5
4. Members	pg. 8
5. Blog	pg. 14

### SECTION B

1. Member login	pg. 16
2. My Info	pg. 18
3. My Membership	pg. 19
4. My Authorisations	pg. 21
5. Scheme Rules	pg. 26
6. My Queries	pg. 27
7. Medshield News	pg. 29
8. My Claims	pg. 29
9. My Benefits	pg. 31
10. My Finance	pg. 33
11. My Documents	pg. 34
12. My Statements	pg. 34
13. Submit Claims	pg. 35
14. Locator	pg. 36

## Seamless Online Experience

### *Navigating the Medshield Medical Scheme Website*

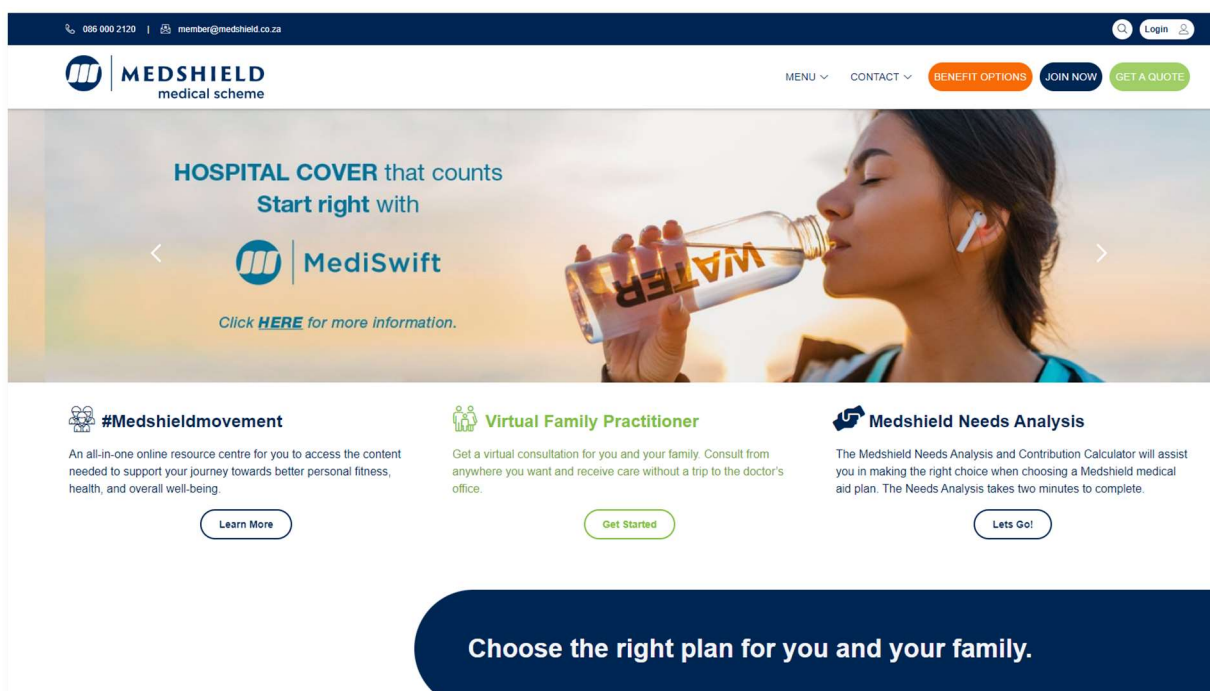
Welcome to Medshield Medical Scheme's website Member User Guide, here to enhance your healthcare experience. You can trust this comprehensive guide to give you a clear and concise understanding of all the valuable resources and services available. As a cherished member, we are committed to ensuring your healthcare journey with us is as smooth and seamless as possible. Whether new to Medshield or a long-standing member, this guide will empower you to navigate the website confidently, access vital information, manage your health benefits, and make the most of our exceptional healthcare solutions.

Let's embark on this insightful journey together, empowering you to take charge of your well-being easily and conveniently.

## SECTION A: NAVIGATING THE WEBSITE

This section will guide you through the essential steps to get you started and easily navigate our platform. Whether you're a new member or an existing one looking to explore our website, we've got you covered. Follow these simple steps to make the most of your healthcare experience.

### 1. Welcome to the home page

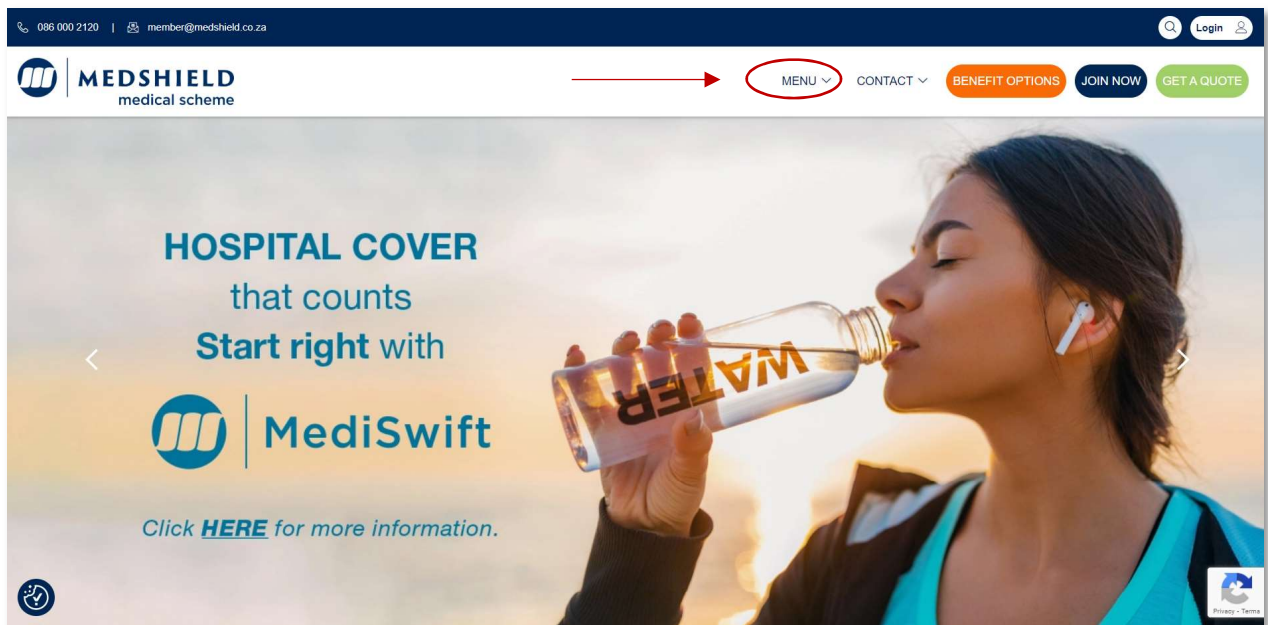


Once you access [www.medshield.co.za](http://www.medshield.co.za), the home page will provide you with all the essential information you need right off the bat. This information includes the Contact Centre's telephone number, member email address, a search button, and an icon for member login. Below this information, you'll see a white bar with several buttons.

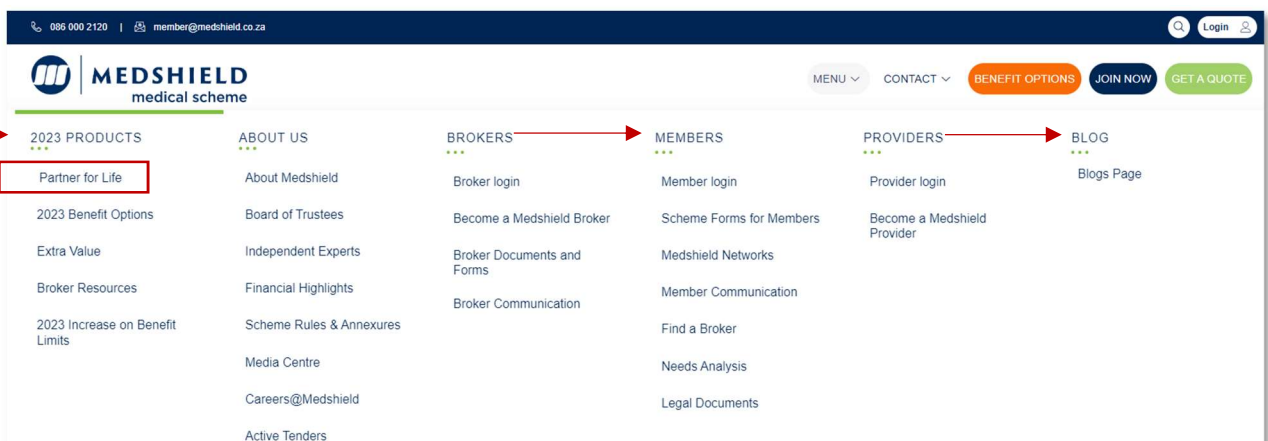
These include the Medshield Medical Scheme logo to refresh the page, a menu button (which we'll discuss later), a contact button with a contact information list, a Medshield Partners directory, and a complaint escalation process. Additionally, there's a benefit option button that lists all of Medshield's benefit options, a join now button for new and potential members, and a quote button to help you obtain a quote from the team.

As you scroll towards the bottom of the home page, you will see a list of all the benefit options or plans offered by Medshield, our lifestyle articles, and additional information related to the Scheme.

## 2. Exploring the Menu Button



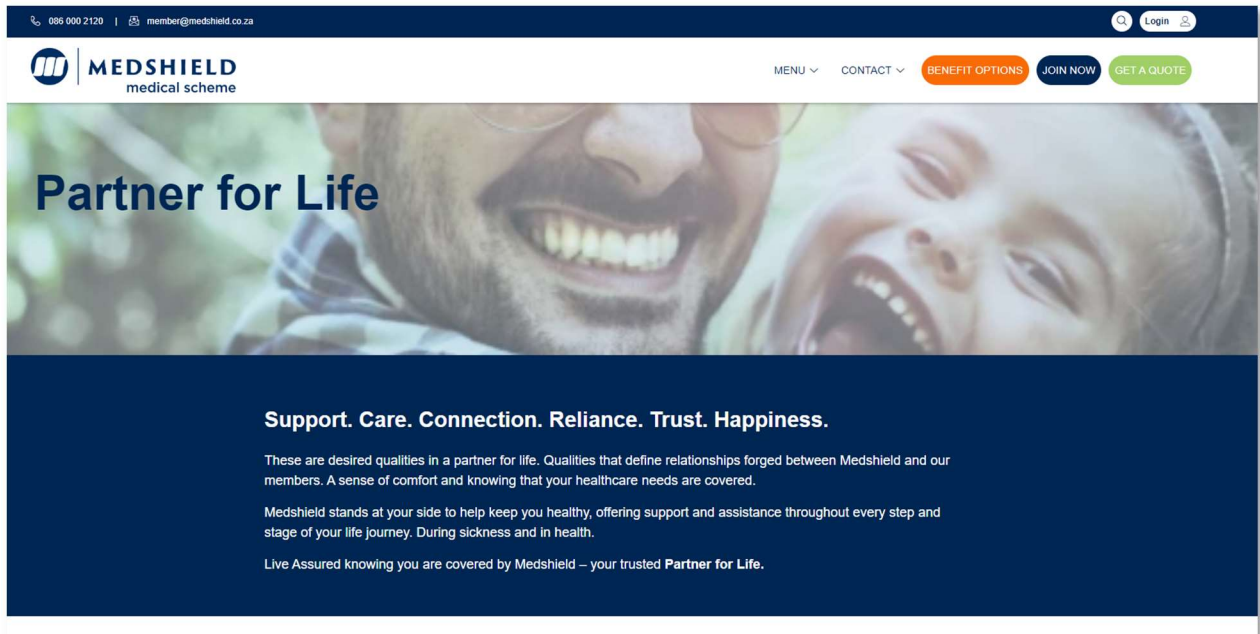
Click on the menu button at the top of your screen. You should see the following:



Let's look at the three sections highlighted with red arrows: Products, Members, and Blog. To access the Partner for Life feature, click the corresponding button under the 2023 Products section. The following screen should then appear:

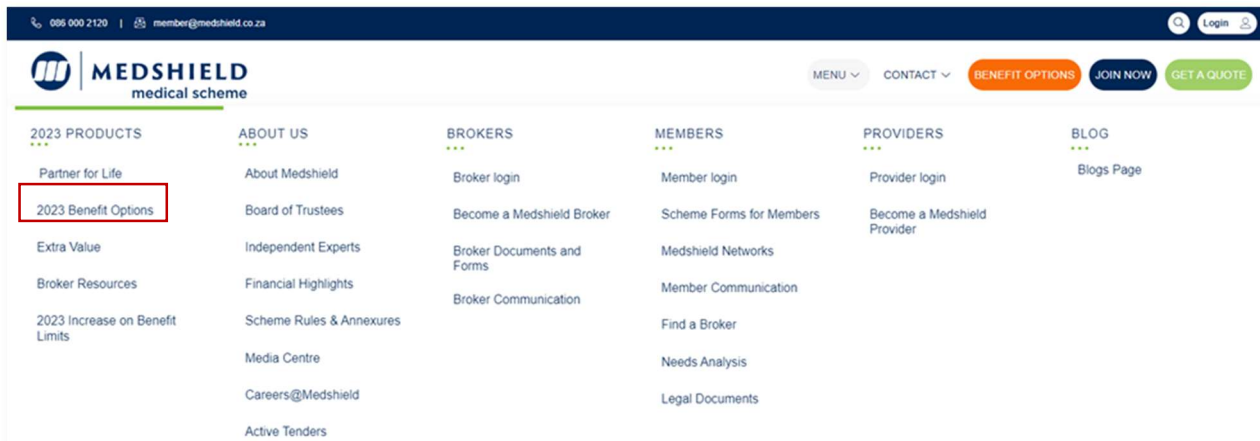
### 3. 2023 PRODUCTS

#### 3.1 Partner for Life



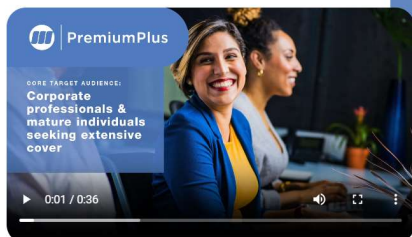
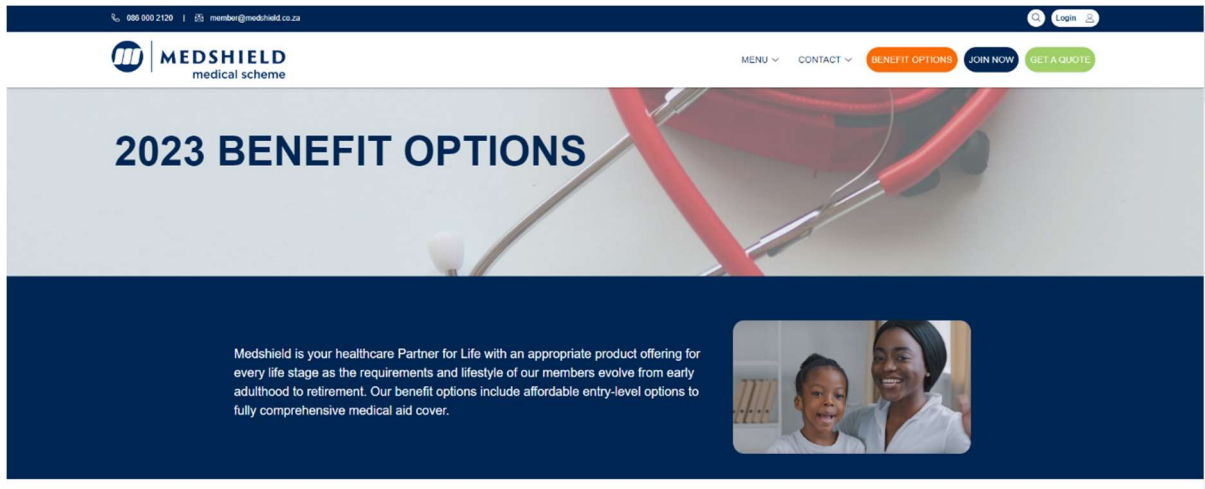
In the Partner for Life section, you will find the list of benefit options or plans offered.

Navigate back to the menu drop-down to access the screen depicted below:



Then select the 2023 Benefit Options item, and you should see the following screen:

### 3.2 Benefit Options



#### PremiumPlus

PremiumPlus provides families and professional individuals with unlimited In-Hospital cover, and the freedom to manage their daily healthcare expenses through a Personal Savings Account.



