

# Medshield CONNECT

*The way for us to talk to each other*



Issue 3 - 2025

## A MESSAGE FROM THE SCHEME



*Dear Broker Partner,*

**A**s we enter the last stretch of 2025, we take a moment to reflect on the progress made so far this year. It has been a dynamic period marked by collaboration, engagement, and growth, and none of this would have been possible without your ongoing partnership and commitment to Medshield and our members.

Thank you to all our brokers who attended the Medshield Broker Conferences during the second quarter. Your insights and active participation made these sessions valuable and impactful. A

special thank you to our top-performing brokers, your continued dedication and results speak volumes, and we are proud to celebrate your achievements.

As part of our ongoing enhancements, please note that the Medical Report Form has been added to our suite of documents. Remember, all updated scheme forms are easily accessible on the Medshield website via the Broker Portal.

Looking ahead, we are pleased to announce that the **2026 Product Launch** will take place on 29 September 2025. This is where Medshield will be unveiling our enhanced benefits and product improvements,

carefully designed to deliver greater value and care to members in the year ahead.

To further support you, Broker Training sessions will take place in October, with dates still to be confirmed. These sessions will ensure you are fully equipped with the knowledge and tools to continue delivering exceptional service to your clients.

Thank you once again for your partnership and commitment to Medshield. We look forward to seeing you at the launch and engaging further during training.

*Yours in Health,*  
Medshield Medical Scheme

# Enhanced Security for Broker Documents



**P**rotecting sensitive information is more critical than ever, and Medshield is committed to providing brokers with a seamless, safe, and secure digital experience. Our platforms now offer enhanced password protection and encryption, ensuring that both you and your clients are better protected.

## CONVENIENT AND SECURE ACCESS

You can now access your clients' membership certificates, tax certificates, and statements quickly and securely via the Broker Login Zone on the Medshield website or through the Medshield WhatsApp channel. When retrieving a document, you will be prompted to enter a password. Please use your client's Principal Member's South African ID number, exactly as it appears on their identity document.

## HOW TO ACCESS DOCUMENTS SECURELY:

1. **Log into the Broker Login Zone** or access the Medshield WhatsApp channel.
2. **Download and save the document** to your device or email it directly to your client.
3. **Open the document** and, when prompted, enter the Principal Member's South African ID number.
4. **The document will then unlock** for review.

## USING THE MEDSHIELD WHATSAPP CHANNEL

For fast, convenient access to member-specific information, send a message with "Hi" to +27 60 042 7274 and follow the prompts. You will need your client's membership details to complete the process.

## COMMITTED TO PROTECTING PERSONAL INFORMATION

Medshield takes information protection seriously. Personal details and health records are confidential and are only shared with necessary parties, such as the appointed Broker, Principal Member, designated healthcare providers, managed care providers, or authorised third parties.

You can view the Scheme's full Privacy Notice on our website at [medshield.co.za/wp-content/uploads/2023/08/2023-POPIA-Privacy-Notice.pdf](https://medshield.co.za/wp-content/uploads/2023/08/2023-POPIA-Privacy-Notice.pdf)

At Medshield, we take pride in our secure systems and protocols, designed to protect personal information while ensuring brokers have convenient access to the documents and tools needed to serve their clients.

# FRAUD, WASTE AND ABUSE: The Importance of Truth in Affidavits



**F**raud within the healthcare sector is a serious concern, and integrity is especially critical in the submission of affidavits. An affidavit is not just a document; it is a sworn, written statement made under oath and carries significant legal weight.

When a member submits an affidavit to the Scheme, they are declaring that the contents are true and accurate. Any false statement, whether in full or in part, is considered a violation of the law and can have severe consequences. Section 9 of the *Justices of Peace and Commissioners Oath Act*, 16 of 1963, makes it clear that knowingly making a false statement in an affidavit constitutes perjury, an offence punishable by law.

**FOR BROKERS, THIS SERVES AS AN ESSENTIAL REMINDER TO GUIDE MEMBERS RESPONSIBLY. ENCOURAGE THEM TO:**

- Declare only factual and accurate information when completing an affidavit.

- Understand that dishonesty undermines not only their credibility but also the legal process and the Scheme's governance.
- Recognise that fraudulent affidavits can result in criminal prosecution, membership repercussions, and reputational harm.

By submitting truthful affidavits, members not only comply with the law but also uphold the principles of the Medical Schemes Act, 131 of 1998. This commitment to honesty protects all parties involved, strengthens the credibility of the Scheme, and helps maintain the trust of the broader healthcare system.

Fraudulent behaviour, even in something as seemingly straightforward as an affidavit, poses risks to the integrity of the Scheme and its members. Together, through vigilance, transparency, and adherence to the law, we can combat fraud, waste, and abuse.

# From Wellness Days to Shoeboxes

## *Sustainable Positive Social Impact is Redefining Medical Schemes*



**I**ntegrating Environmental, Social, and Governance (ESG) principles is crucial for medical schemes to ensure the future sustainability of healthcare. Factors such as escalating costs, the rise of lifestyle-related diseases, and the environmental impact of medical waste make ESG adoption necessary. Medshield Medical Scheme aligns sustainability with healthcare excellence by developing an ESG roadmap featuring clear corporate sustainability goals. This effort sets the benchmark for responsible healthcare funding in South Africa, paving the way for a more resilient healthcare system.

Healthcare is not only about paying claims or designing benefit options; it is also about ensuring the well-being of patients. At its core, it is about people – how they are supported, engaged, and empowered to live healthier lives. In this context, corporate responsibility is no longer a “nice to have” for medical schemes; it is an essential part of ensuring long-term member well-being and scheme sustainability.

