



## A MESSAGE FROM THE SCHEME



Dear Medshield Member,

**O**ur commitment to you extends beyond providing quality and affordable healthcare cover - it is about building lasting relationships that enhance every aspect of your life. We believe that when we come together, we unlock real, personalised value that enriches your life.

We strive to ensure accessible, quality healthcare while empowering our team to deliver exceptional service. Our promise, "Working together, we unlock real, personalised value for you," reflects our dedication to providing genuine support and meaningful experiences at every touchpoint of your healthcare journey.

As your **Partner for Life**, we are here to support you with clear policies and value-based care tools that aim for better health outcomes.

### INTRODUCING: ENHANCED CONTACT AND SELF-SERVICE CHANNELS

We are excited to reiterate that it is even easier to contact us with the introduction of our **enhanced contact and self-service channels**. The Medshield WhatsApp channel and the updated features on the Medshield Membership App make it easier for you to access important membership information,

submit queries and engage with the Medshield team directly.

### ENHANCE YOUR HEALTH THROUGH SCREENING AND PREVENTION

With flu season approaching, we encourage you to take full advantage of your **Wellness Benefits**. These benefits, included in your plan, help you manage your health without unexpected expenses, enabling you to lead a healthy and vibrant life.

### CO-ORDINATED CARE TO SUPPORT YOUR HEALTHCARE JOURNEY

Co-ordinated care places your needs at the centre of your healthcare journey. Your healthcare journey starts with your general practitioner (GP) - beneficiaries who nominate a GP will qualify for 2 additional visits from the Overall Annual Limit if the Day-to-Day Limit (or Personal Savings Account for MediSaver and PremiumPlus) is exhausted, provided they consult their nominated GP.

### GP Nomination is linked to your chosen benefit options as indicated below:

- If you have chosen MediPhila, MediCurve, MediValue Compact or MediPlus Compact, it is compulsory for you and your dependants to each nominate one GP from the network linked to your chosen benefit option.

- If you have chosen MediValue Prime, MediPlus Prime, MediBonus, MediSaver or PremiumPlus, the GP nomination is voluntary, and each beneficiary can nominate one GP from the network linked to your chosen benefit option.
- If you have chosen MediCore (hospital plan), each beneficiary can voluntarily nominate one GP from the network associated with your chosen benefit option. This allows each beneficiary to qualify for two GP visits from the Overall Annual Limit, even though it is a hospital plan, provided they consult their nominated GP.

The registered networks per option are available on the Medshield website at [www.medshield.co.za](http://www.medshield.co.za).

We are proud that you are a part of the Medshield community, where care, value, and trust unite. Together, we are more than just a medical scheme; we are a thriving community committed to making a lasting impact on your health and well-being.

Thank you for choosing Medshield as your healthcare **Partner for Life**.

*Medshield Medical Scheme*

# ENSURING SERVICE EXCELLENCE THROUGH ISO 9001



**A**t Medshield, our primary mission is to serve our members by providing them with access to affordable, high-quality healthcare services. We are committed to continuously enhancing our service delivery by embracing innovation and recognising that we journey alongside you through every stage of life. With us, you have a healthcare partner for life.

In 2017, we proudly attained our ISO 9001 certification, a significant milestone that underscores our unwavering commitment to quality. The International Organisation for Standardisation (ISO) is a globally recognised standards body that establishes benchmarks for Quality Management Systems (QMS). To achieve, uphold, and advance our certification, we meticulously implement and refine our QMS, ensuring that every aspect of our operations aligns with industry best practices. The Scheme undergoes rigorous audits, conducted regularly, to assure our members of our steadfast adherence to these high standards.

#### THE ADVANTAGES OF THE ISO CERTIFICATION INCLUDE:

- **Consistent quality:** The certification is a testament to our commitment to delivering reliable and consistent healthcare services.

- **Trustworthy assurance:** It reassures our members that we will reliably deliver on our commitments.
- **Controlled processes:** The implementation of controlled processes leads to significant improvements in efficiency and effectiveness, enhancing overall service delivery.
- **Increased confidence:** Our members can take comfort in knowing that a recognised and respected standard is in place, ensuring that we meet both customer expectations and regulatory requirements.