[GET PLAN](#)



#### MediBonus

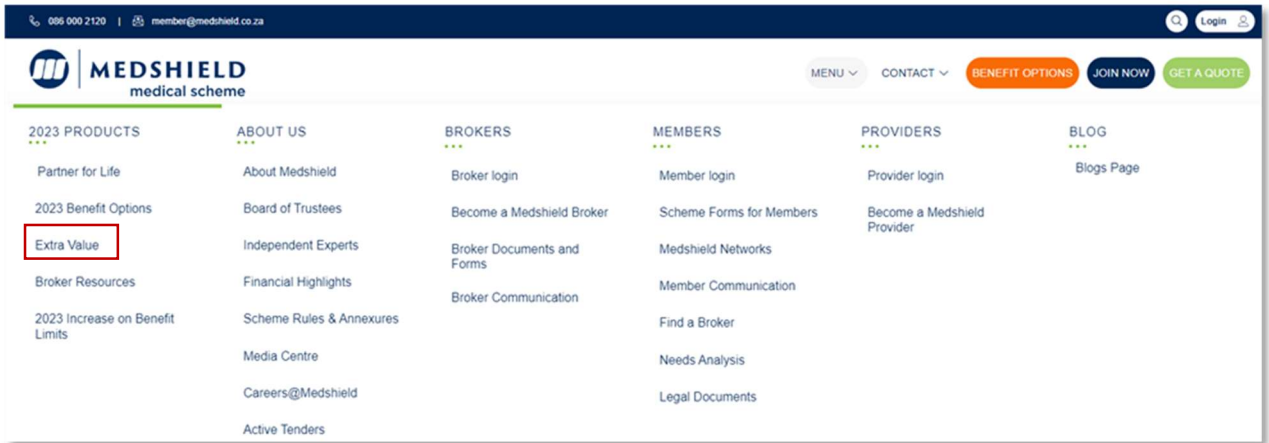
The best choice for corporate employees and individuals who require comprehensive



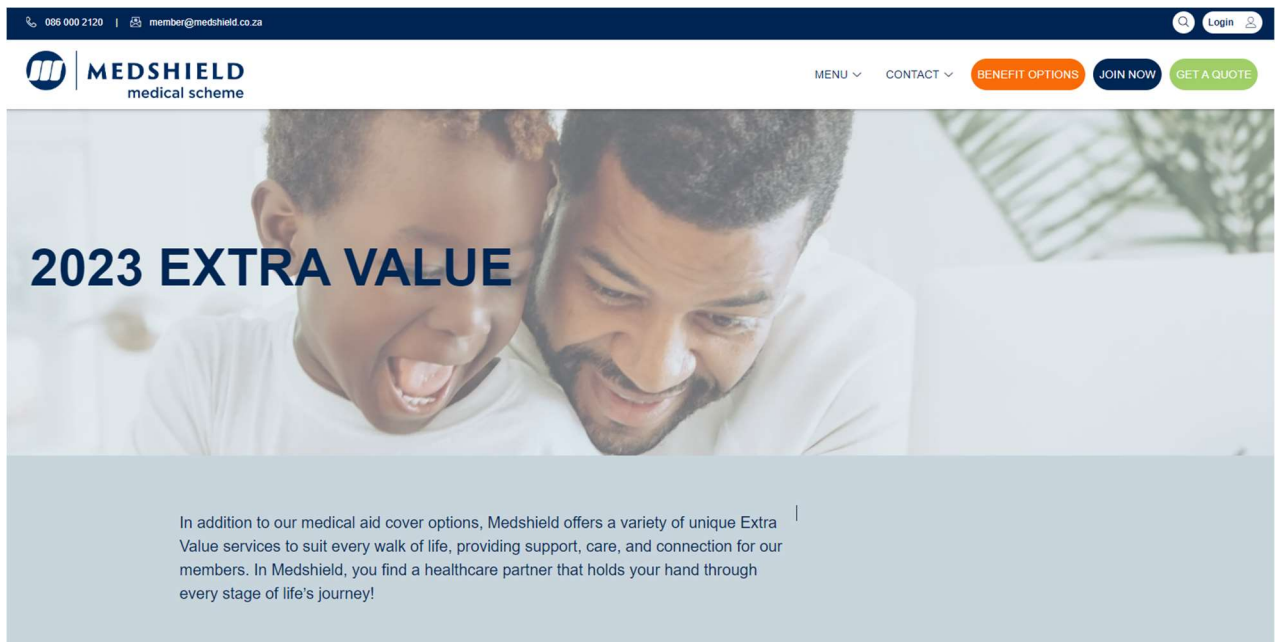
In this section, you will find a complete list of Medshield’s benefit options, including a benefit guide with extensive information about the specific plan. You can also find information on benefit adjustments made to each plan and a list of network providers for GP, pharmacy, chronic medicine, dental, optical, SmartCare pharmacy, and oncology networks specific to each plan. To find this information, please scroll down to the bottom of the page.


### 3.3 Extra Value

We at Medshield take pride in providing excellent value to our customers, over and above their medical aid benefits. To access our “Extra Value” option, please go to the Menu dropdown and select it. This option will give you more value for the money you have worked hard to earn.



By selecting the following option, you should see the next screen.





### Medshield APP

Manage your healthcare 24/7 with the Medshield App available from the relevant app stores. Download the app and have easy access to features such as viewing your membership card, monthly statements and current claims, or submit a new claim or a query.

With a host of new features you don't have wait for office hours to call us – use the app and get instant access and manage your healthcare in real time.



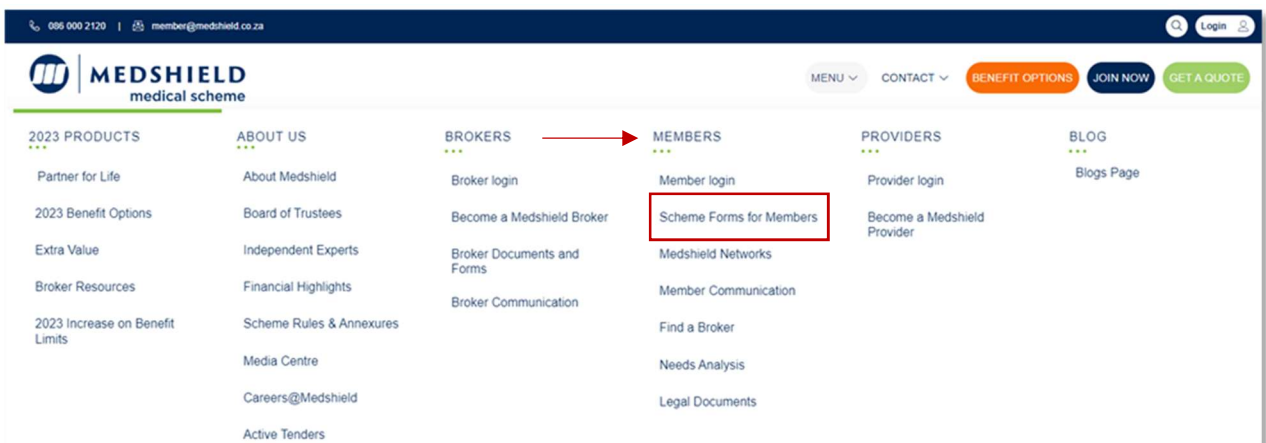
### Extra Value

Medshield offers a variety of unique Extra Value services to suit every walk of life, providing support, care, and connection to our members.

This section provides a range of unique value-added services tailored to your needs. These include the Medshield App, which offers easy access to information at your fingertips; Medshield Mom, designed to support and accompany moms and expectant moms on their journey; Medshield Movement and ClickFit for convenient wellness and exercise at home, as well as SmartCare, which enables you to receive medical care without leaving your home.

## 4. MEMBERS

### 4.1 Scheme Forms for Members



You should see the following screen by clicking on the menu dropdown and then on Scheme Forms for Members.

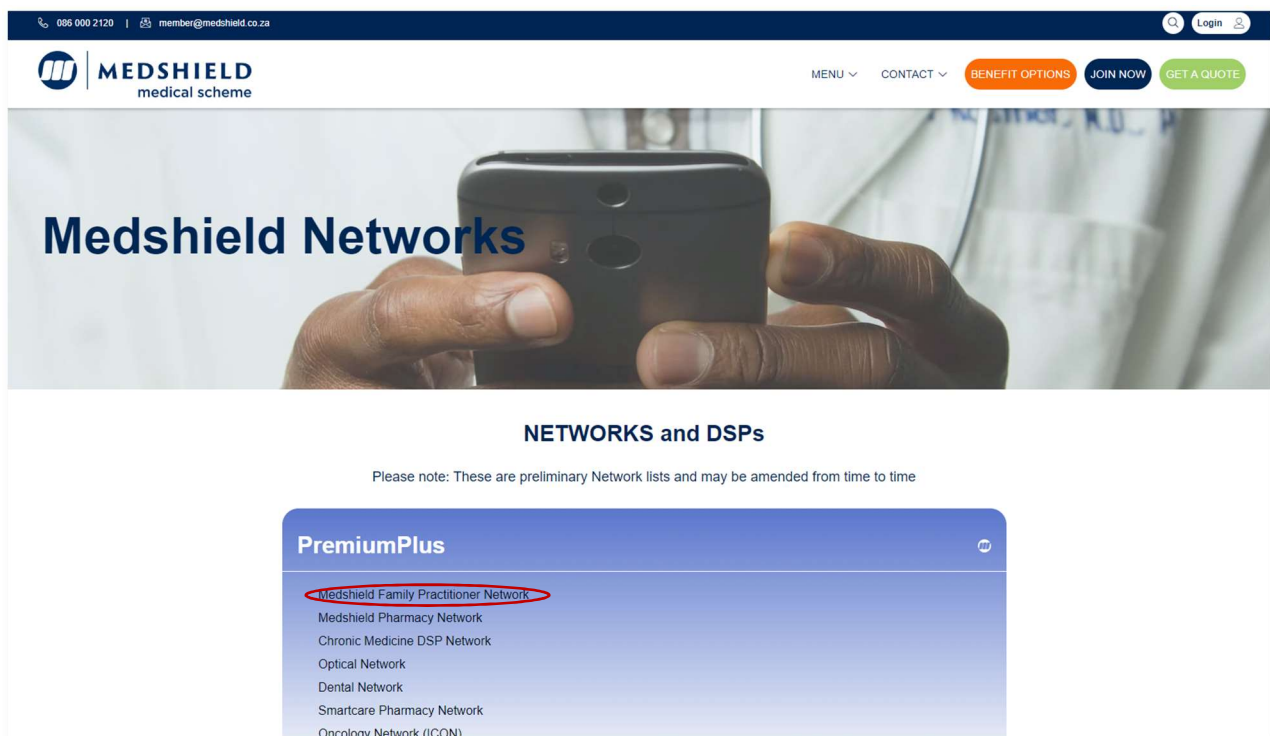
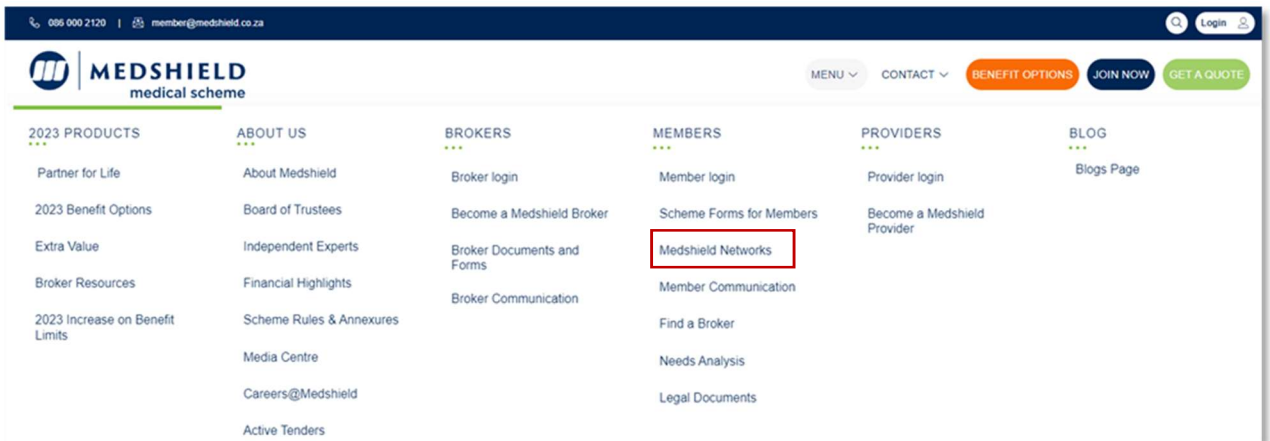
Active Swapping (Change of Principal Member)	Auto	<a href="#">MANUAL</a> 
Advance Chronic Medication request		<a href="#">MANUAL</a> 
Change of Banking Details	Auto	<a href="#">MANUAL</a> 
Contribution Refund request	Auto	<a href="#">MANUAL</a> 
Dependant Termination request	Auto	<a href="#">MANUAL</a> 
Existing Beneficiary Transfer (to another membership)	Auto	<a href="#">MANUAL</a> 
Ex-Gratia Benefits application		<a href="#">MANUAL</a> 
Family Practitioner (FP) Nomination	Auto	<a href="#">MANUAL</a> 
Member Application	Auto	<a href="#">MANUAL</a> 
Member Health Declaration	Auto	<a href="#">MANUAL</a> 

This section provides a list of Scheme forms for making changes or additions to your membership. You can find a list of these forms as you scroll down the page. We understand that life can be busy, so we offer two options for completing forms: a manual format to fill out by hand or an electronic editable format for quick online editing. To sign the form, download the editable version first, then send it via email to the email address provided on the form after filling it out.

## 4.2 Medshield Networks

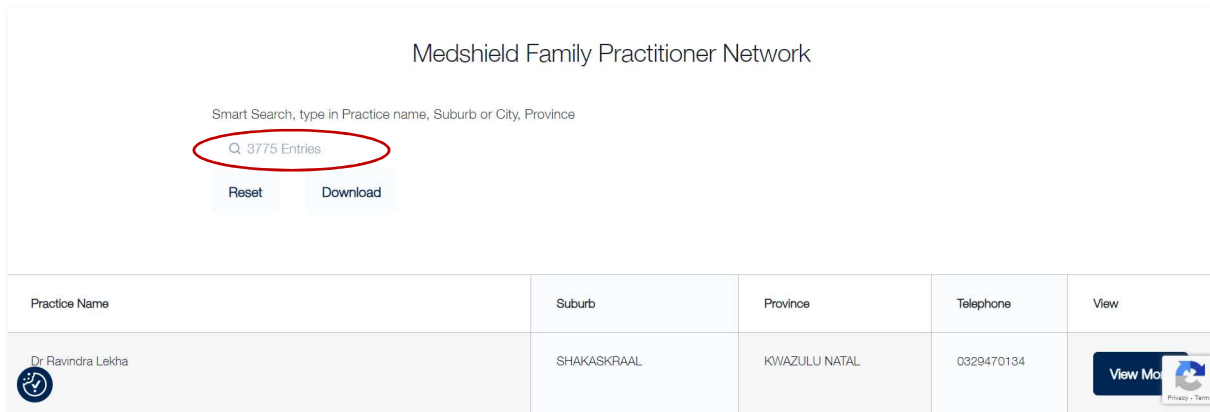
Our goal is to ensure a smooth experience as you navigate our website. Therefore, we strive to present all the necessary information in a clear and easily accessible manner.

You should see the following page by clicking the menu dropdown and selecting Medshield Networks.

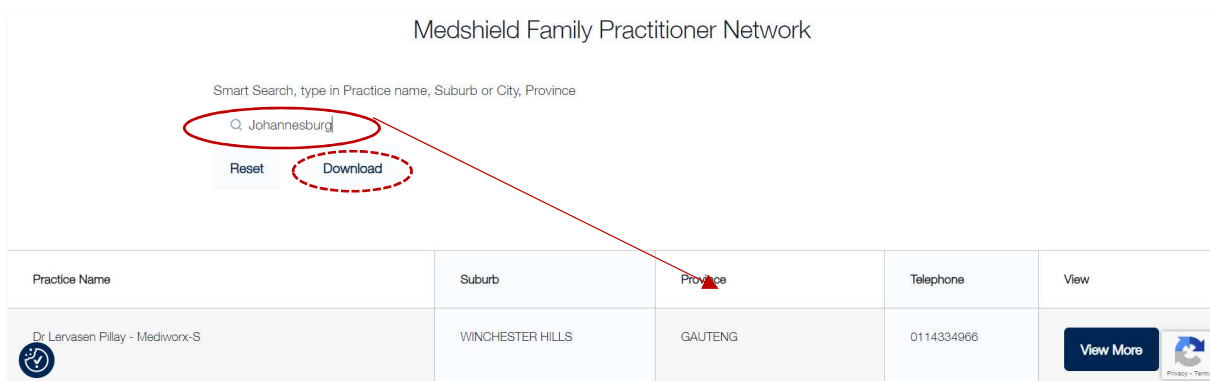


If you scroll down on the screen depicted above, you will find a list of Provider Networks and Designated Service Providers (DSPs) for each plan. Simply choose the relevant plan and the Networks will be listed. These networks include GP networks, pharmacy networks, chronic medicine DSP networks, dental and optical networks, SmartCare pharmacy networks, and oncology networks specific to each plan.

Each plan's list of Networks and DSPs has a Smart Search designed and built-in to make life easy. The Smart Search feature lets you quickly find what you're looking for by typing in relevant keywords such as location, provider name, or practice number. This feature saves you time and eliminates the need for long, tedious searches. To access the search screen, click on your preferred network to take you to the screen shown in the image above.



Smart Search will instantly display the matching results as you enter your search keyword in the search field. Refer to the image below for a clear understanding.

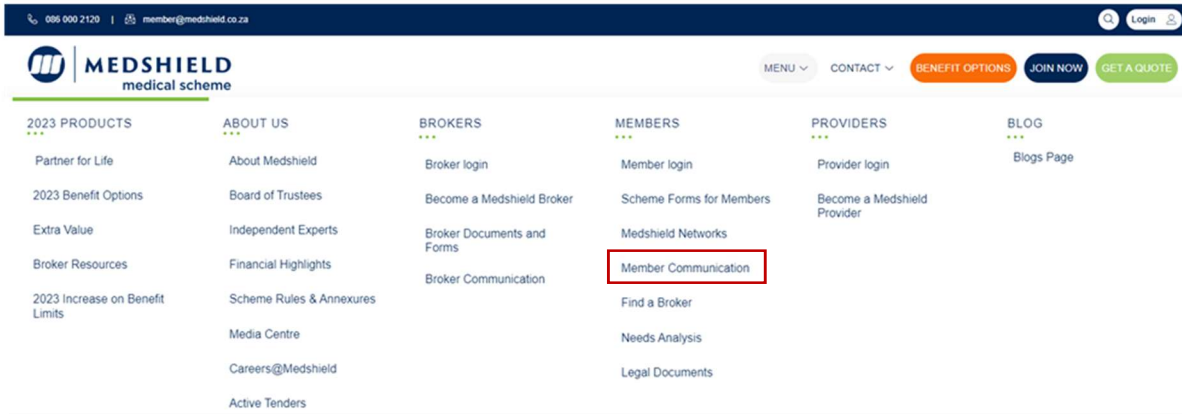


This Smart Search feature also allows you to download a comprehensive Microsoft Excel list of all the Family Practitioners (FPs) on the Medshield Network under your specific plan. With this list at your disposal, you can confidently search for network providers even if technological failures prevent your access to the Medshield website. Smart Search caters to each user's needs, providing quick and efficient access to crucial information, such as finding a network provider.

