



A MESSAGE FROM THE SCHEME



HAVE YOUR SAY AT THE MEDSHIELD AGM

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.** All proceedings relating to the AGM will be conducted in-person at the meeting. PwC has been appointed as the AGM auditor to supervise, oversee and monitor all AGM processes. It's more than just a formal event; it's your opportunity to be heard. Look out for more details in your inbox and on the Scheme's website at www.medshield.co.za.

MEDSHIELD AT THE FOREFRONT OF HEALTHCARE INNOVATION

Earlier this month, Medshield attended the **Annual Board of Healthcare Funders (BHF) Conference**, a leading event that brings together healthcare leaders to explore solutions for the future. We're proud to be part of a movement focused on innovation, partnership, and technology-driven healthcare. One of the highlights was a presentation by our Chief Medical Officer, Dr Shay Ganesh, on the use of digital tools to reverse type 2 diabetes. This promising approach reflects our commitment to better, more accessible healthcare for all members.

As your trusted Partner for Life, we believe in continuously adapting to meet your needs. Through innovation and strategic collaboration, we're building a healthcare experience that's relevant for today and ready for tomorrow.

Thank you for being an active part of the Medshield community. Together, we can continue building a healthcare journey defined by innovation, collaboration, and care that puts your health and well-being first.

*Warm regards,
Medshield Medical Scheme*

Dear Medshield Member,

Winter is here and with it comes a spike in seasonal illnesses like the flu and pneumococcal infections.

These illnesses may seem mild at first, but can lead to serious complications, especially for older adults, people living with chronic conditions, or those with weaker immune systems.

Vaccination remains one of the most effective ways to prevent severe illness and complications, protect vulnerable loved ones and communities, and reduce pressure on our healthcare system.

Even if you're generally healthy, a flu or pneumococcal infection can significantly affect your quality of life and those around you. That's why Medshield encourages all eligible members to prioritise their annual vaccinations.

YOUR WELLNESS BENEFIT HAS YOU COVERED

- **Flu Vaccine:** One flu vaccination per year for beneficiaries aged 18+ on all benefit options.
- **Pneumococcal Vaccine:** One per year for high-risk individuals and members aged 60+ on selected benefit options. Please consult your benefit guide or contact us to confirm what your plan includes.

WHERE CAN YOU GET VACCINATED?

Vaccinations are readily available through different healthcare providers available on the Medshield Designated Service Provider Network. This includes your nominated GP, and most pharmacies and clinic networks (Dis-Chem, Clicks and independent pharmacies). A few minutes at the clinic can save you weeks of illness. Don't wait to book your vaccination and enjoy peace of mind.

YOUR HEALTH, YOUR WAY

Self-Self-service at your fingertips with Medshield's WhatsApp Line and Mobile App



Managing your medical aid should be as seamless as possible, and Medshield has made that a reality by giving you the tools to take control of your health journey, anytime, anywhere. Whether checking your benefits, requesting authorisations, or simply looking for answers to everyday queries, Medshield's WhatsApp Line and Mobile App are designed to empower you with easy, instant access to the information and services you need.

POWER IN YOUR HANDS

With just a few taps on your phone, you can:

- Check your available benefits
- Submit claims
- Request hospital authorisations
- View your membership card
- Access statements and tax certificates
- Find healthcare providers within our network
- Ask questions and get immediate responses

It's not just convenience. It's comprehensive control, all in one place.

NEW DIGITAL MEMBERSHIP CARD NOW AVAILABLE

We've launched a brand-new digital membership card, exclusively available to members via the Medshield Mobile App and WhatsApp self-service channel. We are saying goodbye to misplaced cards as your membership details are now securely stored and always accessible, wherever you are.

MEET YOUR ALWAYS-ON ASSISTANTS

Medshield WhatsApp Channel

To get started:

1. Save **+27 60 042 7274** to your contacts.

2. Open WhatsApp and message "Hi" to Medshield.
3. A list of menu options will appear:
 1. Medical Emergencies
 2. Member Self-Service
 3. 2025 Brochures
 4. Terms and Conditions
 5. Fraud, Waste & Abuse
 6. Logout

By selecting option two, Member Self-Service, you unlock access to your membership card, tax certificates, benefit summaries, and more — all in real-time.

MEDSHIELD MOBILE APP

Download the Medshield App on Android or iOS for an all-in-one dashboard that gives you 24/7 access to your medical aid essentials. Our new Medshield App is your personalised health companion in your pocket.

