

# Medshield CONNECT

*The way for us to talk to each other*



Issue 2 - 2025

## A MESSAGE FROM THE SCHEME



*Dear Medshield Broker,*

### WINTER HEALTH: ENCOURAGE VACCINATIONS THIS SEASON

**W**inter has arrived, bringing colder weather and a seasonal uptick in illnesses such as influenza. As a trusted Medshield Broker, you are vital in supporting member wellness. We encourage you to remind members to take advantage of their Health Risk Assessment (HRA) benefits, including their annual flu vaccination.

The annual flu vaccine remains one of the simplest yet most effective ways to reduce flu-related complications, protect vulnerable members, and help ease pressure on healthcare facilities. Let's help our members stay healthy and informed this winter.

### 2025 ANNUAL BROKER CONFERENCE

Thank you for attending the Medshield 2025 Annual Broker Conference which took place across South Africa in June. We enjoyed connecting with you in-person.

### MEDSHIELD'S 56TH ANNUAL GENERAL MEETING – WHY IT MATTERS TO BROKERS

Medshield's 56th Annual General Meeting (AGM), is taking place on **Monday, 30 June 2025 at 08:30 am** at the Fairway Hotel, Setperk Road, Randpark, Randburg, Johannesburg. The AGM is more than a procedural event; it's a meaningful opportunity for members to engage directly with the Scheme, provide input, raise concerns, and influence future policies.

As a broker, it's important to remind your clients about the value of participating in

the AGM. Their involvement helps shape decisions which impact your ability to support them effectively.

### SCHEME DEMOGRAPHICS SNAPSHOT – MARCH 2024

This issue of the broker newsletter includes the latest demographic insights from the Scheme as at the end of March 2025. This data is key to understanding trends and shifts within our membership base, which can assist you in tailoring your client conversations and engagement strategies.

Thank you for your continued partnership and dedication to our members' health and well-being

*Medshield Medical Scheme*

# A FRIENDLY REMINDER: Update your CMS accreditation details



In April, we communicated an important compliance update following an audit by the Council for Medical Schemes (CMS). As a valued broker, we appreciate your attention to that notice, and we're following up to ensure that your records are up to date.

## WHY IT MATTERS

The CMS audit revealed that some commissions were being paid to brokerages where not all representatives or agents were individually accredited. While commissions are paid at the brokerage level, the law requires every individual broker to be CMS-accredited to remain compliant.

This is not just a technicality; it's a regulatory requirement directly affecting your commission payments.

## LET'S KEEP YOU COMPLIANT (AND PAID)

To avoid any disruptions in commission payments, please ensure your updated CMS accreditation has been submitted to: [commissions@medshield.co.za](mailto:commissions@medshield.co.za)

If you've already done so, thank you! If not, we encourage you to prioritise this to avoid non-payment from now on.

## A QUICK RECAP:

- CMS accreditation is required for both brokerages and individual brokers
- It's the law (Section 65(1) of the Medical Schemes Act)
- Non-compliance means no commissions can be paid

## NEED HELP?

We're here to support you. If you have questions or need to check your status, please contact us at [broker@medshield.co.za](mailto:broker@medshield.co.za)

Let's work together to stay compliant, protect your earnings, and continue delivering excellent service to our members.

**Your partnership is important to us**—thank you for your continued professionalism.

# STAY AHEAD: Here's why Medshield's WhatsApp line is a must-use tool



**M**edshield's WhatsApp self-service channel launched earlier this year, and it's already transforming how members and brokers connect with us. In today's fast-paced world, convenience matters more than ever. That's why we're encouraging you, our valued brokers, to lead the way in promoting and using this smart self-service tool.

By simply saving the number **+27 60 042 7274** and sending **"Hi"** on WhatsApp, you gain direct access to key information at your fingertips — no emails, no call queues, no fuss.