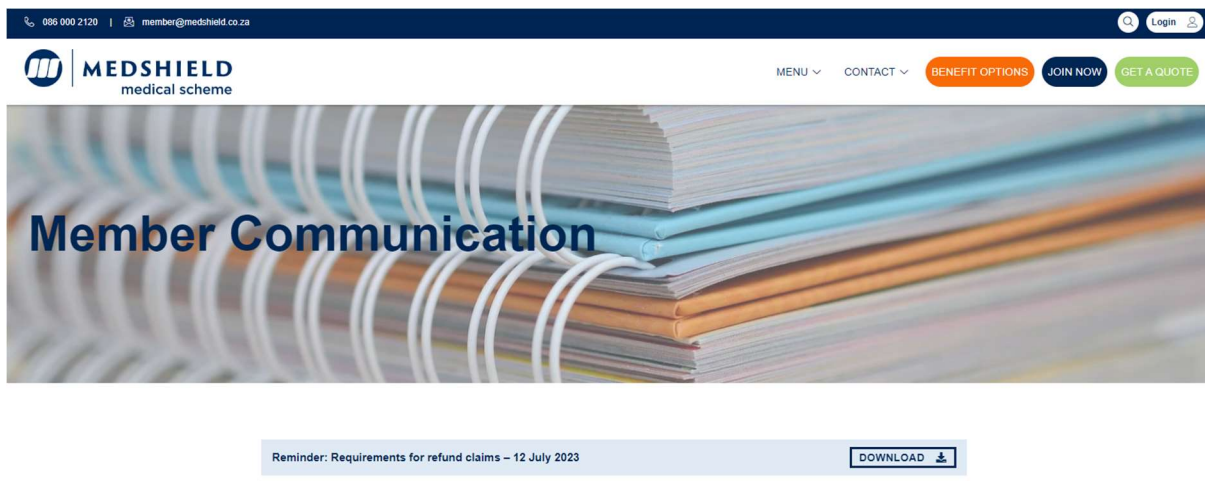
Practice Number	Practice Name	Network Group	StreetAddressLine1	StreetAddressLine2	Suburb	City	Province
100110	Dr R Lekha	MEDSHIELD GP NETWORK	SHOP 2	64 OLD MAIN ROAD	SHAKASKRAAL	TONGAAT	KWAZULU NATAL
100358	Dr TD De Bruin	MEDSHIELD GP NETWORK	21 EGERTON ROAD		LADYSMITH	LADYSMITH	KWAZULU NATAL
101435	Dr SP Naicker	MEDSHIELD GP NETWORK	SHOP F101	ATLYN SHOPPING CENTRE	ATTERIDGEVILLE		GAUTENG
101834	Dr MI Siko	MEDSHIELD GP NETWORK	3495 TUMAGOLE STREET	SHOPPING COMPLEX	TLHABANE	TLHABANE	NORTHWEST PROVINCE
103292	Dr ES Nxumalo	MEDSHIELD GP NETWORK	SHOP 5	11 MAIN ROAD	GINGINDLOVU		KWAZULU NATAL
103357	Dr PL Ntuli	MEDSHIELD GP NETWORK	C6 ESTCOURT PLAZA	ALEXANDRA STREET	ESTCOURT	ESTCOURT	KWAZULU NATAL
104108	Dr HJ Maluleke	MEDSHIELD GP NETWORK	SHOP 4, HLEKANE COMPLEX	HOSPITAL STREET	MALAMULELE		LIMPOPO
104361	Dr BMK Masuku	MEDSHIELD GP NETWORK	H 1829		ESIKHAWINI	EMPANGENI	KWAZULU NATAL
104655	Dr Pillay Bhoola And Associates Inc	MEDSHIELD GP NETWORK	1053 FREDERIK AVENUE		ELDORAIGNE		GAUTENG
104760	Dr MG Nzusa	MEDSHIELD GP NETWORK	ANDREAS RESTAURANT COMPLEX	5 ZUNGU STREET	ULUNDI	ULUNDI	KWAZULU NATAL
104779	Dr NO Zwane	MEDSHIELD GP NETWORK	SHOP NO 10A HUMEWAY CENTRE	HUMEWOOD		NONGOMA	KWAZULU NATAL
104841	Dr E Abdool-majid	MEDSHIELD GP NETWORK	22 HIGH STREET		CROSBY		GAUTENG

### 4.3 Member Communication

Stay up-to-date on the latest news and important updates about your Medshield membership. In case you missed it in your email, our member communication has all the necessary information conveniently stored for you. You can trust us to keep you informed.



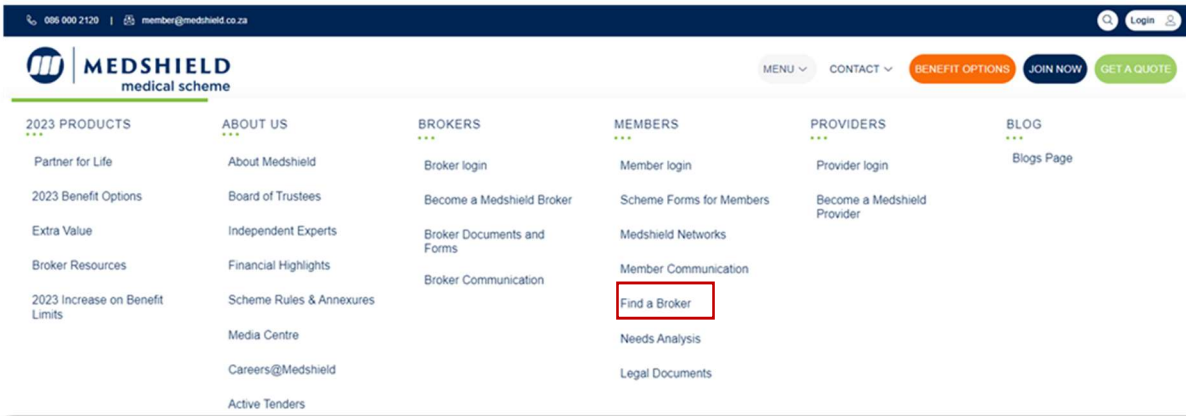
You should see the following screen by clicking the Menu dropdown and selecting Member Communication.



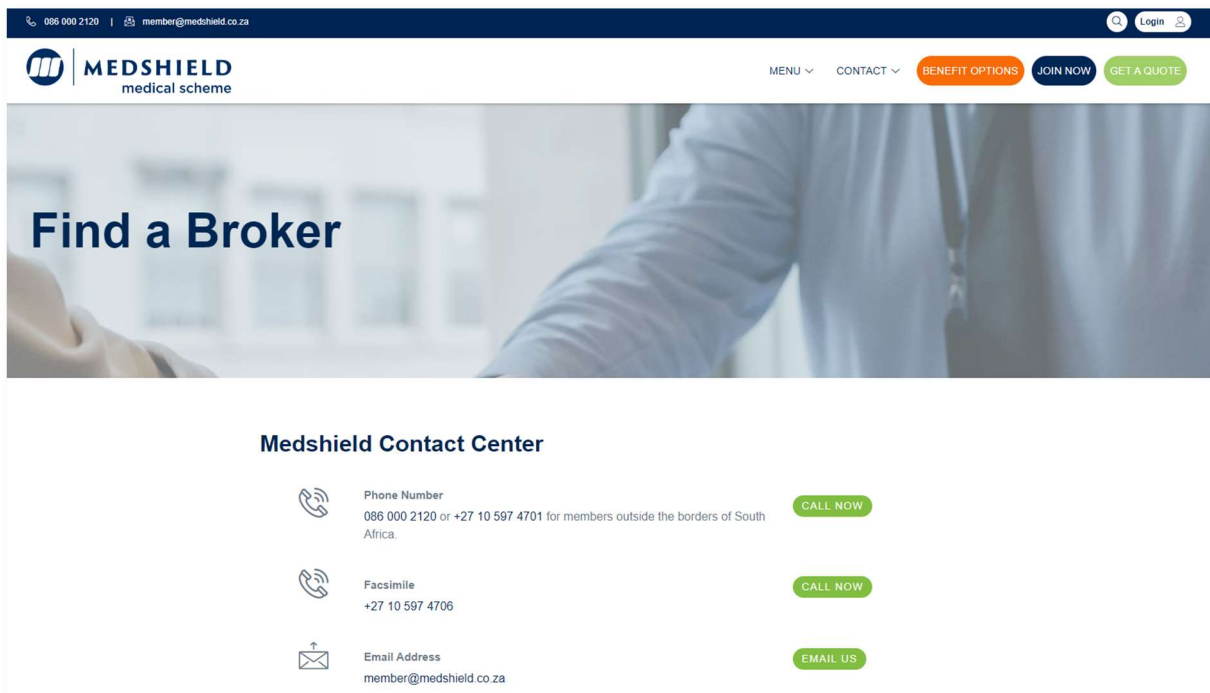
As a valued member, our commitment remains to keep you informed and up-to-date throughout your healthcare journey. Our access to vital updates, announcements, and important information is seamless, allowing you to stay informed. With just one click, you can download the latest benefit enhancements, learn about upcoming events, and stay informed about any changes to your membership.

#### 4.4 Find a Broker

If you feel overwhelmed by the paperwork and information on our website, we can help. We will connect you with trusted professionals who can provide personalised assistance and guidance.



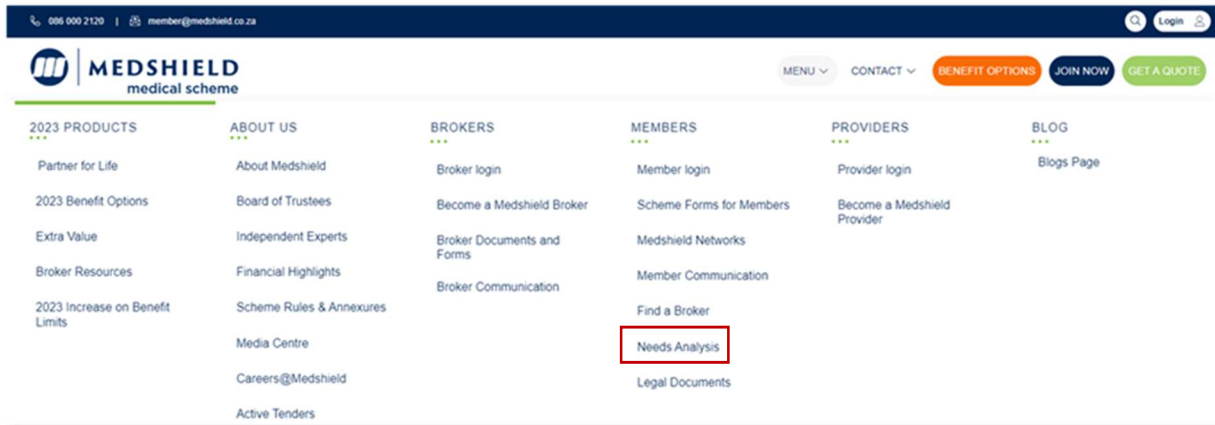
You should see the following screen by clicking the Menu dropdown and selecting find a Broker:



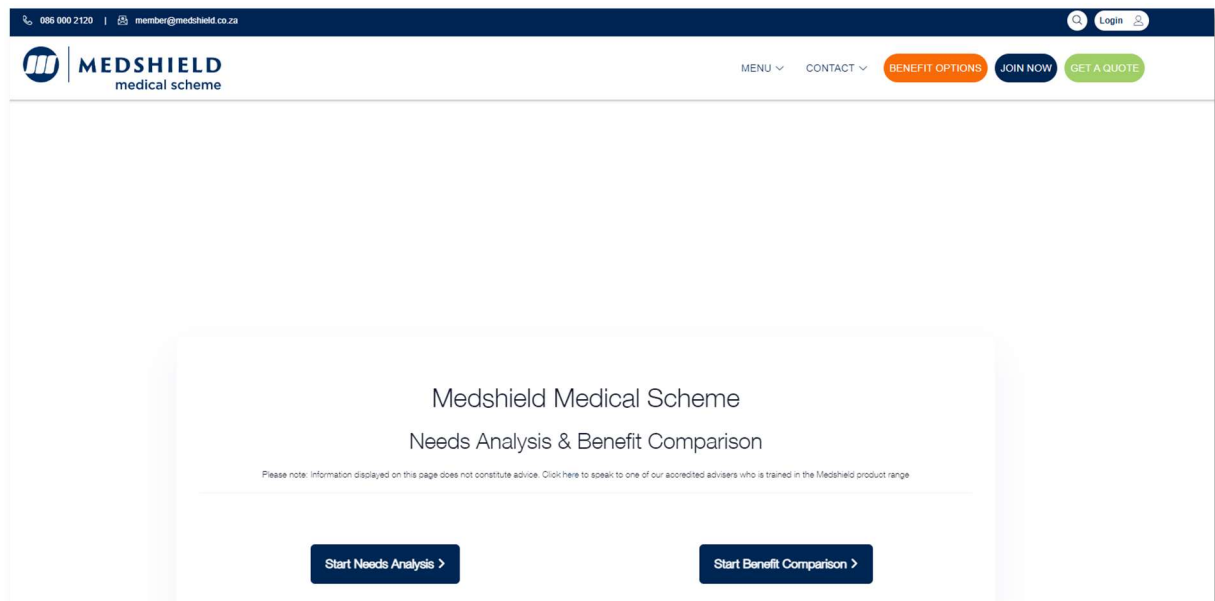
Members can also access the Medshield Contact Centre contact information to speak to one of our registered brokers equipped with expert knowledge to help you navigate the complexities of healthcare plans.

#### 4.5 Needs Analysis

The Needs Analysis and Contribution calculator is a unique tool to assist you with determining which plan is best for your needs and the corresponding contributions. This analysis tool is also available directly from the home page.

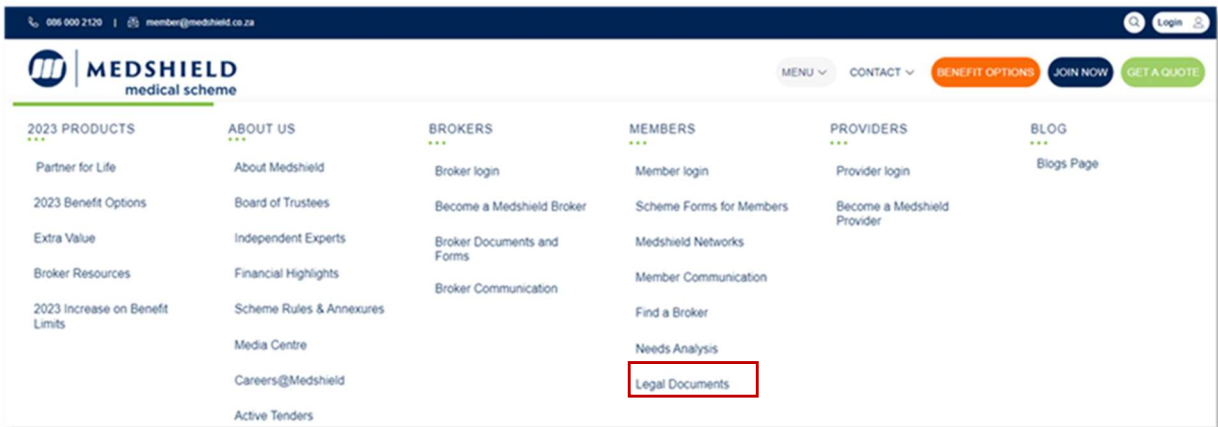


You should see the following screen by clicking the Menu dropdown and selecting Needs Analysis:

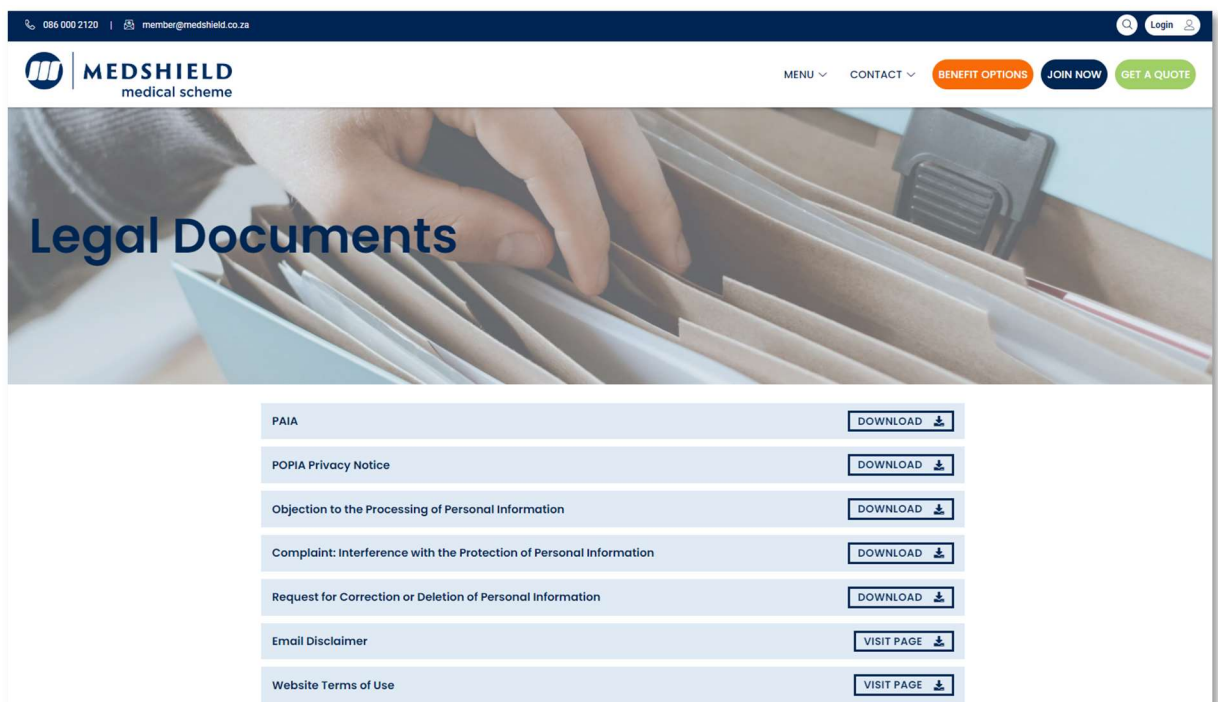


#### 4.6 Legal Documents

We believe in transparency and want to ensure that our members clearly understand their rights, and responsibilities. The Legal Documents section provides easy access to legal information and documents.