### **The member value of social initiatives**

For Medshield Medical Scheme, responsibility means creating an environment where members feel cared for beyond their benefits. It means prioritising wellness, encouraging prevention, and embedding fairness and inclusivity into everything we do. From wellness days that offer on-the-spot screenings to employee-driven initiatives like the Santa Shoebox Project, our social impact agenda is built on the principle that better health outcomes start with genuine human connection.

Medshield’s approach is underscored in its vision: “Affordable, high-quality healthcare through sustainable partnerships.” But actual impact is only achieved when this vision translates into the daily experiences of members. That is why responsibility extends beyond funding benefits to include the systems and processes that support them.

Internally, this commitment is seen in the creation of a diverse and inclusive workplace. Externally, it is reflected in the initiatives that place members at the centre of care. Refined engagement processes resolve complaints efficiently, while managed care programmes and designated provider networks ensure members receive quality treatment with fewer out-of-pocket costs. These mechanisms not only improve outcomes but also reinforce the trust that members place in the Scheme.

### **Responsibility should not be abstract**

The combination of internal culture and external programmes ensures that responsibility is not abstract. It is something members feel in the speed of a resolved query, the reassurance of a chronic condition being monitored, or the relief of reduced co-payments.

Nowhere is this philosophy more evident than in Medshield’s Corporate Wellness Days. These events are more than screenings; they are touchpoints where responsibility comes to life. Members can have their blood pressure, cholesterol, and glucose levels tested while engaging directly with healthcare professionals. At the same time, they receive education on healthy living and have the opportunity to raise queries that might otherwise go unanswered.



By combining early detection with practical advice, corporate wellness days empower members to take charge of their health before small risks escalate into long-term conditions. They also foster a sense of community – reminding members that healthcare is a shared journey between the Scheme, providers, and themselves.

While corporate wellness days highlight member-focused responsibility, the Santa Shoebox Project illustrates how Medshield’s culture extends outward through its people. Each year, employees pledge and fund shoeboxes filled with essentials and small gifts for under-privileged children in South Africa and Namibia. The initiative is enhanced by The Great Shoebox Morning, a bake sale where employees get the opportunity to raise additional funds.

Importantly, this project is entirely employee-driven and self-funded. No member contributions are used, showcasing the generosity of Medshield’s employees. In doing so, the project reflects the same ethos that underpins member programmes: that well-being is not transactional, but relational.

Together, corporate wellness days and staff initiatives paint a picture of responsibility that is both top-down and bottom-up, driven by a leadership strategy and lived out by employees through their personal commitment to the community.

### **Challenges and opportunities**

Delivering on sustainable positive social impact is not without its challenges. It means operating within a framework that protects the best interests of its members. Regulations safeguard fairness, and transparency ensures that contributions are used effectively. These parameters require a careful balance between social initiatives that improve outcomes and ensure the Scheme’s financial sustainability.

This is where innovation becomes essential. Managed care programmes already play a key role in reducing preventable costs by supporting chronic disease management. Looking ahead, technology offers further opportunities. Medshield is exploring AI-based tools to monitor conditions such as diabetes, cataracts, and cardiovascular disease, helping members manage their health more proactively and, in some cases, even reverse lifestyle-related conditions. By leveraging technology to enhance prevention, Medshield is transforming barriers into opportunities, and demonstrating that social responsibility can drive both healthier members and more resilient schemes.

Although this is only the first year of Medshield’s ESG rollout, the direction is already clear. By aligning initiatives with the Sustainable Development Goals, embedding fairness and equality internally, and equipping members with tools for prevention, the Scheme is making a system-wide contribution that extends well beyond the claims process.

### **Towards a healthier, more responsible future**

Ultimately, corporate responsibility in healthcare is best understood as a partnership between prevention and treatment, employees and members, and, individual well-being and community upliftment.

At Medshield, we are committed to ensuring that responsibility is not just about compliance but about care. Whether it is the screenings and education at a wellness day, the generosity of employees filling shoeboxes for the under-privileged, or the foresight of managed care programmes, our social initiatives are designed to make healthcare real, tangible, and accessible. At the heart of it all lies trust. In healthcare, trust is everything – and it is built not only through benefits, but also through the responsibility lived out every day.



# 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)<br>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<br><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)<br>for members outside of the borders of South Africa<br>- Crowns/Bridges and Dental Implant Authorisations<br><b>email:</b> crowns@denis.co.za<br>- Periodontic Applications <b>email:</b> perio@denis.co.za<br>- Orthodontic Applications <b>email:</b> ortho@denis.co.za<br>- Plastic Dentures <b>email:</b> customercare@denis.co.za<br>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)<br>for members outside the borders of South Africa<br><b>Facsimile:</b> +27 10 597 4706<br><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)<br>for members outside of the borders of South Africa<br><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)<br><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)<br><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)<br>for members outside of the borders of South Africa<br><b>email:</b> preauth@medshield.co.za  |
| <b>Hospital Claims</b>  | Medscheme          | <b>Contact number:</b> 086 000 2121 (+27 11 671 2011)<br>for members outside of the borders of South Africa<br>Working Hours: Mon - Fri: 08h00 - 17h00<br><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)<br>for members outside of the borders of South Africa<br><b>email:</b> oncology@medshield.co.za<br>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)<br>for members outside of the borders of South Africa<br><b>Facsimile:</b> +27 11 782 5601 <b>email:</b> member@isoleso.co.za   |

## MEDSHIELD HEAD OFFICE

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(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.  
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## MEDSHIELD CONTACT CENTRE

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## MEDSHIELD MEDICAL SCHEME CONTACT CENTRE OPERATING HOURS

Monday – Thursday: **8:15am to 17:00pm**  
Friday: **8:30am to 17:00pm**