#### THE ISO CERTIFICATION ILLUSTRATES OUR COMMITMENT TO QUALITY:

- **Quality services and products** - accessible to our members at every stage of their healthcare journey.
- **Unwavering commitment** to our members.
- **Accountability and assurance** that we will deliver on our commitments.
- **Long-term sustainability and financial viability** of the Scheme.
- **Increased confidence** in knowing that a recognised and respected standard is in place to make sure we meet member expectations and regulatory requirements.
- **Trustworthy and transparent** in our engagement with members.
- **You are covered** at every stage of your healthcare journey.

# ENHANCING YOUR HEALTHCARE JOURNEY:

## *The importance of coordinated care*



**W**e understand that your journey to better health often begins with your family doctor, also known as a general practitioner (GP). GPs serve as the first point of contact in your healthcare experience and are valuable in guiding you through your medical concerns. As your first point of call, we realise that the relationship with your GP is more than a visit to help with a common cold.

GPs are listeners and nurturers; they take care of our physical and emotional needs – and sometimes they help us to identify needs that we did not even know we had. That is why, at Medshield, we want to centralise your care to start with your GP.

The current Medshield GP network is available to our members at [www.medshield.co.za](http://www.medshield.co.za). Members who still need to nominate a GP are advised to do so by **30 June 2025**. (Refer to the welcome message in this newsletter for more details per plan). This nomination is crucial as it establishes a central point for your healthcare, allowing for a more streamlined and coordinated approach to your healthcare.

### **GPS CONNECT YOU WITH TOP-TIER SPECIALISTS IN HEALTHCARE**

We are pleased to introduce the Medshield Specialist Network, which connects our members with top-tier specialists across various fields. Imagine having access to a quality specialist network at a reduced cost, resulting in a saving on your benefits and feeling comfortable that you have enough available funds for the remainder of the year. In addition, this network enhances the referral process and improves communication between healthcare providers, ensuring that you receive comprehensive care.

Remember to review whether your chosen benefit option requires a referral letter from your GP before visiting a specialist as you may incur a non-Designated Service Provider (DSP) co-payment without this referral.

### **KEY BENEFITS FOR MEMBERS:**

- 1. Streamlined referral process:** With a clear pathway from your GP to specialists, your healthcare becomes more effective and efficient.
- 2. Enhanced communication:** Improved interaction among healthcare providers ensures continuous and informed care, minimising the chances of miscommunication regarding your health.
- 3. Comprehensive, coordinated care:** By centralising care through your GP and the specialist network, you benefit from an integrated and comprehensive approach to your health management.

### **TRANSITION PERIOD: JANUARY – JUNE 2025**

As a part of this initiative, we are implementing a “soft channelling” approach to allow for a smooth transition to the new GP referral process. We encourage members to nominate a GP to their benefit plan by 30 June 2025. From 1 July 2025, Medshield will require members to follow the referral process outlined in the Scheme Rules to avoid any potential DSP/network co-payments.

We are committed to providing you with a healthcare experience centred around your needs. Together, we can enhance your healthcare journey and ensure you receive the best quality care you deserve.

# ELEVATE YOUR HEALTH WITH MEDSHIELD'S WELLNESS BENEFITS



**Y**our health is undoubtedly your most valuable asset, and taking proactive steps to safeguard it is essential. Medshield provides members with access to preventative healthcare initiatives to help identify and manage certain health risks.

Covered through your **Wellness Benefit**, the preventative healthcare initiatives enable you to proactively manage your health and prevent more serious medical issues in the future. It includes important screenings and assessments to help detect potential health risks early on.

## WELLNESS BENEFITS FOR VARIOUS STAGES OF YOUR LIFE

- New parents can rest assured that we will provide cover for all those important vaccinations to protect your child from birth into their early teens. Adults benefit from annual vaccinations, including influenza and other routine vaccinations. Our members,

over sixty, are covered for pneumococcal vaccinations. For a complete breakdown of what is covered in your benefit option, please refer to the Wellness Benefit section of your benefit guide.

- **Health Risk Assessments (HRAs)** are critical for screening, testing, and assessing members' cholesterol, blood glucose, blood pressure, and Body Mass Index (BMI) and provide voluntary HIV counselling and testing.
- **Mammogram screenings** for our valued female members from 40 years of age and upwards. The Mammogram screening is available on all plans except MediCore and MediCurve.

If you need more information about these vital screenings and assessments, please email [member@medshield.co.za](mailto:member@medshield.co.za) or contact us via **WhatsApp at +27 60 042 7274**.