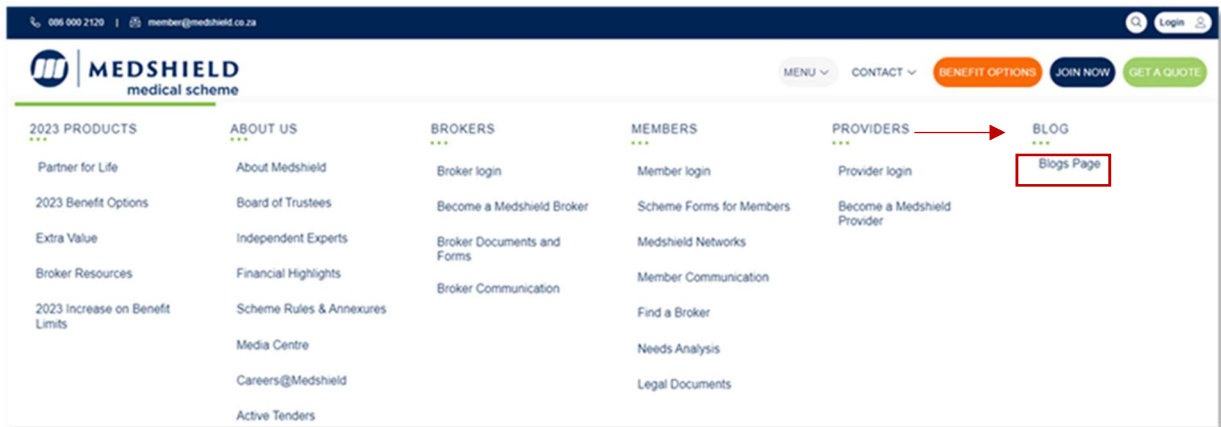
You should see the following screen by clicking the Menu dropdown and selecting legal documents.



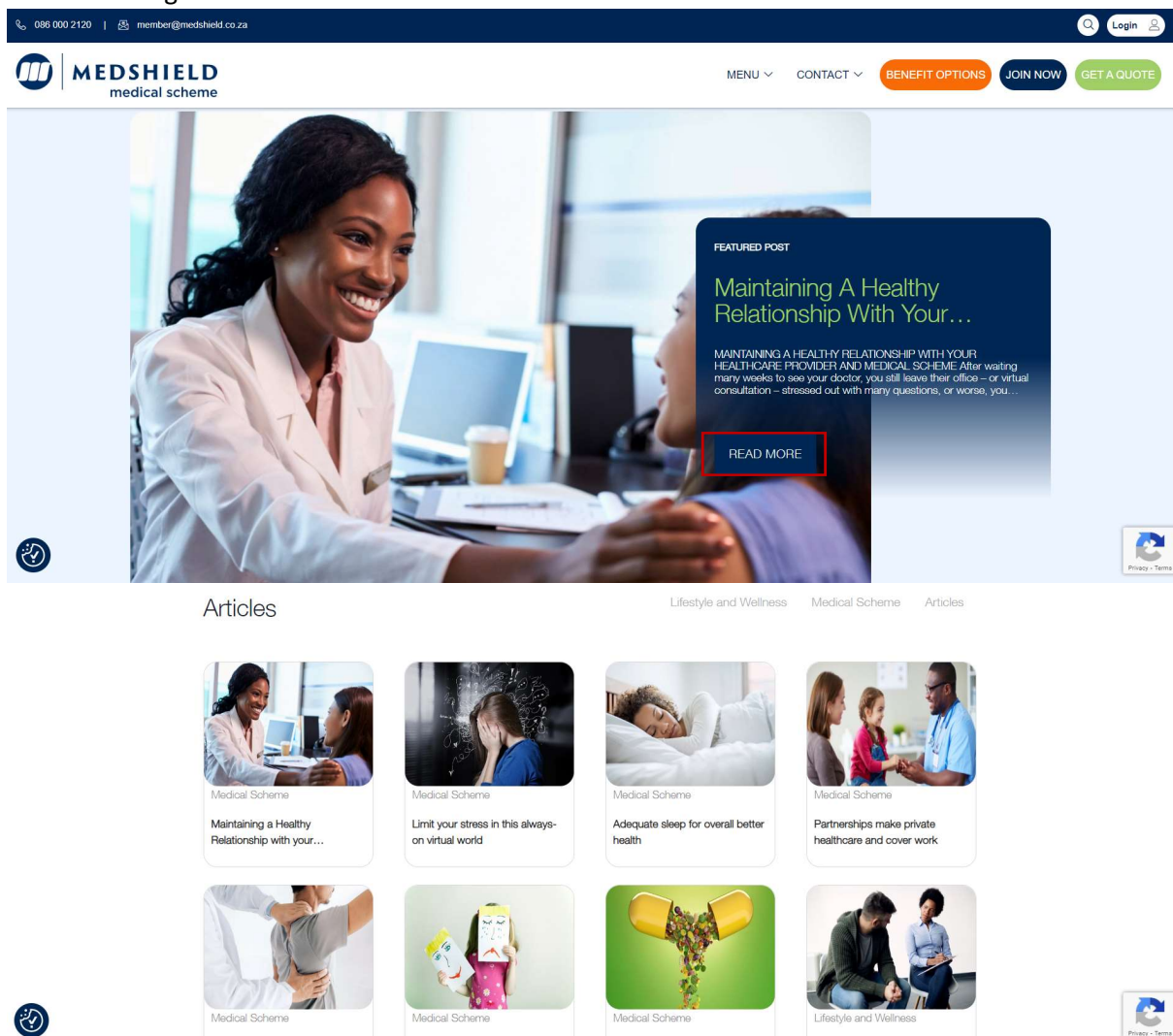
The "Legal Documents" section will provide a comprehensive list of significant documents, including the Privacy Notice of the Protection of Personal Information Act (POPIA), the Promotion of Access to Information Act, and other policies and terms and conditions. These resources will help you make informed decisions and build trust in the partnership we have established with our Scheme.

## 5. BLOG

Welcome to our blog section, where you can find everything related to lifestyle, fitness, and wellness. We offer diverse, captivating articles, expert tips, and inspiring videos to enhance your wellbeing.



You should see the following screen by clicking the Menu dropdown and selecting the Blogs page under the Blog section.



Our Blog page provides valuable content tailored to the diverse interests of our members. By clicking on the “READ MORE” button, you can easily immerse yourself in a world of knowledge, empowerment, and inspiration. We encourage you to embrace a balanced and healthy lifestyle and support you on your journey towards improved wellbeing.

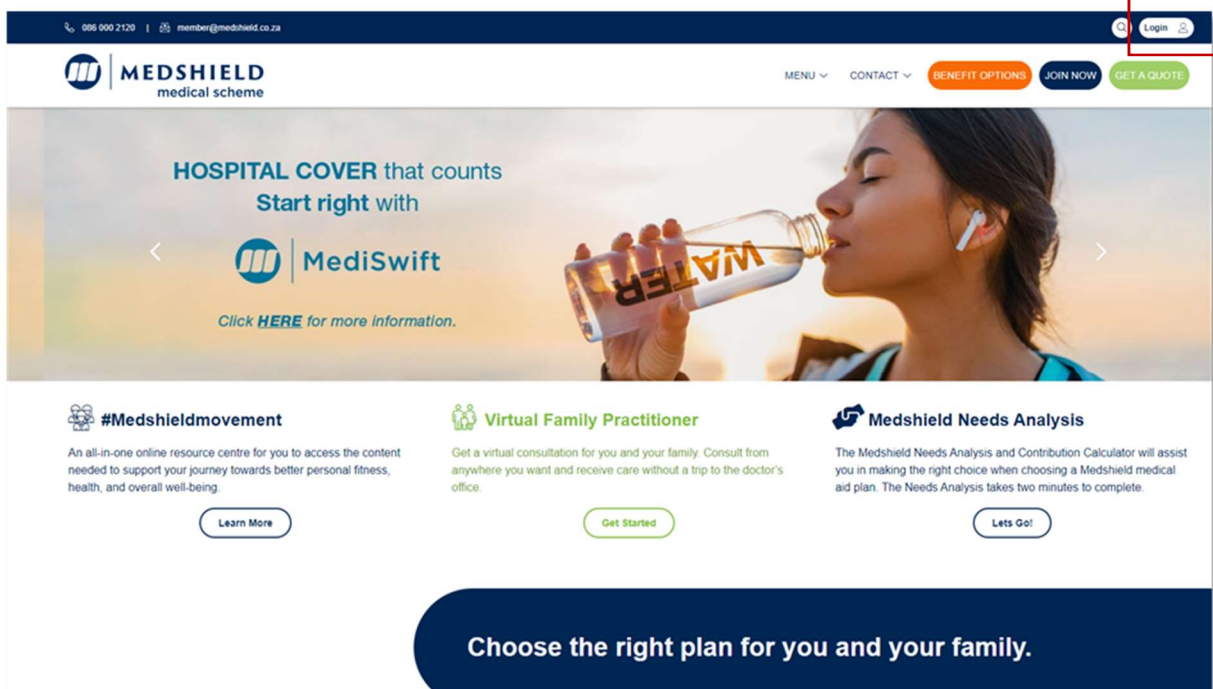
## SECTION B: THE LOGIN ZONE

### 1. Member Login

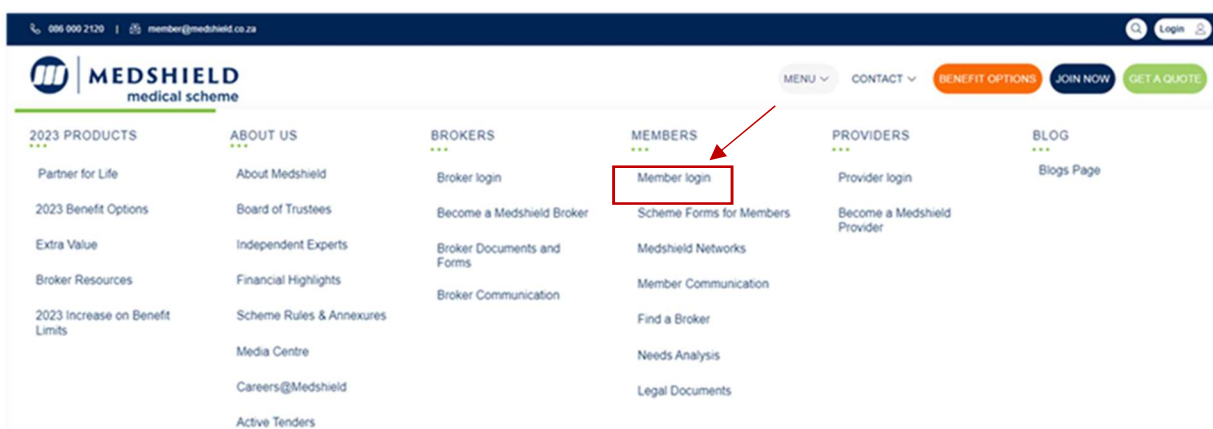
The member login is your gateway to a personalised and seamless healthcare experience. As a valued member, this secure portal grants you access to your dashboard to conveniently view and manage all aspects of your health benefits. From checking your coverage details and claims status to updating personal information, the member login into the portal gives you control of your healthcare journey.

There are two ways to access the member login portal:

1.1 Through the main screen page at the very top right-hand corner of the Medshield website.



1.2 Through the Menu dropdown underneath the Members section

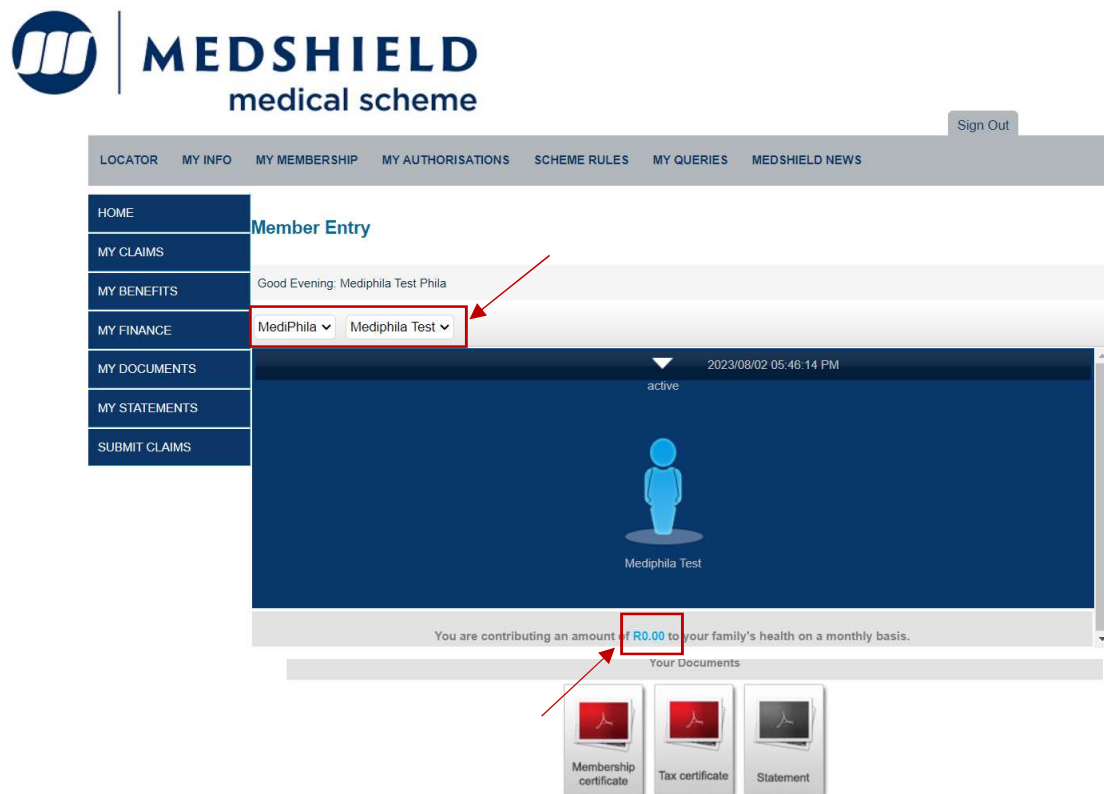


Remember that registration is required to access the login portal. If you still need to register, please complete the registration process and click the 'login' button. Once you have successfully created your username and password, you can access the various services available in the member login zone. If you have already created a username and password using the Medshield App, you can use the same login credentials for the website's Member Login.

You should see the following screen once you've clicked on the icon in the top right-hand corner or the "Member login" below the "Members" heading.



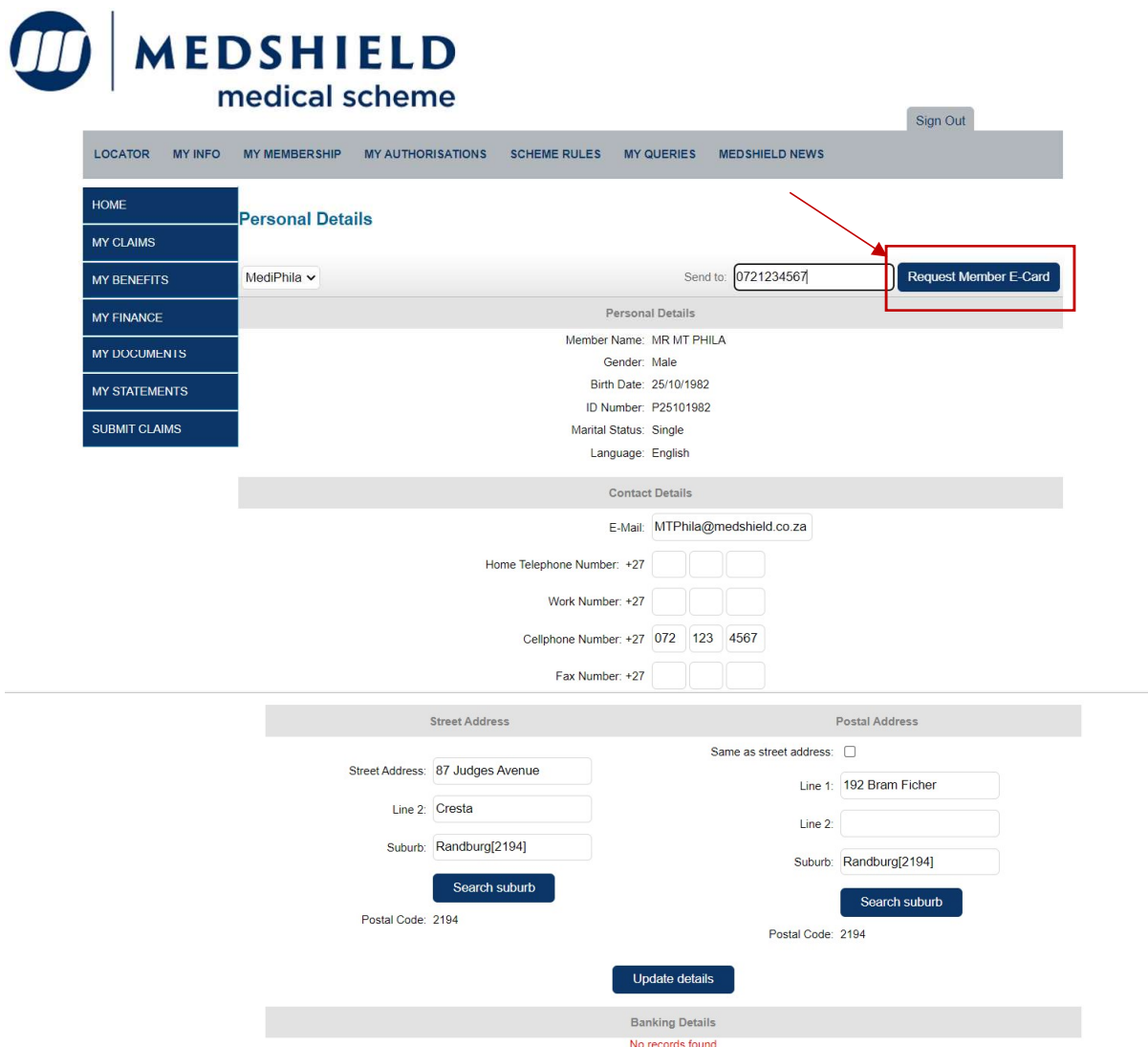
Use the credentials you created on the website or the Medshield App to log into your member portal.



If a document's icon colour is grey it means there is currently no document available on the system.