WHY IT MATTERS

These platforms aren't just digital tools but part of Medshield's ongoing commitment to putting members first. It is our way of streamlining processes and cutting out unnecessary admin by allowing you to manage your healthcare on your terms.

From authorisations to benefits, you're no longer at the mercy of office hours or paperwork. It's about flexibility, freedom, and peace of mind.

STAY INFORMED, STAY IN CONTROL

If you haven't yet, make today the day you take full advantage of your Medshield membership. Save the WhatsApp line, download the app, and experience the future of healthcare self-service — made with you in mind.

GET READY FOR TAX SEASON

Stay compliant and informed with Medshield



As we approach the SARS tax season in July, it's crucial for Medshield members to take the necessary steps to ensure they are fully tax compliant. One of these key steps is submitting your Tax Reference Number (income tax number) to Medshield.

WHY THIS MATTERS

Being tax compliant is not just a matter of legal obligation; it directly impacts your financial well-being. SARS requires all medical schemes to submit members' Tax Reference Numbers in their annual data submissions. This information is critical in allowing SARS to:

- Accurately assess your tax return
- Allocate medical tax credits to the correct individuals
- Speed up the overall tax assessment process

Without your Tax Reference Number, SARS cannot correctly process your account's medical contributions and benefits, which may result in delays or missed credits on your return.

HOW TO SUBMIT YOUR TAX REFERENCE NUMBER

If you haven't done so already, please email the following details to membership@medshield.co.za:

- Your Medshield membership number
- Your Tax Reference Number

Please be assured that Medshield adheres to strict data protection protocols and manages all personal information securely and confidentially.

ACCESSING YOUR TAX CERTIFICATE – A SAFER, SIMPLER PROCESS

In line with best practice and data protection standards, Medshield has enhanced its self-service options. For security reasons, we will no longer send tax certificates via email. For the **2024/2025 tax year**, your tax certificate will be available through the following convenient self-service platforms:

MEDSHIELD MEMBER APP

- Search for “**Medshield**” in your app store
- Download the app and register
- Access your tax certificate directly within the app

WHATSAPP SELF-SERVICE

- Save the number **+27 (0) 60 042 7274** to your phone
- Open WhatsApp and send a message saying “**Hi**”
- Use the menu to request a copy of your tax certificate

You'll receive a notification once your 2024/2025 tax certificate is available.

IF YOU NEED ASSISTANCE

Our support team is here to help. For any queries or support with your Tax Reference Number or accessing your certificate, contact us via:

- WhatsApp: +27 (0) 60 042 7274
- Email: member@medshield.co.za
- Call Centre: 086 000 2120

Complying with SARS requirements not only ensures a smooth tax return process but also protects your right to claim medical tax credits. Submit your Tax Reference Number today to avoid delays.

UNDERSTANDING DESIGNATED SERVICE PROVIDERS (DSPs)

Why they matter and how to find yours



At Medshield, we're continuously working to improve the quality and affordability of your healthcare. One of the most effective ways we do this is by giving our members access to Designated Service Providers (DSPs), a network of healthcare professionals, hospitals, and service providers contracted to provide care at negotiated rates.

WHAT ARE DSPs?

A Designated Service Provider is a healthcare provider (such as a hospital, specialist, pharmacy, or GP) that Medshield has partnered with to deliver services at agreed-upon rates. This means that when you use a DSP for your healthcare needs, you are less likely to incur co-payments, helping you get the most out of your benefits.

WHY SHOULD MEMBERS USE DSPs?

Choosing a DSP comes with significant benefits:

- **Reduced Out-of-Pocket Expenses:** Avoid or reduce co-payments by using the Scheme's appointed DSPs for covered services.
- **Quality of Care:** Medshield carefully selects DSPs based on their clinical performance and service standards.
- **Streamlined Care:** With networks like the Medshield Specialist Network, members enjoy more coordinated and efficient care pathways.

WHAT'S NEW IN 2025?

At the beginning of this year, Medshield introduced an enhanced service provider network, which includes:

- An improved hospital network. Members are encouraged to familiarise themselves with this updated list to avoid unexpected costs.

- Continuation of top-tier networks, including ICON for oncology services.
- A new Medshield Specialist Network that makes accessing high-quality, multi-disciplinary specialist care easier than ever before.

These updates are part of Medshield's commitment to offering members more value, more options, and better care outcomes.