#### HERE'S HOW BROKERS CAN BENEFIT DIRECTLY

The WhatsApp line isn't just for members; brokers can use it too! Once you send **"Hi"**, you'll see a menu with the following key options specifically helpful to you:

- **Option 3:** Instantly access 2025 brochures to support client conversations.
- **Option 4:** View the latest terms and conditions with ease.
- **Option 5:** Access essential information on fraud, waste, and abuse, helping you stay informed and aligned with compliance best practices.

#### WHY PROMOTE IT TO MEMBERS?

Encouraging your clients to use the WhatsApp line strengthens their Medshield experience.

#### THEY'LL BE ABLE TO:

- View claims, benefits, and network details
- Get self-help answers instantly
- Skip long calls and email delays
- Enjoy secure, reliable communication anytime, anywhere

#### A SMART STEP FORWARD

WhatsApp is already part of your clients' everyday communication. Let's meet them where they are and show them how simple and seamless it is to engage with Medshield.

#### SUPPORT HOURS

##### The WhatsApp service is available:

- Monday to Friday: 08:00 – 20:00
- Saturday: 08:00 – 13:00

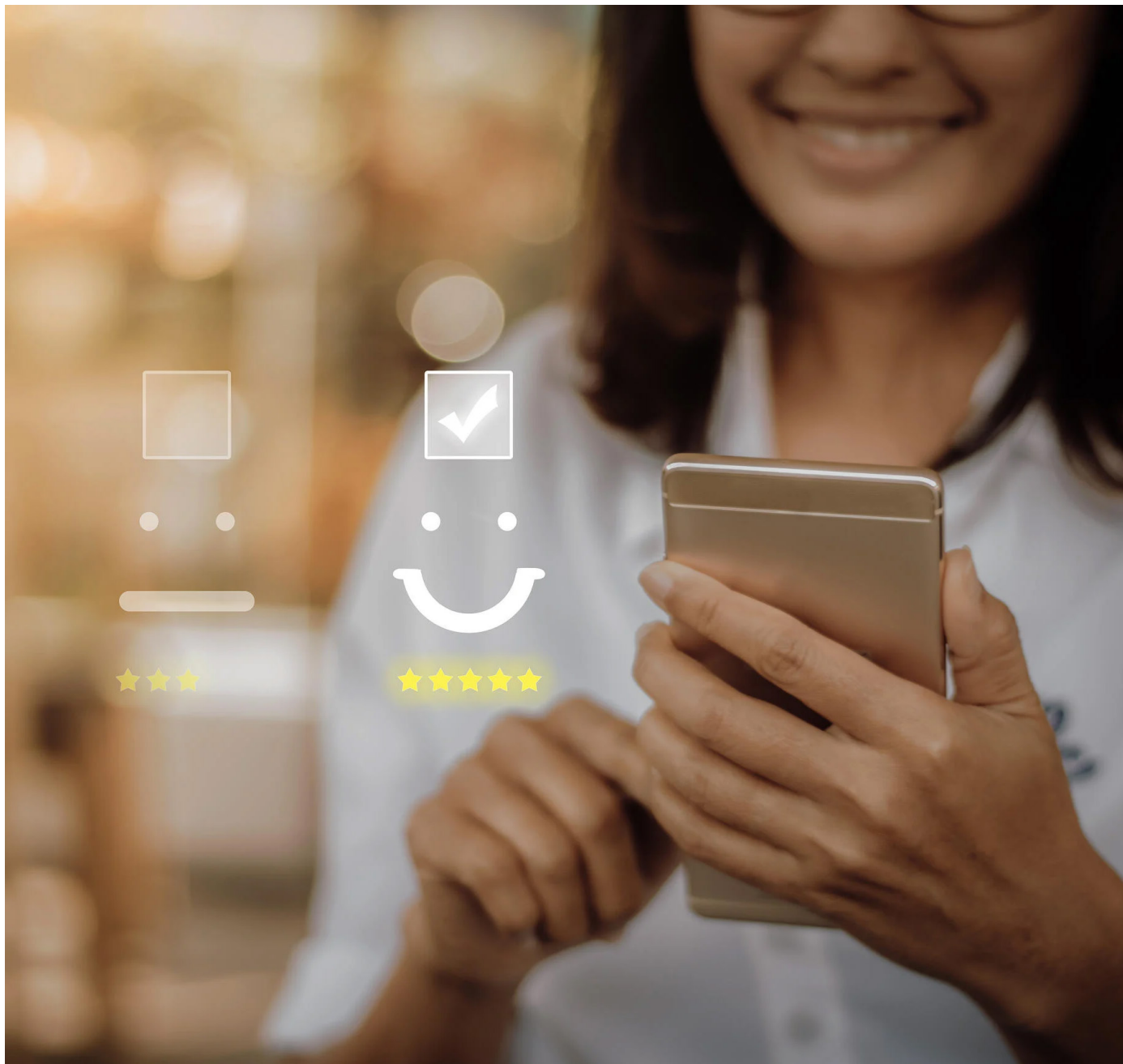
#### TAKE ACTION TODAY

**Save +27 60 042 7274**, send **"Hi"** and explore the features yourself. Then, encourage every member in your portfolio to do the same. The more informed they are, the smoother your client interactions become.

**Let's stay connected** and make healthcare information accessible, fast, and friction-free.

# IT'S YOUR VOICE THAT MATTERS

## Help us improve every interaction



**A**t Medshield, we value the partnerships we share with our brokers. You are not just a channel through which our members receive support; you are critical to how we grow, improve, and deliver on our promise of service excellence.

While we understand your time is limited and demands are high, we also kindly urge you to take a moment to complete the survey sent to you after each interaction with the Scheme.

These surveys are not simply a formality but a key tool in identifying what's working and what isn't. Whether it's a service delay, a helpful interaction, or a suggestion for improvement, your feedback gives us the insight needed to enhance our processes and provide a smoother, more efficient experience for you and your clients.

### Why it matters:

- We review every piece of feedback we receive