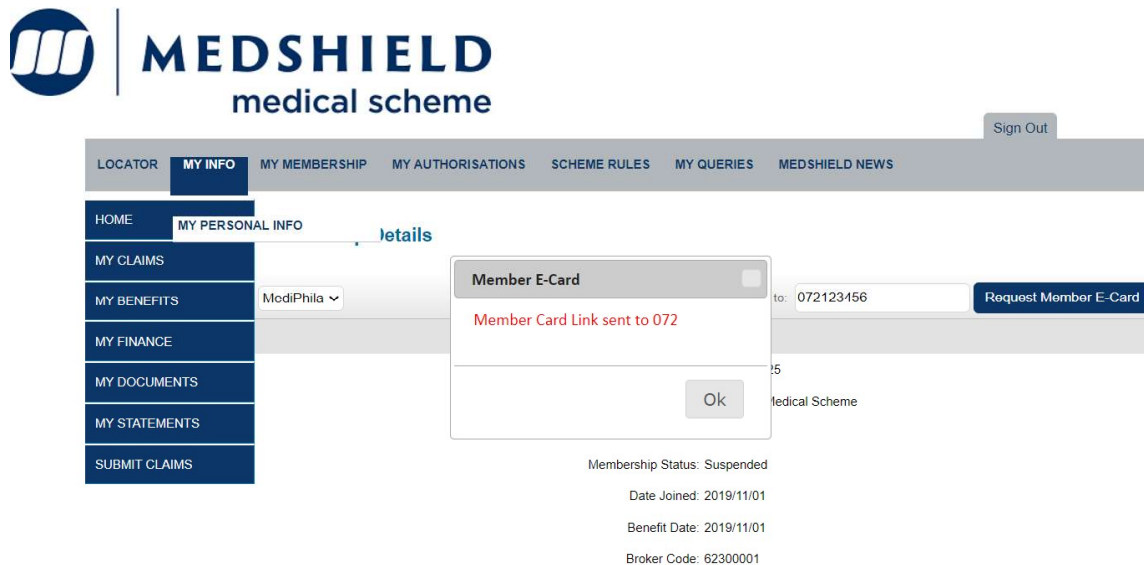
Once you enter your login details, the member portal's home page will appear. It's secure and easy to use. You'll find a range of buttons, such as the locator button that helps you find your network provider, "My Info" with all your personal details, "My Membership" that has all your membership information, "My Authorisations", the "Scheme's Rules", My Queries where you can log your questions, and "Medshield News". To find the home button, look on the left-hand side of your screen. Below it, you'll see "My Claims," where you can access your claims. You can view your benefits, essential documents, and statements within each section. The home page should also display your contribution amount as you scroll towards the bottom. You can also view a list of your dependants using the dropdown button at the top of your screen.

## 2. My Info



Updating your personal information, like your address, phone number, or email address, is a simple process that can be done quickly with just a few clicks. Rest assured; the website has reliable security measures to ensure your personal details are safe. This page also allows members to view their banking details and provides access to previous medical aid plans in the dropdown on the Top left-hand corner of your screen.

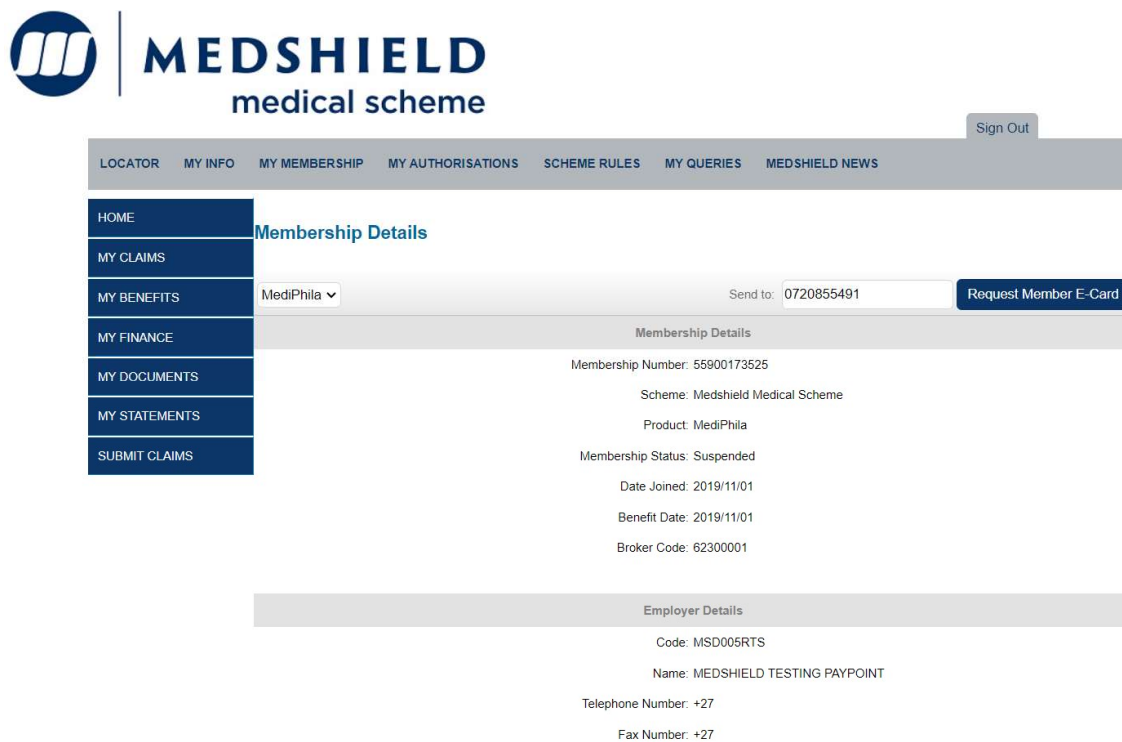
Clicking on “Request Member E-card” on the top right-hand corner of your screen, you trigger a request for a digital membership card, also known as the E-card. The system will instantly send the link to your member E-card to your cellphone number, as displayed below.



### 3. My Membership

#### 3.1 Membership Details

You can easily access the "My Membership" section by scrolling across. This section conveniently organises all your membership information in one place, from membership details to information about your dependents.



The "My Membership" menu offers instant access to your membership information. You can easily check details about your membership, employer, broker, and dependents. Just scroll down to view the relevant sections related to your membership. Additionally, you can select a dependent member to view their details individually by clicking on the view button under the select option. Please note that the screens below provide a visual guide for this process.

Select a dependant to view details.										
Select	Dep Code	First Name	Surname	Account Status	Date of birth	Date Joined	Date Left	Relationship	Benefit Date	Gender
<a href="#">view</a>	00	Mediphila Test	Phila	Active	25/10/1982	01/11/2019		Principal Member	01/11/2019	Male

You should see the screen below after clicking the view button.

**Dependant Details**

ID Number: P25101982

Type: Principal Member

Preferred Provider(s): No

Exclusions: No

Waiting Period: No

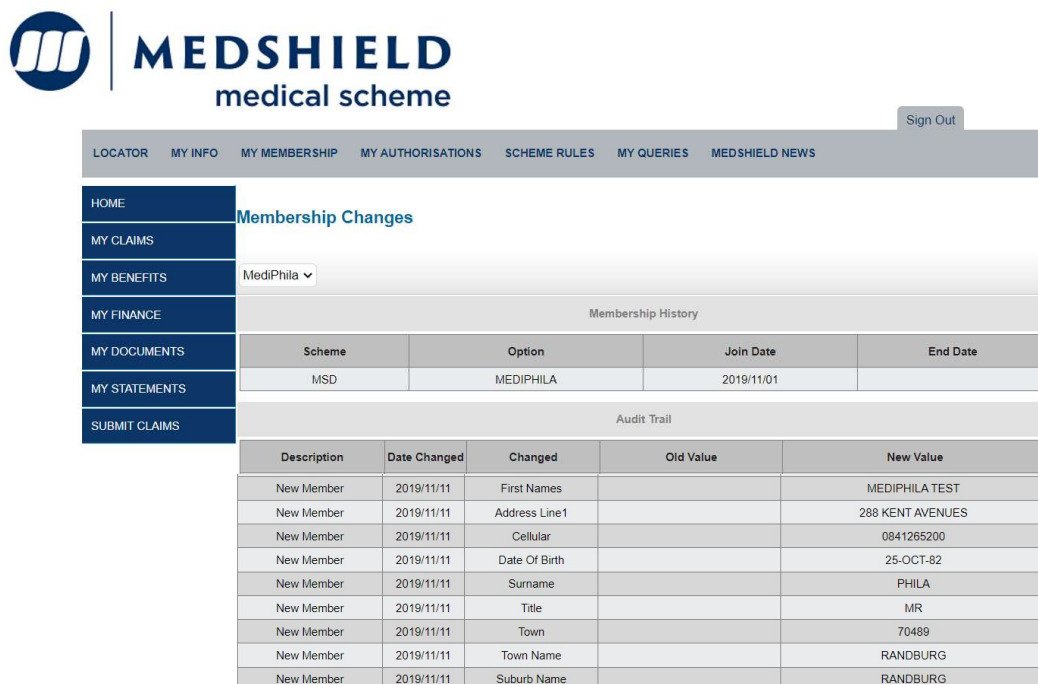
Late Joiner Penalty: No

Underwriting: No

Continuation: No

note: Success

Staying updated on your membership has never been more convenient. By clicking on "My Membership Changes", you should see the screen below.



**MEDSHIELD medical scheme**

Sign Out

LOCATOR MY INFO MY MEMBERSHIP MY AUTHORISATIONS SCHEME RULES MY QUERIES MEDSHIELD NEWS

HOME **Membership Changes**

MY CLAIMS

MY BENEFITS MediPhila ▾

MY FINANCE

MY DOCUMENTS

MY STATEMENTS

SUBMIT CLAIMS

Membership History

Scheme	Option	Join Date	End Date
MSD	MEDIPHILA	2019/11/01	

Audit Trail

Description	Date Changed	Changed	Old Value	New Value
New Member	2019/11/11	First Names		MEDIPHILA TEST
New Member	2019/11/11	Address Line1		288 KENT AVENUES
New Member	2019/11/11	Cellular		0841265200
New Member	2019/11/11	Date Of Birth		25-OCT-82
New Member	2019/11/11	Surname		PHILA
New Member	2019/11/11	Title		MR
New Member	2019/11/11	Town		70489
New Member	2019/11/11	Town Name		RANDBURG
New Member	2019/11/11	Suburb Name		RANDBURG

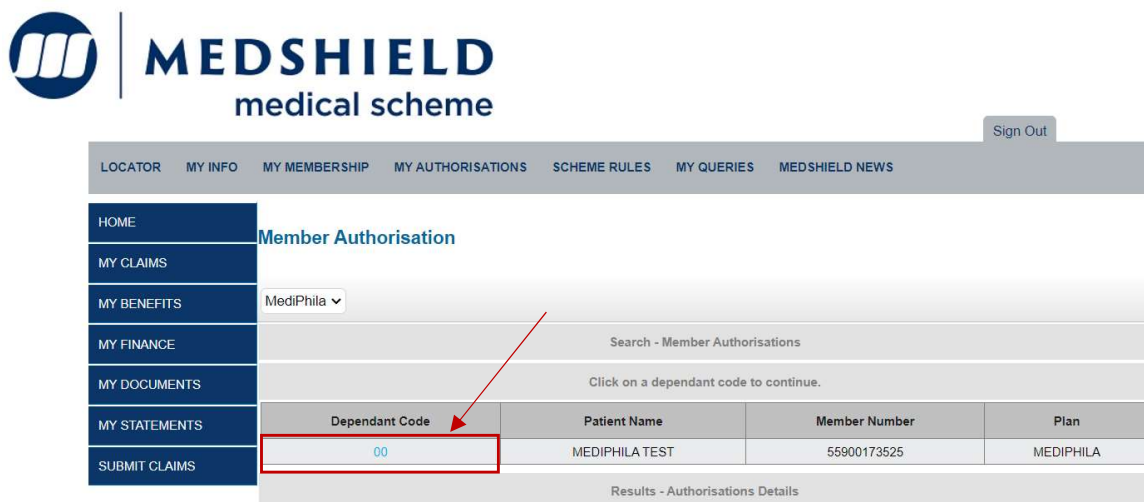
The "My Membership changes" section provides easy access to a record of any modifications or updates made to your healthcare details. Whether you have switched plans, added a new dependent, or adjusted your coverage options, you will find all the pertinent details under the "Membership Changes" section.

#### 4. MY AUTHORISATIONS

Members can easily view their authorisations, hospital pre-authorisations, disease basket lookup and dental pre-authorisation by clicking the "My Authorisations" tab. Each section is personalised and easily accessible for the member's convenience.

##### 4.1 Authorisations

The authorisations menu lets you review all the medical procedures and treatments authorised for you and your dependents. To access the authorisation screen, click the "Authorisation" tab.



The screenshot shows the MEDSHIELD medical scheme website interface. At the top right is a "Sign Out" button. Below it is a navigation bar with tabs: LOCATOR, MY INFO, MY MEMBERSHIP, MY AUTHORISATIONS, SCHEME RULES, MY QUERIES, and MEDSHIELD NEWS. On the left is a vertical menu with options: HOME, MY CLAIMS, MY BENEFITS, MY FINANCE, MY DOCUMENTS, MY STATEMENTS, and SUBMIT CLAIMS. The main content area is titled "Member Authorisation" and includes a dropdown menu for "MediPhila". Below this is a search bar and a table of authorisations. A red box highlights the "00" in the "Dependant Code" column, with a red arrow pointing to it.

Dependant Code	Patient Name	Member Number	Plan
00	MEDIPHILA TEST	55900173525	MEDIPHILA

Whether you are tracking pending approvals or checking the validity of existing authorisations, the portal keeps you well informed of existing and past authorisations. You can view each dependant's authorisation details by clicking on the dependant code as demonstrated above.

##### 4.2 Pre-authorisations

Accessing your pre-authorisation information is vital and straightforward. You can easily apply for and monitor any pending or approved pre-authorisations for medical procedures or treatments in the pre-authorisation section. Click "pre-authorisations" under the authorisation tab, and the corresponding screen should appear.

Sign Out

LOCATOR MY INFO MY MEMBERSHIP MY AUTHORISATIONS SCHEME RULES MY QUERIES MEDSHIELD NEWS

HOME **Pre-Authorisation**

MY CLAIMS

MY BENEFITS MediPhila ▾

MY FINANCE

MY DOCUMENTS

MY STATEMENTS

SUBMIT CLAIMS

Pre-authorization is required in the event of a visit or admission to hospital or when MRI / CT scans or radio-isotope studies are performed. If you do not apply for authorisation you will be liable for a **penalty** or **no benefits** will be payable.

You will need the following information to apply for pre-authorization

- Admission date
- Procedure date
- Hospital details
- Doctor details Practice No (if applicable)
- Procedure code

**Please note:** you will receive a reference number which does not constitute an authorisation number. Your request will be referred to the Scheme's Managed Care Department for evaluation. This process can take up to 8 hours. This functionality is available for all Medshield options excluding Mediphila.

Continue

This page contains information regarding pre-authorization requirements for treatments and procedures. It also guides the necessary information needed for the application process. Clicking "Continue" will direct you to the following page.

Sign Out

LOCATOR MY INFO MY MEMBERSHIP MY AUTHORISATIONS SCHEME RULES MY QUERIES MEDSHIELD NEWS

HOME **Pre-Authorisation**

MY CLAIMS

MY BENEFITS MediPhila ▾

MY FINANCE

MY DOCUMENTS

MY STATEMENTS

SUBMIT CLAIMS

Dependant Details

Please select a dependant to continue.

Admission	Code	First Name	Surname	Status
Select	21042923287	MEDIPHILA TEST	PHILA	Suspended

You can view a list of dependants covered by your medical aid on this screen. To apply for pre-authorization, select the dependant from the list and click the "select" button. This action will expand the screen to show the relevant section of the page:

	Admission	Code	First Name	Surname	Status
MY STATEMENTS	Selected	21042923287*	MEDIPHILA TEST	PHILA	Suspended
SUBMIT CLAIMS					

Step 2: Admission information

Admission Date:

Procedure Date:

In Hospital:

Step 3: Select a treating doctor

Please enter doctor's practice number or the doctor's initials and surname and click search

Practice Number:

Initials:

Surname:

Search

Step 4: Select a place of service

Please enter facility name or practice number and click search. If the treatment is at doctor's rooms, please indicate that the facility is the same practice as the treating doctor.

Treating doctor's rooms:

Facility Name:

Our secure and user-friendly navigation system guides you through a 5-step form with helpful notes to assist you in applying for pre-authorisation as outlined on the pre-authorisation information page. After completing all the necessary steps and providing the required information, click the "Summary" button. You will then be able to view the screen below.

Sign Out

LOCATOR MY INFO MY MEMBERSHIP MY AUTHORISATIONS SCHEME RULES MY QUERIES MEDSHIELD NEWS

HOME  
MY CLAIMS  
MY BENEFITS  
MY FINANCE  
MY DOCUMENTS  
MY STATEMENTS  
SUBMIT CLAIMS

Pre-Authorisation

MediPhila

Pre-Hospital Authorisation Summary

**Please confirm that the following details are correct.**

Patient: 21042923287

Contact Name: MEDIPHILA TEST PHILA

Telephone Number: 0720855491

Fax Number:

Email Address: @medshield.co.za

Contact Preference:  EMAIL  PHONE

Admission Date: 2023/08/16

Procedure Date: 2023/08/16

In Hospital: N

Place of Service: S S NAIDOO

Doctor Name: S S NAIDOO

ICD Codes: M65.34

Procedure Codes: 1063

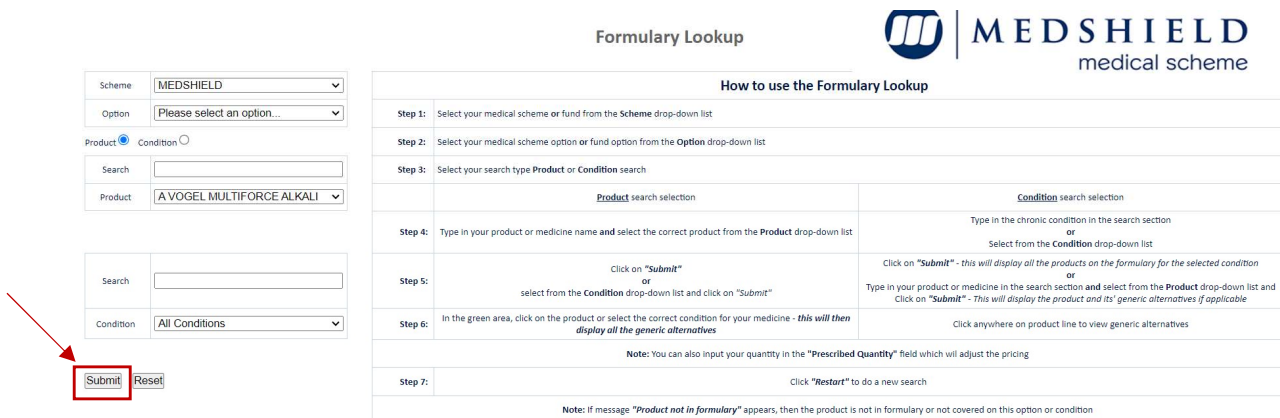
Notes:

Submit Cancel

Please check that all the information you have provided is accurate before submitting. Once submitted, you will receive a reference number. Please note that this number is not an authorisation number. The Scheme's managed care department will evaluate your request before approval.