## HEALTH RISK ASSESSMENTS EXPLAINED

One of the most effective means of achieving good health and preventing potential illnesses is through a Health Risk Assessment (HRA). As a Medshield member, you have access to consultations with a nominated General Practitioner (GP), or a pharmacy network, where you can receive a comprehensive Health Risk Assessment.

### WHAT IS A HEALTH RISK ASSESSMENT?

A Health Risk Assessment (HRA) is a valuable preventive healthcare tool designed to uncover potential health risks before they escalate. It typically includes:

- A review of your medical history.
- An evaluation of lifestyle factors such as diet, exercise, and smoking habits.
- Important measurements, including blood pressure, cholesterol levels, blood sugar, and BMI.

- An assessment of risk factors for chronic conditions like diabetes, hypertension, and heart disease.

### WHY IS A HEALTH RISK ASSESSMENT IMPORTANT?

Many serious health conditions develop without noticeable symptoms during the initial stages. Regular HRAs can help identify these risks. There are several key benefits:

1. **Early detection of health issues:** Discovering potential problems early lead to more effective treatment and improved health outcomes.
2. **Preventive care:** HRAs help create personalised health plans, reducing the risk of chronic disease onset.
3. **Improved quality of life:** Managing your health risks proactively allows you to lead a healthier, more active lifestyle.
4. **Cost savings:** Emphasising preventive healthcare diminishes the need for costly treatments and hospitalisations in the future.

# STAY CONNECTED:

Discover Medshield's new WhatsApp service and Member App



**A**t Medshield, we embrace technology to improve interactions with members. Our blend of contact and self-service channels enhances member interactions and streamlines communication between members and the Scheme.

Our different channels allow you to choose how you want to interact with us, whether through direct communication with support from a call centre agent or access to user-friendly resources online for self-service.

## WHY ARE WE EMBRACING A DIGITAL-FIRST APPROACH TO MEMBER ENGAGEMENT?

- **24/7 access to benefit information and resources:** Instantly retrieve information about your benefits, networks, claims, etc.
- **Convenience at your fingertips:** No more lengthy calls or emails - explore our WhatsApp channel to get the answers you need.
- **Personalised assistance:** Whether you have claims queries or need help understanding your coverage, we are here to help you.
- **Secure and reliable communication:** Your privacy and security are our top priorities.

### 1. OUR WHATSAPP SERVICE LINE IS READY TO ASSIST YOU!

The new Medshield WhatsApp service line is a convenient addition to our communication channels. This service allows members to swiftly reach out to us with queries, providing a quick and efficient way to get the information you need. The **WhatsApp** service line operates from **Monday to Friday, 8:00 am to 8:00 pm**, and on **Saturdays from 8:00 am to 1:00 pm**.

### Are you ready to reach us on WhatsApp? Here is how:

1. Save the **Medshield WhatsApp number +27 60 042 7274** in your contacts.
2. Open WhatsApp and search for the saved number.
3. Send a message saying "Hi" to start chatting!

### 2. EXCITING UPDATES TO OUR MEDSHIELD WEBSITE

As we strive to improve the member experience and provide a streamlined engagement approach across our channels, we realise that our website is critical in supplying the correct information with ease of access.

We are excited to share that we have created a "How to" page for our members. The "How to" page provides access to downloadable "How to" guides that provide step-by-step instructions on how to gain access and apply for specific benefits as part of your Medshield membership. The "How to" page is accessible via the menu dropdown. Select "How to" under the Member section on the menu.

### Other exciting updates include:

1. An enhanced home page, featuring a benefits comparison and quote estimate tool.
2. An improved user interface for our Medshield networks and Designated Service Providers (DSPs) pages with improved search functionality.
3. Quick and easy access to our Medshield member portal – accessible via the Login button on the top right-hand corner of the Medshield website.

**Having difficulty logging in?** If you have difficulty accessing your member portal, please email [web@medshield.co.za](mailto:web@medshield.co.za) and we will contact you to ensure you have a smooth experience.

### 3. OUR ENHANCED MEDSHIELD MEMBER APP IS EVERYTHING YOU NEED TO GET THE MOST OUT OF YOUR BENEFITS!

Managing your healthcare benefits has never been easier. The Medshield Membership App with enhanced features offers a sleek, simplified, and functional user interface and user-friendly navigation that allows quick access to your health information and resources.

### Everything you need is now in one place:

- Easily view your digital membership card.
- Submit and track your claims.
- Track and manage your benefits.
- Easy access to important contact information – provider networks, emergency services, hospital authorisations and the Medshield customer contact centre.