- It helps us address issues proactively
- It contributes to service enhancements that benefit brokers and members alike
- It's your opportunity to be heard, whether to highlight excellent service received or raise a concern

Your experience matters to us, and so does your feedback. Next time you receive a survey after an interaction with the Scheme, please take a minute to share your thoughts. It's one small action that can lead to meaningful change.

**Together, we can build better service** one response at a time.

# WHY MEDICAL SCHEMES Must lead the green shift



**W**hen you think about what drives healthcare costs, you might picture hospital stays, chronic illness, or rising treatment expenses. But what if one of the most significant emerging risks to your health – and your medical aid’s sustainability – is the environment? From the air we breathe to the waste we generate, environmental conditions shape healthcare outcomes and costs. As pollution increases and climate-linked diseases become more common, environmental health is no longer a parallel concern. It is a healthcare issue and a strategic imperative.

What sparked our Environmental, Social, and Governance (ESG) focus? Environmental sustainability enhances operational efficiency, mitigates climate risks, and strengthens brand trust. More importantly, it’s becoming a stakeholder expectation. Employees, partners, and members increasingly ask how healthcare organisations contribute to a cleaner, healthier future.

At Medshield Medical Scheme, we recognise that environmental degradation – from air pollution to extreme weather – contributes directly to higher healthcare burdens. Our sustainability initiatives align with our core mandate: protecting public health. These efforts also reduce costs in the long term, making care more accessible and affordable. Medshield is embedding environmental sustainability into its operations, not as a “nice to have,” but as part of a long-term strategy to protect member health and scheme viability.

Our leadership started asking the question: Why aren’t we doing more? It sparked a conversation across the organisation, and what followed was a formal commitment to ESG, now embedded in our strategic roadmap. While Medshield is not subject to environmental compliance regulations (given our office-based, non-clinical footprint), we’ve made the proactive choice to lead responsibly.