### 4.3 Disease Basket Lookup

The "Disease Basket Lookup" section contains a database of medical conditions and the treatments/products that Medshield covers under specific plans. This feature helps you quickly find information about coverage for a particular condition or treatment. It ensures that you have a clear understanding of your health benefits. To access this section, click the "Disease Basket Lookup" tab to see the relevant screen.



The screenshot shows the "Formulary Lookup" interface. On the left, there are search filters for Scheme (MEDSHIELD), Option (Please select an option...), Product (AVOGEL MULTIFORCE ALKALI), and Condition (All Conditions). A red arrow points to the "Submit" button. On the right, a "How to use the Formulary Lookup" guide provides a 7-step process:

- Step 1: Select your medical scheme or fund from the **Scheme** drop-down list
- Step 2: Select your medical scheme option or fund option from the **Option** drop-down list
- Step 3: Select your search type **Product** or **Condition** search
- Step 4: Type in your product or medicine name and select the correct product from the **Product** drop-down list
- Step 5: Click on **"Submit"** or select from the **Condition** drop-down list and click on "Submit"
- Step 6: In the green area, click on the product or select the correct condition for your medicine - **this will then display all the generic alternatives**
- Step 7: Click **"Restart"** to do a new search

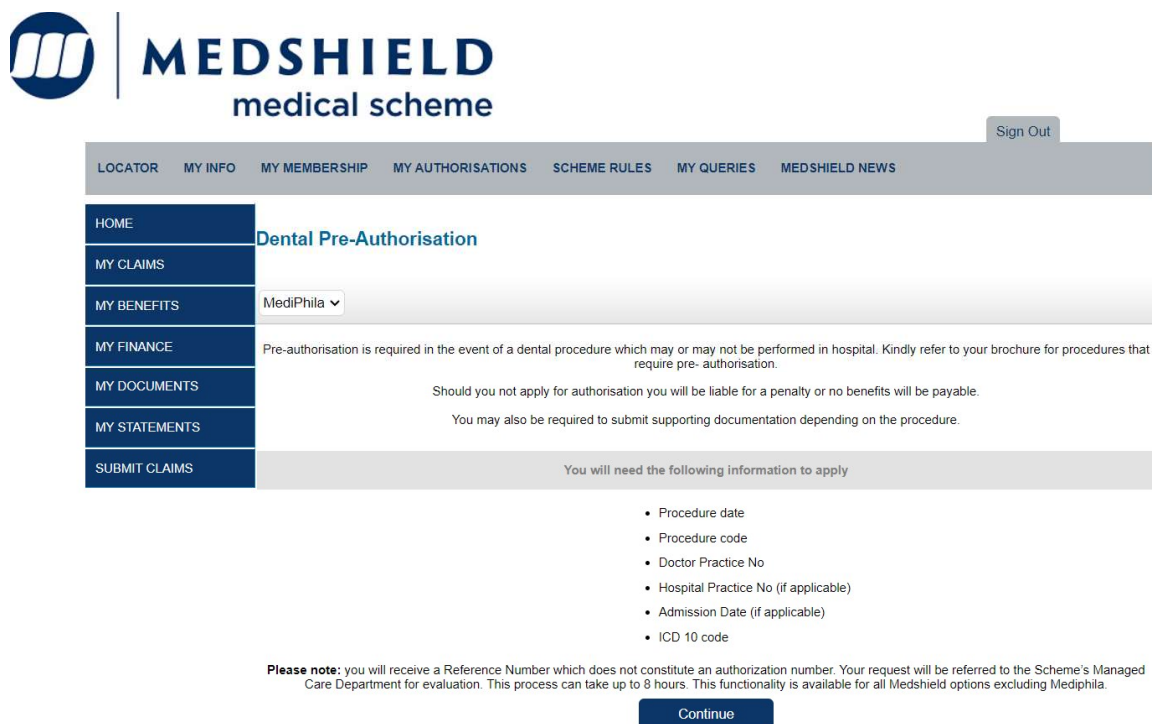
Note: You can also input your quantity in the **"Prescribed Quantity"** field which will adjust the pricing

Note: If message **"Product not in formulary"** appears, then the product is not in formulary or not covered on this option or condition

Use the "Disease Basket Lookup" to find products, treatments, or conditions covered by your healthcare plan. Follow the 7-step search process on the screen and submit your search once you've completed all the necessary fields. If you receive a "Product not in formulary" message, your plan does not cover the product.

### 4.4 Dental Pre-Authorisation

The dental pre-authorisation section makes submitting and tracking pre-authorisation requests for dental treatments and procedures easy. This section provides all the necessary information to apply for pre-authorisation, just like the hospital pre-authorisation section.



The screenshot shows the MEDSHIELD medical scheme website. The navigation menu includes: LOCATOR, MY INFO, MY MEMBERSHIP, MY AUTHORISATIONS, SCHEME RULES, MY QUERIES, MEDSHIELD NEWS, and Sign Out. The "Dental Pre-Authorisation" section is active, showing a dropdown menu for "MediPhila". The content area contains the following text:

Pre-authorisation is required in the event of a dental procedure which may or may not be performed in hospital. Kindly refer to your brochure for procedures that require pre- authorisation.

Should you not apply for authorisation you will be liable for a penalty or no benefits will be payable.

You may also be required to submit supporting documentation depending on the procedure.

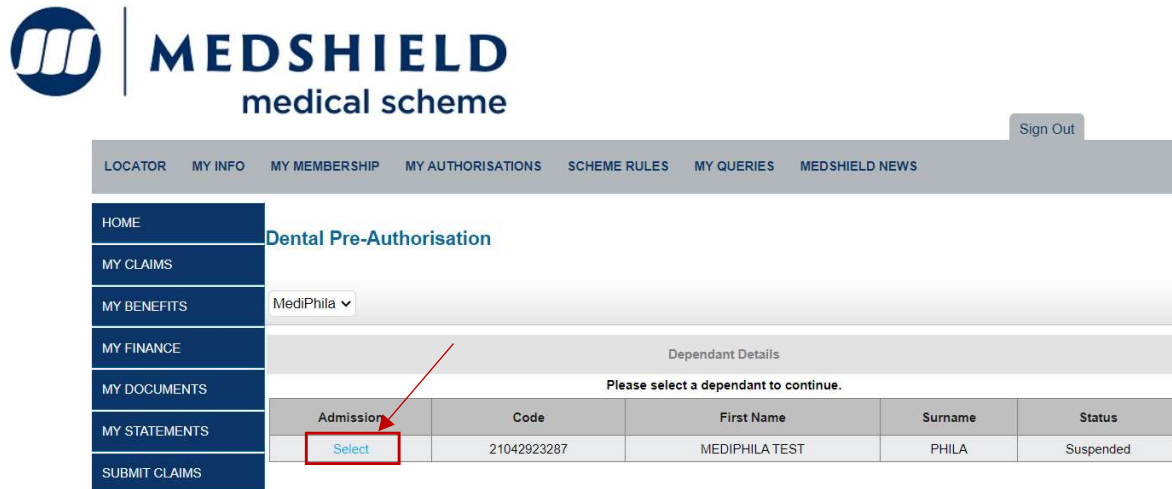
You will need the following information to apply

- Procedure date
- Procedure code
- Doctor Practice No
- Hospital Practice No (if applicable)
- Admission Date (if applicable)
- ICD 10 code

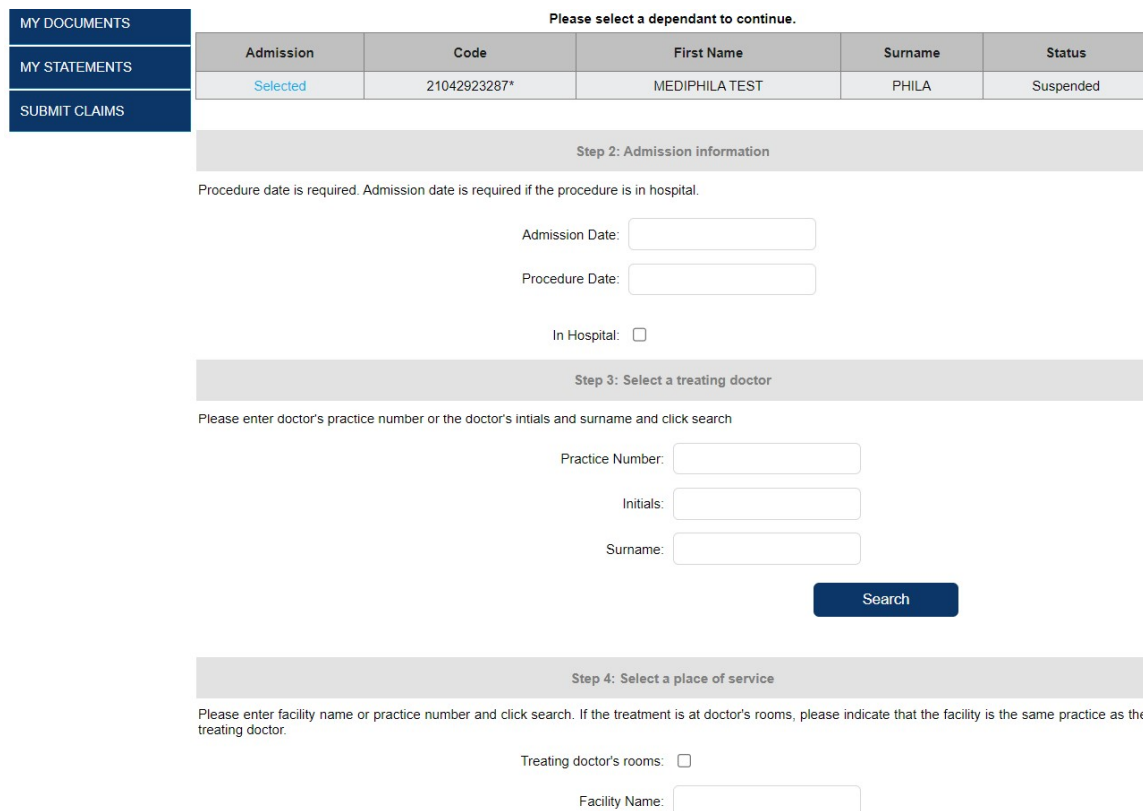
**Please note:** you will receive a Reference Number which does not constitute an authorization number. Your request will be referred to the Scheme's Managed Care Department for evaluation. This process can take up to 8 hours. This functionality is available for all Medshield options excluding MediPhila.

[Continue](#)

You should see the following screen by clicking on "Continue".



You can view a list of dependants covered by your medical aid on this screen. To apply for dental pre-authorisation for a specific dependant, navigate the list and select the individual. Once selected, the screen will expand to display the relevant section:



Our easy-to-use system offers a 5-step form with helpful notes to guide you through applying for dental pre-authorisation as described on the information page. After completing all the steps and entering the required information, click the "Summary" button to view the screen below.

LOCATOR MY INFO MY MEMBERSHIP MY AUTHORISATIONS SCHEME RULES MY QUERIES MEDSHIELD NEWS

HOME **Dental Pre-Authorisation**

MY CLAIMS

MY BENEFITS MediPhila ▾

MY FINANCE

MY DOCUMENTS

MY STATEMENTS

SUBMIT CLAIMS

Dental Authorisation Summary

Please confirm that the following details are correct.

Patient: 21042923287

Contact Name: MEDIPHILA TEST PHILA

Telephone Number: 0720855491

Fax Number:

Email Address: @medshield.co.za

Contact Preference:  EMAIL  PHONE

Admission Date: 2023/08/16

Procedure Date: 2023/08/16

In Hospital: N

Place of Service: S NAIDOO

Doctor Name: S NAIDOO

ICD Codes: Z01.2

Procedure Codes: 1461

Dental Indicator: Wisdom Teeth

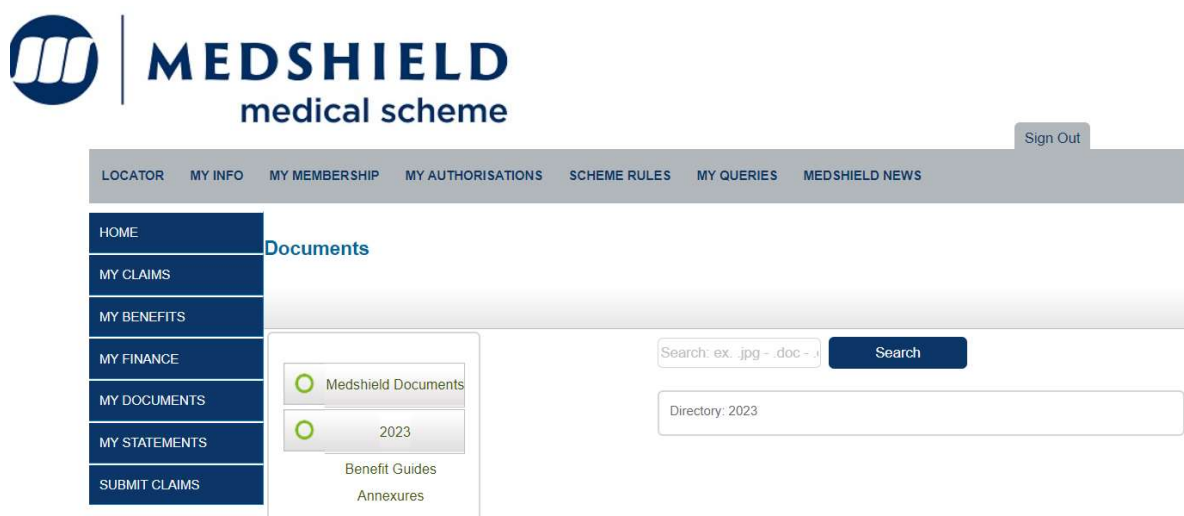
Notes:

**Submit** Cancel

Please review all completed information for accuracy before clicking the submit button. After submitting, you will receive a reference number. Please note that the reference number is not an authorisation number. The Scheme's Managed Care Department evaluates your request, which may take up to 8 hours to process.

## 5. SCHEME RULES

For your utmost protection and convenience, the guidelines and documents that govern the Scheme are readily available in the "Scheme Rules" section. Accessing this tab is easy - click "Scheme Rules" to be directed to the relevant screen.



MEDSHIELD medical scheme

Sign Out

LOCATOR MY INFO MY MEMBERSHIP MY AUTHORISATIONS SCHEME RULES MY QUERIES MEDSHIELD NEWS

HOME **Documents**

MY CLAIMS

MY BENEFITS

MY FINANCE

MY DOCUMENTS

MY STATEMENTS

SUBMIT CLAIMS

Medshield Documents

2023

Benefit Guides

Annexures

Search: ex. .jpg - .doc - .x **Search**

Directory: 2023

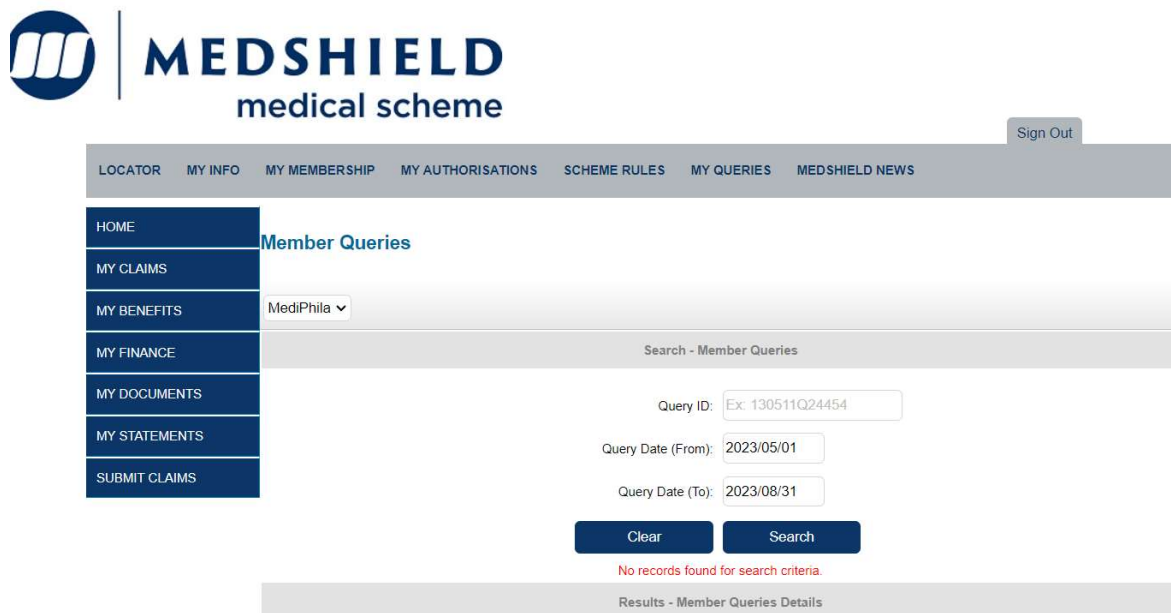
When you click on the "Scheme Rules" section, you can access Medshield's documents that apply to your plan. Additionally, you can compare a list of benefit guides for all medical aid plans and check a list of annexures specific to each plan.

Our search feature is a powerful tool that can help you find information quickly and easily, saving you valuable time and effort.

## 6. MY QUERIES

### 6.1 My Query History

In the "My Queries" section, you can effortlessly search for queries you've previously logged under the "My Query History" tab. This screen provides two search options: the Query ID field and query date fields. Using this portal ensures that your queries are recorded and efficiently attended to.