### Getting started is simple, follow these steps:

- **Step 1:** Download the latest Medshield app for iOS and Android – search for "Medshield" on your device's app store.
- **Step 2:** Download the new app and log in using your existing web or member app credentials. If you experience any difficulty with accessing the app or logging in, please visit the step-by-step guide on the Medshield website at [www.medshield.co.za/members/how-to/](http://www.medshield.co.za/members/how-to/) or email [web@medshield.co.za](mailto:web@medshield.co.za)
- **Step 3:** Remember to delete the previous version of the app from your device.

# RECOGNISE AND REPORT SUSPECTED HEALTHCARE FRAUD IN SOUTH AFRICA



- **Scenario 2:** I received an email from Medshield asking me to update my payment method.
- **Response:** Do not click on any links and report the email as spam. We will never ask you to update your membership or payment information without following the correct communication channels. Look at the logo and the “From” email address on the suspicious email. If you identify slight differences in the email as to the emails we normally share, follow the steps below to report and do not respond directly to the suspicious email.
- **Scenario 3:** Someone called me and asked for my personal information, ID, and membership number. They said that there was a technical issue with my membership and that they needed the information to restore my access.
- **Response:** Do not engage with the person. Hang up and follow the steps below to report.
- **Scenario 4:** I received an invoice/notification of a claim from my healthcare provider, and their service is different from what I went to see them for. They also charged a different rate.
- **Response:** Reach out to your healthcare provider and enquire about the claimed amount. If you suspect medical fraud, follow the steps below to report it.

**F**raud continues to be prevalent in South Africa, and we encourage members to exercise caution when receiving requests to share personal information. We will never ask you to share personal information with us or call you regarding any changes to your membership without following the proper communication channels. We encourage members to ask questions and report any suspicious membership activity immediately.

## EXAMPLES OF FRAUDULENT SCENARIOS:

- **Scenario 1:** I received an SMS from Medshield with a link asking me to update my membership information via the link.
- **Response:** Do not click on the link. Contact Medshield and enquire about the SMS and follow the steps below to report the suspicious activity.

## WHAT PRECAUTIONS CAN I TAKE TO PROTECT MYSELF AND MY FAMILY?

- Do not share personal information with anyone, this includes your membership number, ID, passport, bank account information, login details and passwords.
- Make sure you always protect your membership card and number.
- Check your claim statements carefully and ensure you received the services claimed by the service provider.
- Do not accept cash from a service provider in exchange for a medical aid claim.
- Report suspicious behaviour.

For this reason, we need to assume that our information could also be there and, therefore, adopt a zero-trust mindset by applying a healthy dose of scepticism.

## HERE'S HOW YOU CAN BLOW THE WHISTLE:

<p><b>Call directly on the toll-free number 0800 112 811</b> Use the dedicated Whistle Blowers hotline number to make a report via the live answering service.</p>	<p><b>Download and use the Whistle Blowers app</b> Download the secure Whistle Blowers app from Google Play or the Apple App Store. The app guides you through the reporting process.</p>
<p><b>SMS to 33490</b> Send your report via the SMS line from anywhere in South Africa at a cost of R1.50.</p>	<p><b>Post a letter of your report</b> Send a letter of your report to Whistle Blowers via post using the below details: <b>Freepost KZN665, Musgrave, South Africa, 4062</b></p>
<p><b>Report online at <a href="http://www.whistleblowing.co.za">www.whistleblowing.co.za</a></b> Visit the Whistle Blowers website to report and make your submission via the online reporting platform.</p>	<p><b>Fax your report</b> Send your report to Whistle Blowers via a fax line: Toll-free on <b>0800 212 689</b></p>
<p><b>Email to <a href="mailto:information@whistleblowing.co.za">information@whistleblowing.co.za</a></b> Send an email of your report privately to Whistle Blowers.</p>	<p><b>WhatsApp</b> Send your report to Whistle Blowers via WhatsApp on: <b>031 308 4446</b></p>

REMEMBER, REPORTS CAN BE SUBMITTED ANONYMOUSLY OR IN CONFIDENCE

# MEDSHIELD'S NEW REGIONAL OFFICES AND SERVICE UPDATES



**In a bid to enhance our service delivery and engagement with our members, we are thrilled to announce the opening of our new Cape Town and Durban regional offices and walk-in centres. Following a 2024-member survey to assess the convenience of both locations, we decided to relocate to better serve our members.**