HOW TO FIND YOUR DSP

Finding your DSP is simple. Just follow these steps:

1. Visit www.medshield.co.za
2. Select the menu on the homepage.
3. Click on 'Medshield Networks'.
4. Scroll down and select your benefit option.
5. You can view or download the relevant network providers for your plan.

Whether you're looking for a hospital, pharmacy, optometrist, dentist, GP or specialist, all relevant network and DSP information is available at your fingertips.

TAKE CHARGE OF YOUR HEALTHCARE

By using DSPs, you protect yourself from unnecessary costs and ensure that you receive care from providers who understand and support Medshield's healthcare objectives. Make the most of your benefits by confirming your provider is part of the approved network before accessing care.

Our Member Contact Centre is ready to help with any questions or assistance. Contact us at **086 000 2120** or email us at member@medshield.co.za.

WHY MEDICAL SCHEMES

Must lead the green shift



When 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



At Medshield, we're committed to making better choices for you and the planet. We're moving to paperless member statements as part of our sustainability journey and ongoing digital transformation.

WHAT'S CHANGING?

From 30 June 2025, Medshield will no longer send printed statements by post. Instead, your monthly member statements will be delivered digitally – faster, safer, and more conveniently.

HOW YOU'LL GET YOUR STATEMENT

You'll continue to receive your monthly statement via email. You can also access your full statement history anytime, anywhere on our secure digital platforms:

- Medshield Member Zone (on our website)
- Medshield App
- WhatsApp – message us on +27 60 042 7274

WHY THIS CHANGE?

- It's more secure and immediate
- It helps reduce paper waste and supports a greener future
- It gives you 24/7 access to your statements whenever you need them

MAKE SURE YOU DON'T MISS ANYTHING

Please update your contact details, especially your email and mobile number, to ensure you keep receiving your statements and other important communication from us.

REQUIRE ASSISTANCE?

Our team is here to assist you. Contact us at 086 000 2120 or email member@medshield.co.za with any questions.

Thank you for helping us move towards a smarter, more sustainable future – one statement at a time.

YOUR CHILD'S DENTAL VISIT



MAKE YOUR CHILD'S DENTAL VISIT A POSITIVE EXPERIENCE

Regular dental check-ups are essential for maintaining a lifetime of good oral health, and your child's first visit to the dentist is a milestone worth celebrating. We encourage you to take your child to the dentist within six months of their first tooth coming in, or by their first birthday. This early visit helps catch any potential issues and gets your child used to the sights and sounds of the dental office. The first visit is usually short. The dentist will check your child's teeth, gums, and mouth to make sure everything is developing well. They might also do a gentle cleaning.

MAKE DENTAL VISITS FUN

Just like adults, children should visit a dental healthcare practitioner at least once a year for a dental check-up and preventative treatment, or more often if your dentist says it is needed.

We understand that taking your child to the dentist can be a bit nerve-racking, but it is important that you continue to schedule routine visits. Here are some tips to make it easier and more fun for both you and your child:

Your attitude matters: Speak positively about the dental visit. Children often look to their parents for cues on how to react in unfamiliar situations, and if you are relaxed, it is more likely that they will be too.

Prepare your child: Talk to your child about what to expect during dental visits. Use simple terms to explain the process, like "The dentist will count your teeth and make sure they're healthy". This makes the experience more understandable and less intimidating for them.

Role-playing: Role-playing and storytelling can make the idea of dental visits fun. Let your child play dentist with their toys to make the experience less intimidating.

At the dentist: Share your child's health history with your dentist and inform them if your child tends to be anxious so that they can adjust their approach.

Bring a comfort item: Sometimes a little comfort can go a long way. Bringing your child's favourite toy or blanket to the dental visit can provide them with a sense of familiarity which helps to create a stress-free environment.

The art of distraction: Use books, toys, or videos to distract your child during the visit. This becomes even more important as the visits become longer or if your child struggles to sit still during treatments. By redirecting their attention, the visit remains a positive experience.

Offer praise and encouragement: Positive reinforcement is a powerful tool. Celebrate your child's cooperation during dental visits with verbal praise and encouragement. You can say things like, "You did such a great job today!" or "I'm so proud of you for being brave." Occasionally, you might want to offer a small non-sugary treat but prioritise verbal affirmation to build a lasting appreciation for oral health.