The screenshot shows the Medshield medical scheme website interface. At the top right, there is a "Sign Out" button. Below it is a navigation bar with links: LOCATOR, MY INFO, MY MEMBERSHIP, MY AUTHORISATIONS, SCHEME RULES, MY QUERIES, and MEDSHIELD NEWS. On the left side, there is a vertical menu with options: HOME, MY CLAIMS, MY BENEFITS (with a dropdown menu showing "MediPhila"), MY FINANCE, MY DOCUMENTS, MY STATEMENTS, and SUBMIT CLAIMS. The main content area is titled "Member Queries" and contains a search form. The search form includes a "Query ID" field with the example value "Ex: 130511Q24454", a "Query Date (From)" field with the value "2023/05/01", and a "Query Date (To)" field with the value "2023/08/31". Below the search fields are "Clear" and "Search" buttons. A red message below the buttons states "No records found for search criteria." At the bottom of the search area, there is a link for "Results - Member Queries Details".

### 6.2 Correspondence

The "My Queries" section has a "Correspondence" tab that grants you access to all messages between you and the Scheme. You can search for correspondence sent via email or SMS and filter by criteria such as type or date. This secure and organised section lets you view past and most recent correspondence to stay updated on important information.

Sign Out

LOCATOR MY INFO MY MEMBERSHIP MY AUTHORISATIONS SCHEME RULES MY QUERIES MEDSHIELD NEWS

HOME **Member Correspondence**

MY CLAIMS

MY BENEFITS MediPhila ▾

MY FINANCE Practice: 55900173525 ▾

MY DOCUMENTS

MY STATEMENTS

SUBMIT CLAIMS

Search - Member Correspondence

Correspondence Type: EMAIL ▾

Search Criteria: ex: statements

Date From: ex: 2022/06/01

Date To: ex: 2022/06/30

Clear Search

Results - Correspondence Details

### 6.3 My Scanned Images

In the "Scanned Images" section, you can access and download digital copies of your medical reports, prescriptions, and other important documents related to your healthcare. To access this feature, click the "My Scanned Documents" tab in the "My Queries" section. A list of all the scanned documents will pop up. You can view a document by selecting the "View" button, which will take you to the scanned version of the document.

Sign Out

LOCATOR MY INFO MY MEMBERSHIP MY AUTHORISATIONS SCHEME RULES MY QUERIES MEDSHIELD NEWS

HOME **Scanned Images**

MY CLAIMS

MY BENEFITS MediPhila ▾

	Select	Document ID	Document Type	Create Date
	<a href="#">View</a>	111119/M56OP7	NEWMEM	2019/11/11

MY FINANCE

MY DOCUMENTS

MY STATEMENTS

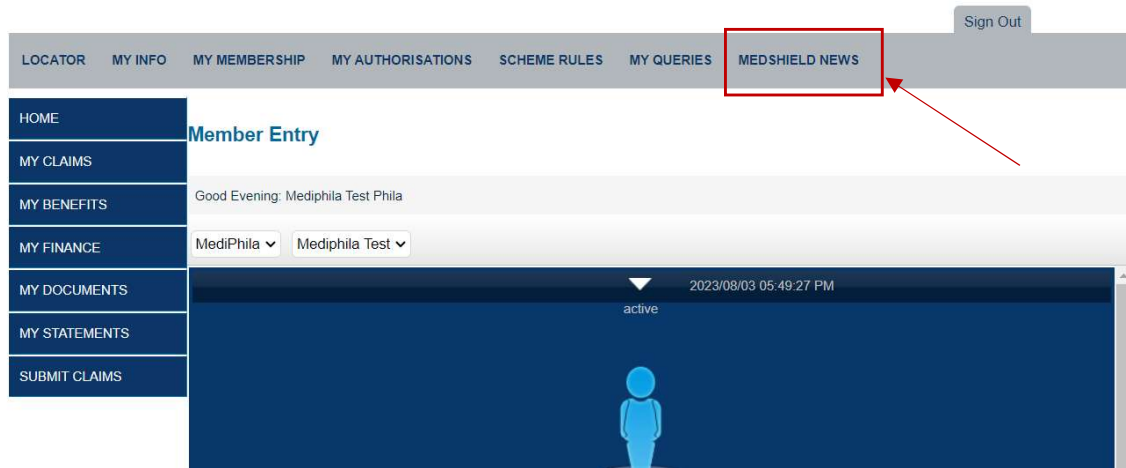
SUBMIT CLAIMS

	Select	Document ID	Document Type	Create Date
	<a href="#">View</a>	111119/M56OP7	NEWMEM	2019/11/11

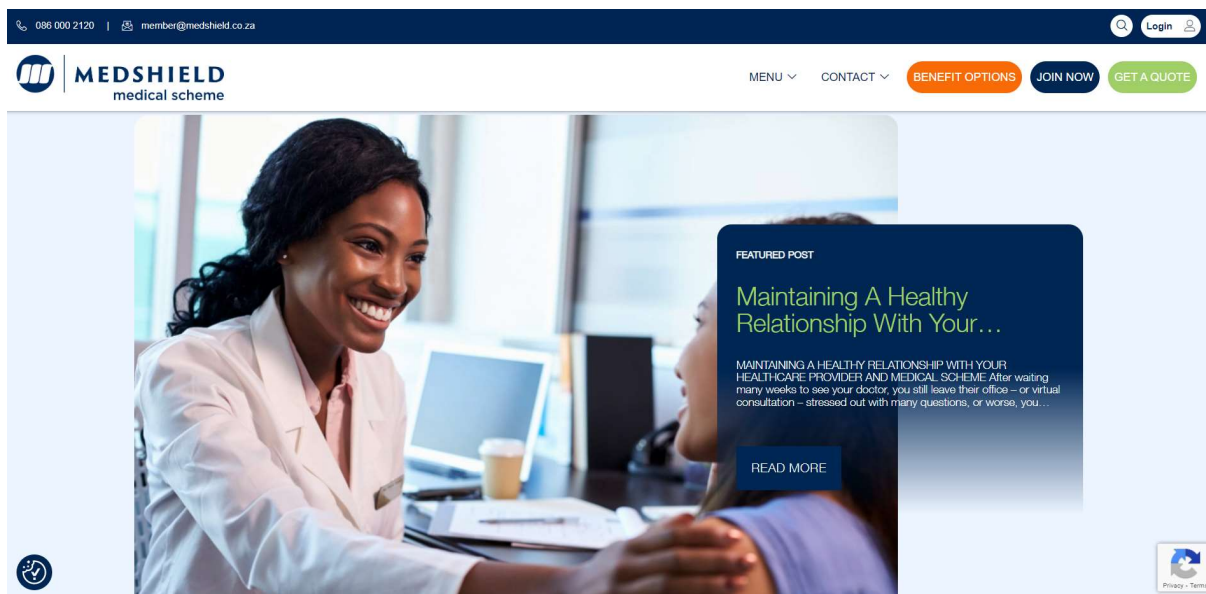
Document type: NEWMEM  
Subject: 111119/M56OP7  
Response: No statement or document found

## 7. MEDSHIELD NEWS

Our members must stay updated on the latest news and developments with Medshield. To access Medshield News, check the screen below before clicking on the tab.



Once you click the "Medshield News" button, the member portal will redirect you to our captivating Blog page. This page contains news and information about healthcare initiatives, upcoming events, and much more to keep you up-to-date with relevant and timely news.



## 8. MY CLAIMS

In the "My Claims" section, you can conveniently access and handle all your healthcare claims from a single location. Click on "My Claims" to view the screen below, enabling you to view your current and past claims. You can use the search fields to find previous or current claims based on the last processed field, treatment date field, practice number or the status of the claim (Processing, Paid, Rejected, and Zero Paid).

[Sign Out](#)

LOCATOR MY INFO MY MEMBERSHIP MY AUTHORISATIONS SCHEME RULES MY QUERIES MEDSHIELD NEWS

- HOME
- MY CLAIMS
- MY BENEFITS
- MY FINANCE
- MY DOCUMENTS
- MY STATEMENTS
- SUBMIT CLAIMS

### Member Claims

Search - Claim details

Processed within the last:

Treatment Date (From):

Treatment Date (To):

Practice Number:

Status:

[Clear](#) [Search](#)

**Disclaimer:**

The information displayed on this page, is displayed in accordance with the membership status or account information at the date of enquiry and may be subject to change due to, for example, claim reversals. Whilst every effort has been made to provide accurate and complete information, neither Medshield Medical Scheme, the contracted service provider, and website administrator, nor any of its staff or its agents will be held responsible for any omissions, errors or changes.

By completing the search fields above, you should see a list of all your claims, both paid and rejected.

Results - Claim details from 2023/05/10 to 2023/08/08

[Export to Excel](#)

For additional information such as benefit usage, claim audit details and remark descriptions, click on the claim number or remark code below

Provider	Claim Number	Treatment Date	Ref No.	Name	Surname	Chargeable Code	Claimed Amt	Tariff Amt	Vendor Amt	Member Amt	Remark Codes	Status	Remittance Date
0755915	<a href="#">8503847188</a>	20/05/2023	00827427			821888005	34.48		0.00	0.00	1411	REJECTED	31/05/2023
	<a href="#">8503847187</a>	20/05/2023	00827427			704781001	61.13		0.00	0.00	1411	REJECTED	31/05/2023
	<a href="#">8503847181</a>	20/05/2023	00827427			710149001	131.57	90.00	90.00	0.00	535	PAID	31/05/2023
0263591	<a href="#">8502536234</a>	11/05/2023	RBM0032482			0191	377.00	377.00	226.20	0.00	535	PAID	31/05/2023
0693766	<a href="#">8502535871</a>	11/05/2023	01062772			700485005	194.66		0.00	0.00	1405	REJECTED	31/05/2023
	<a href="#">8502535870</a>	11/05/2023	01062772			718055002	195.45		0.00	0.00	1405	REJECTED	31/05/2023
	<a href="#">8502535866</a>	11/05/2023	01062772			766828018	24.20	12.69	12.69	0.00	535	PAID	31/05/2023
	<a href="#">8502535861</a>	11/05/2023	01062772			774634014	84.09	39.29	39.29	0.00	535	PAID	31/05/2023

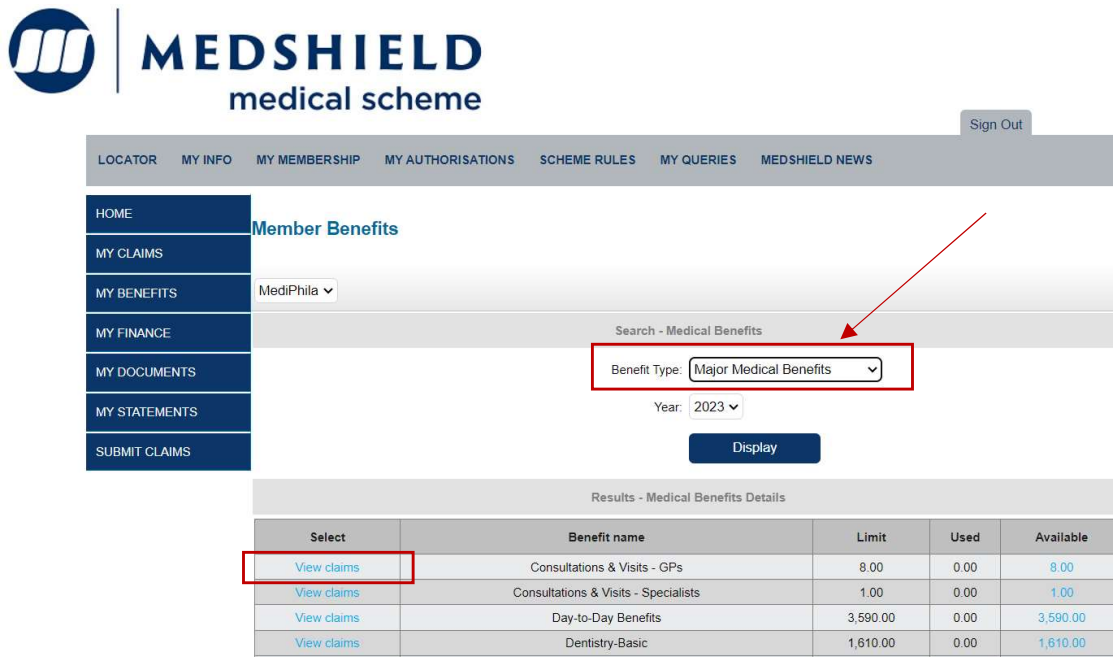
**Disclaimer:**

The information displayed on this page, is displayed in accordance with the membership status or account information at the date of enquiry and may be subject to change due to, for example, claim reversals. Whilst every effort has been made to provide accurate and complete information, neither Medshield Medical Scheme, the contracted service provider, and website administrator, nor any of its staff or its agents will be held responsible for any omissions, errors or changes.

## 9. MY BENEFITS

### 9.1 Major Medical Benefit

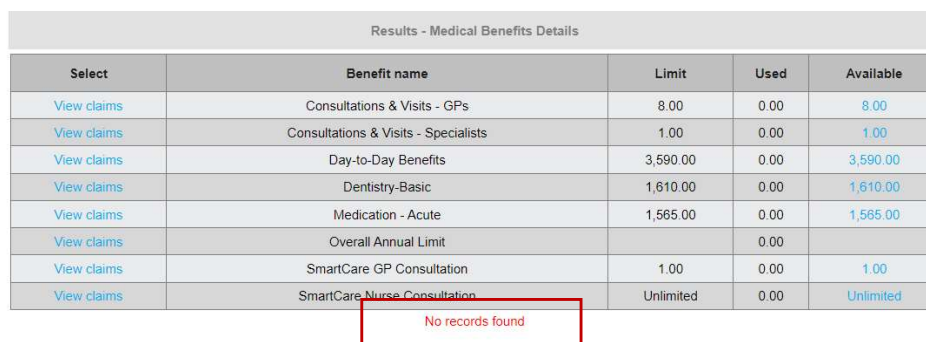
Access to member benefits is simple through the "Major Medical Benefits" section. The "Major Medical Benefits" can be located under "My Benefits" on the left-hand side of your screen. You will see the screen below once you've clicked on this tab. As demonstrated below, "Major Medical Benefits" is the benefit type selected from the dropdown menu.



The screenshot shows the Medshield Member Benefits page. The left-hand navigation menu includes: HOME, MY CLAIMS, MY BENEFITS (selected), MY FINANCE, MY DOCUMENTS, MY STATEMENTS, and SUBMIT CLAIMS. The main content area shows a search filter for "Benefit Type" set to "Major Medical Benefits" and "Year" set to "2023". A red box highlights the "Benefit Type" dropdown menu, and a red arrow points to it. Below the search filters is a "Display" button. The results table, titled "Results - Medical Benefits Details", shows the following data:

Select	Benefit name	Limit	Used	Available
<a href="#">View claims</a>	Consultations & Visits - GPs	8.00	0.00	8.00
<a href="#">View claims</a>	Consultations & Visits - Specialists	1.00	0.00	1.00
<a href="#">View claims</a>	Day-to-Day Benefits	3,590.00	0.00	3,590.00
<a href="#">View claims</a>	Dentistry-Basic	1,610.00	0.00	1,610.00

The "Major Medical Benefits" section displays a comprehensive list of benefits that apply to your plan and the corresponding balance usage. This feature summarises your benefits and the remaining balances for each item. By clicking the "View claims" button, you can also delve deeper into each benefit and view the associated claims. If there are no claims to show, the page will expand with an example of the details of a claim.



The screenshot shows the Medshield Member Benefits page with the search filters and results table. The search filters are the same as in the previous screenshot. The results table, titled "Results - Medical Benefits Details", shows the following data:

Select	Benefit name	Limit	Used	Available
<a href="#">View claims</a>	Consultations & Visits - GPs	8.00	0.00	8.00
<a href="#">View claims</a>	Consultations & Visits - Specialists	1.00	0.00	1.00
<a href="#">View claims</a>	Day-to-Day Benefits	3,590.00	0.00	3,590.00
<a href="#">View claims</a>	Dentistry-Basic	1,610.00	0.00	1,610.00
<a href="#">View claims</a>	Medication - Acute	1,565.00	0.00	1,565.00
<a href="#">View claims</a>	Overall Annual Limit		0.00	
<a href="#">View claims</a>	SmartCare GP Consultation	1.00	0.00	1.00
<a href="#">View claims</a>	SmartCare Nurse Consultation	Unlimited	0.00	Unlimited

Below the table, a red box highlights the message "No records found".

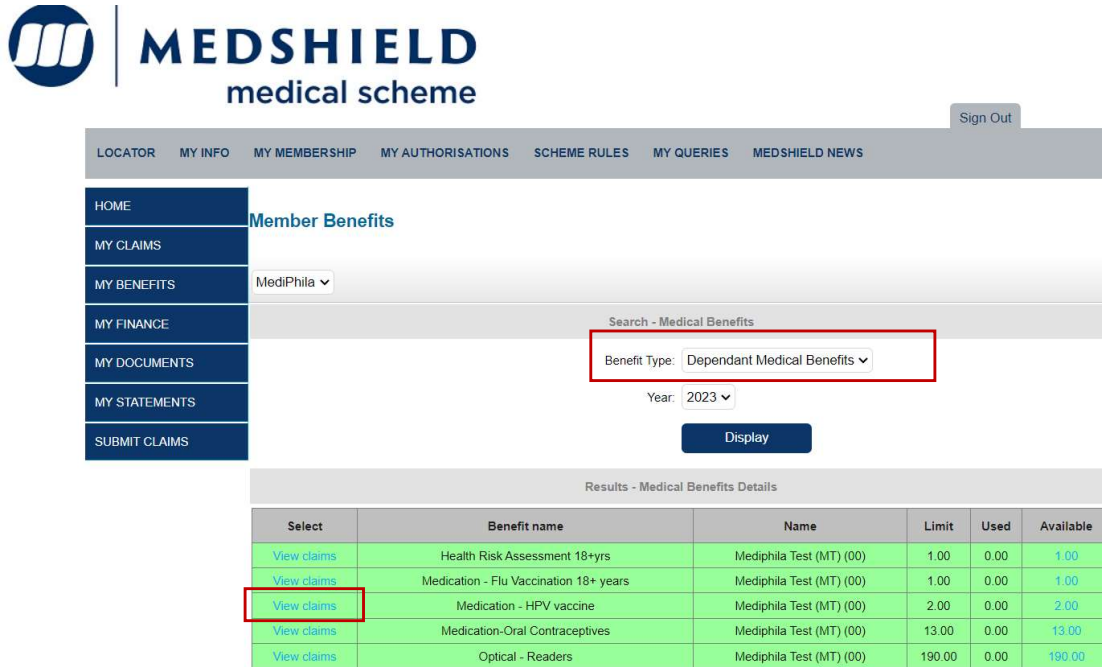
**Disclaimer:**

Your attention is drawn to the following:

A benefit enquiry does not in any way constitute a guarantee of payment in part or in full. Benefit and membership information is only as accurate as the information available at the time of the enquiry. Therefore, Medshield Medical Scheme, the contracted service provider, the website administrator, its officers, directors, employees, consultants, agents and contractors shall be exempt from and shall not be liable under any circumstances for any claims, loss or damage whatsoever whether direct, indirect or consequential and whether arising out of delict, contract or any other cause whatsoever which may arise out of the provision of inaccurate information to the Scheme/website administrator. Product rules and limits apply. This is provided in the Scheme Rules. Where there is a discrepancy between the content provided on this website and the Scheme Rules, the Scheme Rules will prevail.

