



How to Access Hospital and Network Providers for my benefit option

Medshield's Healthcare Provider Networks are easily accessible on the Medshield website and the Mobile app.

Medshield website (www.medshield.co.za):

- 1.** **OPEN** the Medshield website home page.
- 2.** Click the '**MENU**' dropdown and select '**MEDSHIELD NETWORKS**' on the Member tab.
- 3.** Navigate to and **CLICK** on your Benefit Option e.g. MediValue.
- 4.** You will **FIND A LIST** of Provider Networks and Designated Service Providers (DSPs) for your plan. Simply **CHOOSE** the relevant plan and the Networks will be listed. These networks include Specialist networks, 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 GEO LOCATOR** designed and built-in to make life easy. The Smart Search Geolocator feature lets you quickly find what you're looking for by typing in relevant provider name or practice number, or you can search by province and city 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 and the search options will appear.
- 5.** Using the search options provided, **GEO LOCATOR INSTANTLY DISPLAYS A MAP** with the location results of the Provider you searched for.
- 6.** The GEO Locator displays a **COMPREHENSIVE LIST OF PROVIDERS** within the province and city you searched for.

This Smart Search GEO Locator feature also allows you to **EXPORT AND DOWNLOAD A COMPREHENSIVE MICROSOFT EXCEL LIST** of all the General Practitioners (GPs) 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 CATERES TO EACH USER'S NEEDS**, providing quick and efficient access to crucial information, such as finding a network provider.
- 7.**
- 8.**

Medshield App

- 1.** **OPEN** the Medshield App and click on the '**MEMBER TOOLS TAB**' at the bottom of the screen
- 2.** Click on the '**LOCATE NETWORK PROVIDER**' button
- 3.** You will be rerouted to the Medshield website (**FOLLOW THE STEPS FROM 4 ABOVE**)

Ensure that your healthcare provider is part of your Benefit Option/Plan's relevant Network to minimise out-of-pocket expenses or co-payments.