Our Bloemfontein regional office and walk-in centre closed on 17 February 2025. The introduction of regional member interactions – and the availability of alternative remote assistance and information channels – has resulted in a significant decline in visitors to the physical office, and we encourage members to make use of the various other communication channels available:

- **Virtual Meeting Requests** – Members can send a request to [letsmeet@medshield.co.za](mailto:letsmeet@medshield.co.za) with their preferred date and time for an appointment. Our team will contact the member to confirm the appointment.
- **Medshield App** – Our new app is available for download on iOS (Apple) and Android Stores.
- **WhatsApp Channel** – Members can enjoy fast and convenient access to our team on WhatsApp. Please use +27 60 042 7274 to engage with us.
- **Website Login Zone** – Members can register on the Website Login Zone via the Medshield website at [www.medshield.co.za](http://www.medshield.co.za). Click 'log in' on the home page and follow the prompts.
- **The Medshield short code SMS check:** SMS the word BENEFIT to 43131.
- **Medshield Contact Centre:** Our agents are available to assist with any queries or questions on 086 000 2120.

Members are welcome to visit any of our regional offices and walk-in centres located in Johannesburg, Cape Town, Durban, East London and Gqeberha.

#### ADDRESS AND CONTACT INFORMATION:

##### **Medshield (HQ) Johannesburg**

192 Bram Fischer Drive

Ferndale, Randburg, 2195

Email: [member@medshield.co.za](mailto:member@medshield.co.za)

Phone: 086 000 2120

Opening hours: Monday to Friday, 08:00 to 16:00

#### MEDSHIELD REGIONAL OFFICES

##### **Cape Town:** Tygervalley Office Park, Cnr Willie van Schoor & Old Oak

Road ygervalley, Bellville, 7530

Email: [medshield.ct@medshield.co.za](mailto:medshield.ct@medshield.co.za)

Opening hours: Monday to Friday, 08:00 to 16:00

##### **Durban:** Suite 104, Medstone Medical Centre, 1D Umhlanga Ridge

Boulevard, Umhlanga

Email: [medshield.durban@medshield.co.za](mailto:medshield.durban@medshield.co.za)

Opening hours: Monday to Friday, 08:00 to 16:00

##### **East London:** Unit 3, 8 Princes Road, Vincent, East London, 5217

Email: [medshield.el@medshield.co.za](mailto:medshield.el@medshield.co.za)

Opening hours: Monday to Friday, 08:00 to 16:00

##### **Gqeberha:** Unit 3(b), The Acres Retail Centre, 20 Nile Road,

Perridgevale, Gqeberha, 6001

Email: [medshield.pe@medshield.co.za](mailto:medshield.pe@medshield.co.za)

Opening hours: Monday to Friday, 08:00 to 16:00

# INTRODUCING MEDSHIELD MOM'S NEWEST PARTNERS



**A**t Medshield, we know motherhood is a journey that deserves only the best in care, wellness, and support. That's why we continuously seek out premium, trusted brands that promote health, wellness, and baby care, aligning with our commitment to providing high-quality service offerings to our members. As your Partner for Life, we are excited to introduce Carmién Tea and Portia M Baby as the newest partners in our Medshield Mom pregnancy programme!

These renowned brands bring natural, safe, and effective products to support both moms and their little ones—now included in our exclusive Medshield Mom bags.

#### **CARMIÉN ROOIBOS TEA: NOURISHING MOMS NATURALLY**

A trusted name in organic wellness, Carmién Tea offers premium organic rooibos tea blends designed to support moms at every stage of their journey. Crafted with natural, quality ingredients, Carmién Tea is caffeine-free, antioxidant-rich, and soothing, making it an excellent choice for health-conscious moms.

#### **WIN A CARMIÉN TEA HAMPER ON MEDSHIELD'S SOCIAL MEDIA!**

To celebrate this exciting partnership, we're giving away a Carmién Tea hamper through Medshield's social media channels! Visit @medshieldsa on Facebook, Instagram, or X for details on how to enter and stand a chance to win this fantastic wellness package.

#### **PORTIA M BABY: GENTLE, NATURAL SKINCARE FOR LITTLE ONES**

Portia M Baby is a trusted brand dedicated to natural, plant-based skincare that nurtures and protects delicate infant skin. Their gentle,

nourishing products are free from harsh chemicals and provide moms with peaceful skincare solutions they can trust.