## REDUCING OUR FOOTPRINT THROUGH DIGITALISATION

The shift to digital communication is one of our most immediate and high-impact sustainability actions. Member statements, brochures, scheme rules, and wellness content are no longer printed en masse. Instead,

they are delivered through email, SMS links, QR codes, and digital platforms. WhatsApp and LinkedIn are utilised as additional channels to reach members and member groups, including those in the mining and industrial sectors, with tailored messaging and support.

## This initiative supports both environmental and operational goals:

- Reduces the use of paper, plastic, and ink
- Lowers administrative costs
- Minimises logistics and distribution emissions
- Enhances accessibility, especially for remote or mobile-first members

Internally, our teams are encouraged to avoid printing and instead use digital devices for document access. Going digital is a technical upgrade and a behaviour change campaign we are rolling out across departments. Sharing knowledge about sustainability with our stakeholders is a key part of our strategy, and we are spreading awareness of how individual actions contribute to collective health through internal newsletters, broker and provider updates, and digital wellness campaigns.

Led by our Facilities and Health and Safety divisions, Medshield is currently developing an Environmental Management Plan (EMP) to formalise our approach. This plan will guide risk assessments, eco-friendly office practices, and future improvements. Initial actions include:

- Placing sustainability notices across offices
- Implementing waste segregation bins
- Reducing electricity and water usage
- Identifying and mitigating environmental risks in the workplace

While still in the early stages, the EMP reflects a long-term vision for environmental resilience. We’re also exploring environmental clauses in our service provider contracts, similar to B-BBEE requirements. These would mandate eco-friendly practices and ensure alignment with Medshield’s sustainability values. Over time, we aim to make environmental responsibility a shared priority across our entire value chain.

Environmental health should be a shared responsibility between medical schemes and provider networks. The ultimate goal is to reduce disease burdens, improve community health, and lower claim volumes – benefits that indirectly calculate to the sustainability of a scheme.

## MEASURING WHAT MATTERS

Actual ESG progress requires measurability. While our current initiatives are in the early stages, we are building systems to track and report impact. Our print budget is being deliberately reduced to limit physical paper use, annual reports will include basic environmental performance data, and staff incentives and awareness campaigns will drive further improvement. Even simple tracking reflects tangible progress, such as reduced toner orders, lower paper procurement, or fewer courier costs. We are moving steadily toward a culture of data-driven accountability.

Environmental sustainability is no longer an add-on for healthcare. It’s a core component of value-based care. Medshield’s commitment is clear: we’re transforming how we operate, engage, and lead – not because we must, but because it is the right thing to do. As we continue our ESG journey, we remain guided by purpose, backed by leadership, and driven by impact. A healthier environment means healthier members and a future worth investing in.

# WE'RE GOING PAPERLESS

## Member statements move online from 30 June 2025



**T**o align with our Environmental, Social, and Governance (ESG) Roadmap, specifically focusing on the sustainability pillar, Medshield is making a significant effort to reduce our environmental impact. As part of our ongoing commitment to digital transformation and sustainability, we will shift from supplying members with printed and digital statements to digital statements only.

Printed and posted statements will be discontinued from 30 June 2025.

In addition to the standard monthly email distribution of member statements, all statements will now be available electronically on our secure online and digital channels via the member zone on the website, the **Medshield App**, and our **WhatsApp channel**, available at **+27 60 042 7274**.

### What this means for you and your clients:

- Members will receive statements quickly and securely
- You will no longer need to request printed statements on behalf of clients
- Our support team is available to help with any onboarding or queries related to the portal

We are actively communicating this change to members, and we kindly ask you to reinforce the message with your clients. Please also encourage them to update their contact details to avoid any communication disruption.

If you or your clients have any questions or require support, please don't hesitate to contact us at **086 000 2120** or email **broker@medshield.co.za**.

Thank you for your continued partnership as we move toward a more digitally empowered and environmentally responsible future.



# 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**