## 9.2 Dependant Medical Benefits

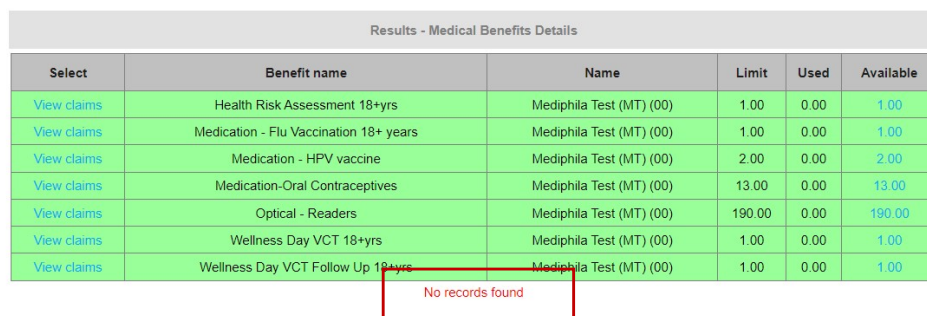
The member benefits section allows you to access your "Dependant Medical Benefits" in the "My Benefits" section under the benefit type dropdown menu.



The screenshot shows the Medshield Member Benefits page. A search filter for "Benefit Type" is set to "Dependant Medical Benefits" and the year is set to "2023". A "Display" button is visible. Below the search filters is a table titled "Results - Medical Benefits Details" with the following data:

Select	Benefit name	Name	Limit	Used	Available
<a href="#">View claims</a>	Health Risk Assessment 18+yrs	Mediphila Test (MT) (00)	1.00	0.00	1.00
<a href="#">View claims</a>	Medication - Flu Vaccination 18+ years	Mediphila Test (MT) (00)	1.00	0.00	1.00
<a href="#">View claims</a>	Medication - HPV vaccine	Mediphila Test (MT) (00)	2.00	0.00	2.00
<a href="#">View claims</a>	Medication-Oral Contraceptives	Mediphila Test (MT) (00)	13.00	0.00	13.00
<a href="#">View claims</a>	Optical - Readers	Mediphila Test (MT) (00)	190.00	0.00	190.00

In this section, you'll find the benefits that apply to your dependents and the balances for each benefit (used vs available). For more information about a specific benefit, click the "View claims" button. This button expands the page and shows you the details of any claims made for that benefit. For example, there are no claims records for the benefit shown below.



The screenshot shows the Medshield Member Benefits page with a search filter for "Benefit Type" set to "Dependant Medical Benefits" and the year set to "2023". A "Display" button is visible. Below the search filters is a table titled "Results - Medical Benefits Details" with the following data:

Select	Benefit name	Name	Limit	Used	Available
<a href="#">View claims</a>	Health Risk Assessment 18+yrs	Mediphila Test (MT) (00)	1.00	0.00	1.00
<a href="#">View claims</a>	Medication - Flu Vaccination 18+ years	Mediphila Test (MT) (00)	1.00	0.00	1.00
<a href="#">View claims</a>	Medication - HPV vaccine	Mediphila Test (MT) (00)	2.00	0.00	2.00
<a href="#">View claims</a>	Medication-Oral Contraceptives	Mediphila Test (MT) (00)	13.00	0.00	13.00
<a href="#">View claims</a>	Optical - Readers	Mediphila Test (MT) (00)	190.00	0.00	190.00
<a href="#">View claims</a>	Wellness Day VCT 18+yrs	Mediphila Test (MT) (00)	1.00	0.00	1.00
<a href="#">View claims</a>	Wellness Day VCT Follow Up 18+yrs	Mediphila Test (MT) (00)	1.00	0.00	1.00

A red box highlights the text "No records found" below the table.

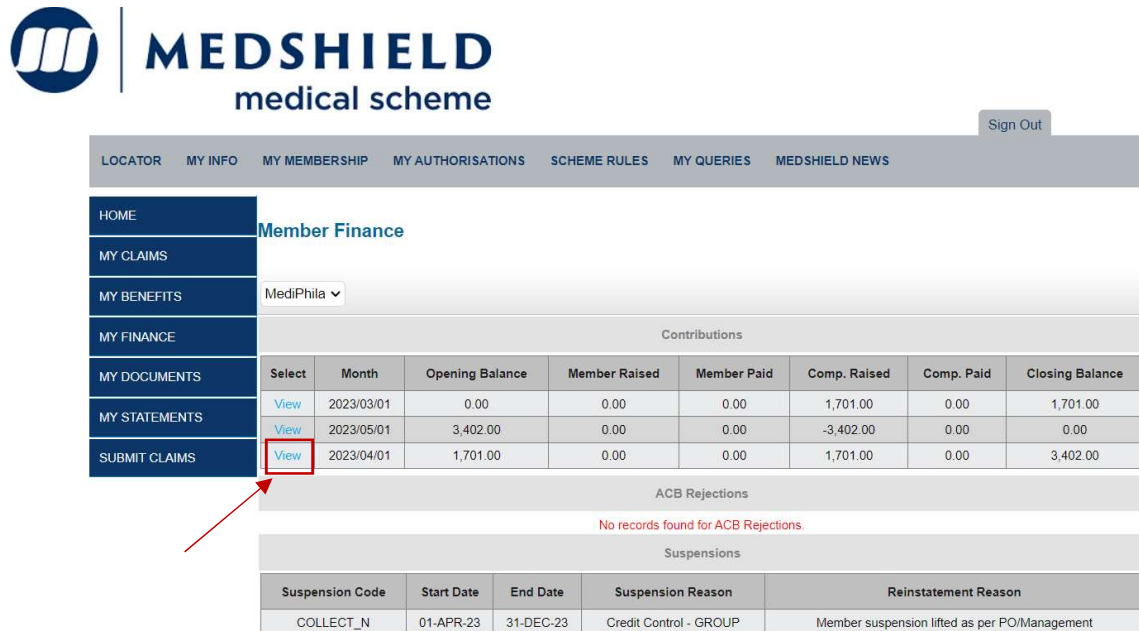
**Disclaimer:**

Your attention is drawn to the following:

A benefit enquiry does not in any way constitute a guarantee of payment in part or in full. Benefit and membership information is only as accurate as the information available at the time of the enquiry. Therefore, Medshield Medical Scheme, the contracted service provider, the website administrator, its officers, directors, employees, consultants, agents and contractors shall be exempt from and shall not be liable under any circumstances for any claims, loss or damage whatsoever whether direct, indirect or consequential and whether arising out of delict, contract or any other cause whatsoever which may arise out of the provision of inaccurate information to the Scheme/website administrator. Product rules and limits apply. This is provided in the Scheme Rules. Where there is a discrepancy between the content provided on this website and the Scheme Rules, the Scheme Rules will prevail.

## 10. MY FINANCE

The "My Finance" section summarises your healthcare-related financial transactions transparently. Clicking "My Finance" directs your screen as per below.

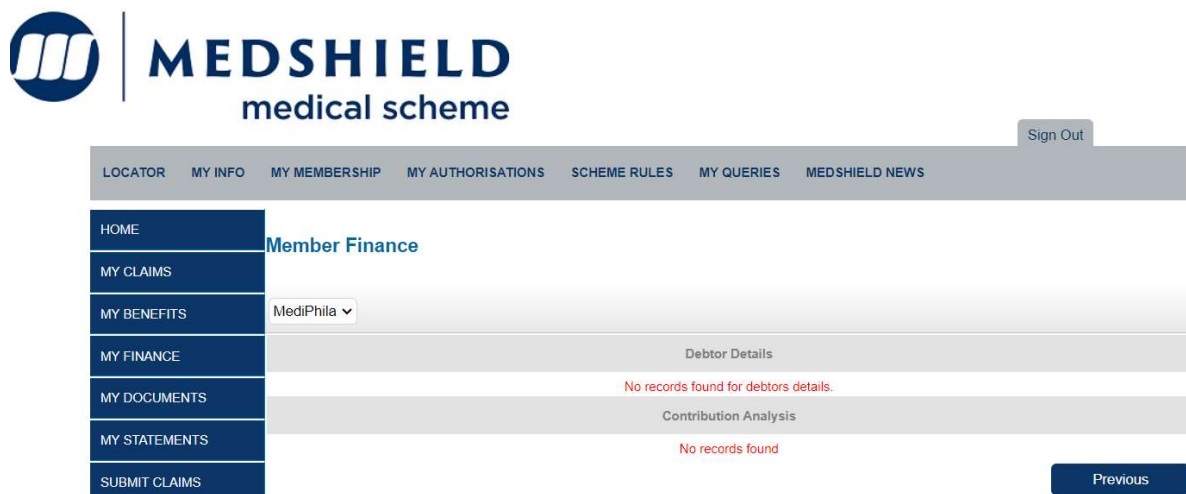


The screenshot shows the MEDSHIELD medical scheme interface. The 'MY FINANCE' section is active, displaying a table of contributions. A red box highlights the 'View' link in the 'Select' column for the contribution dated 2023/04/01, with a red arrow pointing to it.

Select	Month	Opening Balance	Member Raised	Member Paid	Comp. Raised	Comp. Paid	Closing Balance
<a href="#">View</a>	2023/03/01	0.00	0.00	0.00	1,701.00	0.00	1,701.00
<a href="#">View</a>	2023/05/01	3,402.00	0.00	0.00	-3,402.00	0.00	0.00
<a href="#">View</a>	2023/04/01	1,701.00	0.00	0.00	1,701.00	0.00	3,402.00

Within this section, you can review your contributions, ranging from the opening balance to the member's contribution and associated costs. Additionally, you can view any Automated Clearing Bureau (ACB) Rejections and suspensions that may have occurred.

Select the "View" tab under the "Select" column to view each contribution line item in detail. However, currently, there are no records displayed in this example.



The screenshot shows the MEDSHIELD medical scheme interface. The 'MY FINANCE' section is active, displaying 'Debtor Details' and 'Contribution Analysis' sections. Both sections show 'No records found' messages. A 'Previous' button is visible at the bottom right.

## 11. MY DOCUMENTS

Accessing your healthcare documents should be a smooth process providing vital information at your fingertips. Once you select "My Documents," the screen below will appear.



In the "My Documents" section, you will find all the necessary documents related to your health coverage. These include your membership certificate, tax certificate, and statements. This feature makes it easy for you to access all the relevant information. If a document has a grey icon, it means there is currently no document available. Please keep this in mind.

## 12. MY STATEMENTS

Access to your statements should be straightforward, providing a comprehensive view of your healthcare financial transactions. By clicking on "My Statements", you should see the screen below. The member statements section allows you to view and email statements related to your healthcare expenses and payments to yourself. This feature will enable you to open a remittance to track your healthcare finances.

Sign Out

LOCATOR MY INFO MY MEMBERSHIP MY AUTHORISATIONS SCHEME RULES MY QUERIES MEDSHIELD NEWS

HOME **Member Statements**

MY CLAIMS

MY BENEFITS MediPhila ▾

MY FINANCE Monthly Member Statements

MY DOCUMENTS Statement Date: No Statements available ▾

MY STATEMENTS E-Mail Address: @medshield.co.za

SUBMIT CLAIMS

Member ACB / Remittance

Statement Date: No Remittances available ▾

### 13. SUBMIT CLAIMS

Submitting a claim should be a simple task. It is a straightforward and convenient process that enables you to manage your healthcare expenses effectively. When you click "Submit Claims," you will see the screen below.

LOCATOR MY INFO MY MEMBERSHIP MY AUTHORISATIONS SCHEME RULES MY QUERIES MEDSHIELD NEWS

HOME **Submit Claims**

MY CLAIMS

MY BENEFITS MediPhila ▾

MY FINANCE Submit Claims

MY DOCUMENTS Please attach document/images of the claim (maximum 5 attachments per claim submission) and submit for assessment and processing. Permitted file types: jpeg, jpg, pdf, .png, .tiff. Maximum file size: 5MB.

MY STATEMENTS

SUBMIT CLAIMS

Submission Date: 2023/08/10

Description:

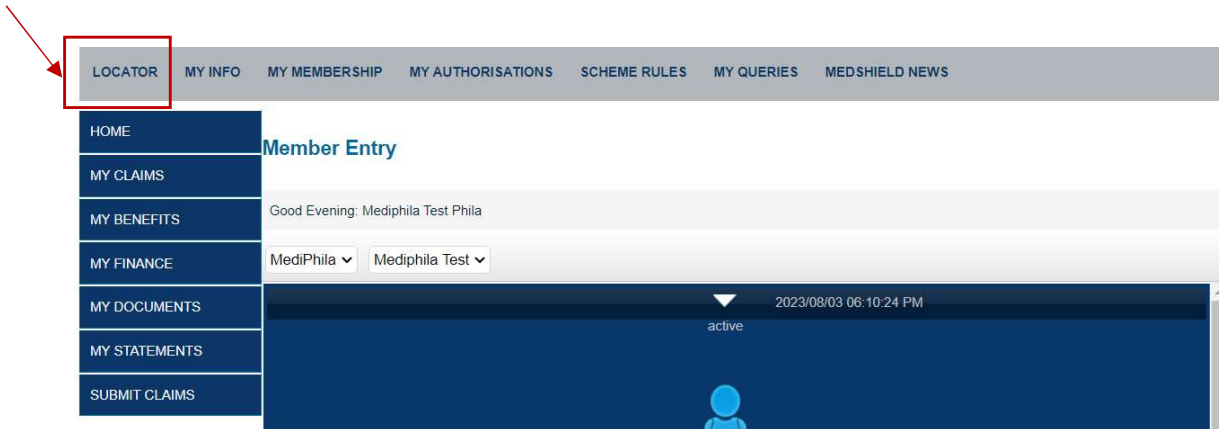
Attachments (max 5 per claim):

**Disclaimer:**  
The successful submission of a claim/s does not constitute a guarantee of payment and is subject to Scheme rules and available benefits.

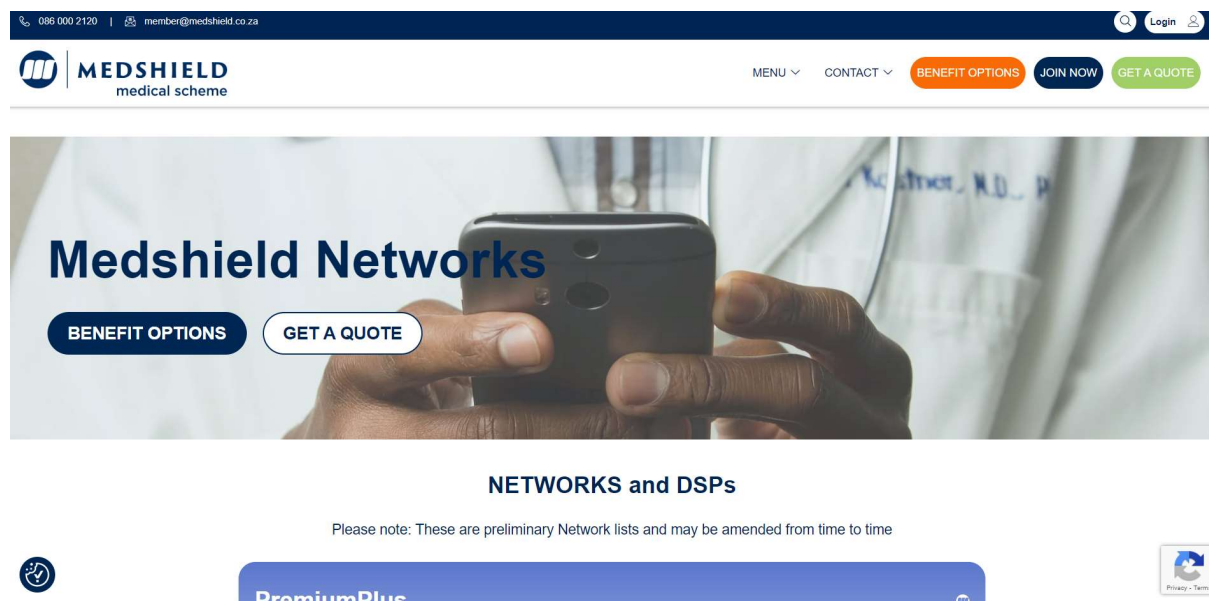
In this section, you can easily submit your claims. The navigation is user-friendly, allowing you to select the submission date, add a description of your claim, attach relevant documents like invoices, and submit it quickly. We aim to provide you with a hassle-free and seamless claims experience.

## 14. LOCATOR

Use the locator feature to access your plan's network of reliable healthcare providers. Click on the "Locator" tab on the top left-hand side. It will redirect you to the network page on the main website.



In the "Locator" section, clicking on it will take you back to the main website, specifically the Medshield Networks page, as shown on the screen below.



You can use this feature to see a list of network providers, such as GP networks, pharmacy networks, chronic medicine DSP networks, dental and optical networks, SmartCare pharmacy networks, and oncology networks tailored to your plan. This user-friendly feature helps you make informed decisions about your network provider.

We aim to provide you with an exceptional healthcare experience, and this guide is a reliable resource for quickly navigating our website and member portal. Should you require further assistance, our friendly customer support team is always available via message or call.

Welcome to our Medshield Medical Scheme community and let's embark on this journey together towards a healthier you!