#### **WIN A PORTIA M BABY HAMPER ON MEDSHIELD'S SOCIAL MEDIA!**

We're also celebrating this exciting addition to the Medshield Mom family by giving away a Portia M Baby hamper on our social media platforms! Stay tuned to @medshieldsa for competition details.

#### **BENNETTS: A CONTINUED TRUSTED PARTNER**

Our commitment to providing top-quality baby care wouldn't be complete without Bennetts, a brand South African moms have trusted for generations. As a long-standing Medshield Mom partner, Bennetts continues to provide essential baby care products in our Medshield Mom bags.

#### **MEDSHIELD MOM: SUPPORTING YOU EVERY STEP OF THE WAY**

Motherhood is a journey, and Medshield Mom is here to support, uplift, and empower our moms and babies at every stage. From pregnancy to postpartum, we provide a platform equipped with expert advice, wellness tips, and parenting support throughout your motherhood journey. Medshield Mom gives you peace of mind through our trusted insights, recommendations, and exclusive giveaways to help you and your baby thrive. Don't forget to visit Medshield Mom at [www.MedshieldMom.co.za](http://www.MedshieldMom.co.za).

Stay connected with us through our social media for upcoming competitions, expert advice, and exciting brand collaborations! Follow @medshieldsa on Facebook, Instagram, and X today!

With Medshield, you always have a *Partner for Life*.



# CHILDREN AND ORAL HEALTH

Discover Medshield's new WhatsApp service and Member App



**T**aking care of your children's teeth is about more than preventing cavities. Oral health plays a key role in children's overall well-being, confidence, and development. Poor oral hygiene can lead to problems like tooth decay, gum disease, and infections, which may make it hard for children to eat, speak, or even focus in school. Studies have also shown that oral health is closely linked to overall health, and poor oral hygiene increases the risk of serious health problems, like heart disease and diabetes, later in life.

For children, good oral health is especially important because their primary (baby) teeth play a key role in guiding the development of their permanent teeth. Healthy baby teeth help ensure proper spacing, alignment, and jaw development, which can prevent orthodontic issues in the future.

## ENCOURAGE GOOD ORAL HYGIENE HABITS

With the right habits and routines, parents can help their children maintain healthy teeth and gums, setting them up for a lifetime of good oral health:

- **Start early.** After feeding, wipe your baby's gums with a clean, damp washcloth. Once the first tooth appears, start brushing with a soft-bristled toothbrush and a tiny smear of fluoride toothpaste.
- **Lead by example.** Children often mimic their parents' actions, so let them see you brushing and flossing your teeth regularly. This shows the importance of oral hygiene, and you can also make it a fun shared family activity.
- **Set a routine.** Establishing a routine helps make oral care a natural part of their day. Encourage your child to brush their teeth twice a day—once in the morning and once before bed—and to floss at least two times a week.
- **Teach them how to do it.** For younger children, supervise brushing and flossing to ensure all areas of the mouth are cleaned. Give your child simplified instructions and focus on brushing rather than a perfect brushing technique. Gradually give your child

more independence as they get older but continue to check their progress occasionally.

- **Make it fun.** Turn brushing into a game. Set a timer and challenge them to brush for the full duration, and celebrate small wins, such as brushing for one minute or remembering to floss. Add a reward system with stickers or a chart to track their progress. Create a brushing playlist with your child's favourite songs, or find songs specifically designed for brushing teeth. Playing music can turn the routine into a dance party and help them brush for the recommended two minutes. Read a short story or tell a fun tale while they brush. This can help pass the time and make the experience more enjoyable.
- **Visit the dentist regularly.** Regular dental check-ups are essential for maintaining good oral health. Schedule your child's first dental visit by their first birthday and continue with visits twice a year. A dentist can identify and address potential issues early and provide preventative treatments.

## SMART SNACKING FOR ORAL HEALTH

- Limit sweets, sugary foods, and sugar-filled drinks – make water their main drink.
- Offer alternatives like cheese, nuts, or fresh fruits and vegetables.
- Keep healthy snacks readily available at home to reduce impulsive choices.
- Encourage them to rinse their mouth with water after every meal or snack.
- After brushing teeth at night, do not let them eat or drink anything other than water before going to bed.

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# Medshield Partners' Contact Details

SERVICE	PARTNER	CONTACT DETAILS
<b>Ambulance and Emergency Services</b>	Netcare 911	<b>Contact number:</b> 086 100 6337 (+27 10 209 8011) for members outside of the borders of South Africa
<b>Chronic Medicine Authorisations and Medicine Management</b>	Mediscor	<b>Contact number:</b> 086 000 2120 (Choose relevant option) or contact +27 10 597 4701 for members outside the borders of South Africa <b>Facsimile:</b> 0866 151 509 <b>Authorisations:</b> medshieldauths@mediscor.co.za
<b>Dental Authorisations</b>	Denis	<b>Contact number:</b> 086 000 2121 (+27 11 671 2011) for members outside of the borders of South Africa - Crowns/Bridges and Dental Implant Authorisations <b>email:</b> crowns@denis.co.za - Periodontic Applications <b>email:</b> perio@denis.co.za - Orthodontic Applications <b>email:</b> ortho@denis.co.za - Plastic Dentures <b>email:</b> customercare@denis.co.za In-Hospital Dental Authorisations <b>email:</b> hospitalenq@denis.co.za
<b>Diabetes Care Programme</b>	Medshield	<b>Contact number:</b> 086 000 2120 (+27 10 597 4701) for members outside the borders of South Africa <b>Facsimile:</b> +27 10 597 4706 <b>email:</b> Diabetesdiseasemanagement@medshield.co.za
<b>Disease Management Care Plans</b>	Mediscor	<b>Contact number:</b> 086 000 2120 (+27 10 597 4701) for members outside of the borders of South Africa <b>Facsimile:</b> +27 10 597 4706 <b>email:</b> pmbapplications@medshield.co.za
<b>HIV and AIDS Management</b>	HaloCare	<b>Contact number:</b> 086 014 3258 (Mon - Fri: 07h30 to 16h00) <b>Facsimile:</b> 086 570 2523 <b>email:</b> medshield@halocare.co.za
<b>HIV Medication Designated Service Provider (DSP)</b>	Pharmacy Direct	<b>Contact number:</b> 086 002 7800 (Mon to Fri: 07h30 to 17h00) <b>Facsimile:</b> 086 611 4000/1/2/3 <b>email:</b> care@pharmacydirect.co.za
<b>Hospital Authorisations</b>	Medscheme	<b>Contact number:</b> 086 000 2121 (+27 11 671 2011) for members outside of the borders of South Africa <b>email:</b> preauth@medshield.co.za
<b>Hospital Claims</b>	Medscheme	<b>Contact number:</b> 086 000 2121 (+27 11 671 2011) for members outside of the borders of South Africa Working Hours: Mon - Fri: 08h00 - 17h00 <b>email:</b> hospitalclaims@medshield.co.za
<b>Oncology Disease Management Programme (for Cancer treatment)</b>	ICON and Medscheme	<b>Contact number:</b> 086 000 2121 (+27 11 671 2011) for members outside of the borders of South Africa <b>email:</b> oncology@medshield.co.za Medshield has partnered with the Independent Clinical Oncology Network (ICON) for the delivery of Oncology services. Go to the ICON website: <a href="http://www.cancernet.co.za">www.cancernet.co.za</a> for a list of ICON oncologists
<b>Optical Services</b>	Iso Leso Optics	<b>Contact number:</b> 086 000 2120 (+27 10 597 4701) for members outside of the borders of South Africa <b>Facsimile:</b> +27 11 782 5601 <b>email:</b> member@isoleso.co.za

**MEDSHIELD HEAD OFFICE**  
5th - 7th Floor, 192 Bram Fischer  
(Entrance Sneddon Street) Ferndale, Randburg 2195  
**email:** member@medshield.co.za  
**Postal Address:** PO Box 4346, Randburg, 2125

**MEDIPHILA CONTACT CENTRE**  
**Contact number:** 086 000 0376 (+27 10 597 4703)  
for members outside the borders of South Africa.  
**Facsimile:** +27 10 597 4706  
**email:** member@medshield.co.za

**MEDSHIELD CONTACT CENTRE**  
**Contact number:** 086 000 2120 (+27 10 597 4701)  
for members outside the borders of South Africa.  
**Facsimile:** +27 10 597 4706  
**email:** member@medshield.co.za

**MEDSHIELD MEDICAL SCHEME CONTACT CENTRE OPERATING HOURS**  
Monday – Thursday: **8:15am to 17:00pm**  
Friday: **8:30am to 17:00pm**