Oral healthcare at home: Keep up with a good oral hygiene routine at home. Continue to encourage a daily oral hygiene routine as this can help prevent cavities and gum disease, reducing the need for additional treatments.

Remember, the goal is to make dental visits a routine and stress-free part of their lives. With a bit of preparation and encouragement, you can set your child on the path to a lifetime of healthy smiles.

PREVENTATIVE DENTAL TREATMENTS*

- Ask your dentist for fissure sealants on your children's permanent teeth before they reach the age of 16. Fissure sealants for children is an easy and effective way of preventing tooth decay. These thin, plastic coatings are painted on the chewing surfaces of the back teeth, covering them to keep out germs and food.
- Topical fluoride treatment is covered for children from age 5 and younger than 13 years of age.

**Refer to the Medshield dental benefit tables if you are not sure if the benefit is offered on your option. The complete Medshield dental benefit tables are published on the DENIS website at <https://www.denis.co.za/members/medshield/> (www.denis.co.za).*

denis
an EOH company

HOW TO HANDLE MEDICAL EMERGENCIES: WHAT EVERY FAMILY SHOULD KNOW



Every family in South Africa may face a situation where they require urgent medical care. While it can be unsettling to think about these difficult circumstances, ignoring the possibility could be detrimental. In times of crisis, responding swiftly and calmly can be lifesaving.

Although emergencies are unpredictable, there are steps we can take to ensure we're better prepared to handle them. Here's what you can do:

RECOGNISE MEDICAL EMERGENCIES

Medical emergencies require immediate professional care to prevent permanent damage, disability, or in extreme cases even death. Conditions such as uncontrolled bleeding, difficulty breathing, choking, coughing or vomiting blood, fainting or loss of consciousness, severe or persistent vomiting, sudden severe pain, and ingesting a poisonous substance, are considered medical emergencies that require immediate medical attention. Additionally, emergencies may arise from incidents like car accidents, burns, smoke inhalation, near drownings, deep or large wounds, falls from heights, or electrocution.

Ensure that you correctly identify a true emergency, as medical schemes might not cover costs unless the situation is classified as such.

KEEP HEALTH INFORMATION ACCESSIBLE

Being prepared involves more than just knowing how to act in a crisis. It's vital to have critical health information for each family member, including allergies, medications, and chronic conditions. This information enables medical professionals to deliver effective and accurate care.

Familiarise yourself with local healthcare resources, identify the location and fastest route to the nearest emergency facility, and keep emergency numbers in a central and visible place at home, and saved on your mobile phone. Significant numbers include the general emergency line (112 for mobile phones, 107 for landlines), ambulance services (10177), your healthcare provider's contact information, and emergency contact information for relatives or neighbours. Ensure everyone in your household, including children, know in which circumstances they should call these numbers, and what information they need to share on the call.

MAKING AN EMERGENCY CALL

When calling emergency services, provide the operator with clear and complete information. Explain the nature of the emergency (for instance, a car accident or fire) and the location (including the exact address or key landmarks), the number of people involved and those needing immediate medical assistance. Lastly, provide your name and contact details so the dispatcher can stay in touch if necessary.

BASIC FIRST-AID KNOWLEDGE AND AN EMERGENCY KIT

Possessing basic first-aid knowledge can make a significant difference during emergencies. Skills such as CPR, applying a splint, or controlling severe bleeding can be lifesaving. Learning these techniques is simpler than you think; even basic knowledge can be crucial. Maintaining a well-stocked first-aid kit at home, in your car, and at work is essential. Regularly inspect your kit to ensure all items are intact and not expired, replacing any used or expired items as needed. Consider adding supplies tailored to specific needs, such as travel or outdoor activities. For more guidance on what to include in your first-aid kit, visit the Netcare 911 First Aid Kit Guide at <https://www.netcare.co.za/netcare-911/training-and-tips/first-aid-kit>.

EMOTIONAL SUPPORT AND STAYING CALM

Remaining calm during a medical emergency is as important as acting quickly. Keeping a level head helps you make better decisions and reassures the injured person, reducing their anxiety.

Here are a few tips for staying calm and providing support:

- Take deep breaths to alleviate stress
- Reassure the injured person that help is on the way, and everything will be all right
- Provide physical comfort, such as holding their hand or offering a hug if appropriate
- If they are distressed, offer distractions for children, like toys, stories, or a favourite blanket

STAY PROTECTED WITH MEDSHIELD AND NETCARE 911

Following the Medical Schemes Act, medical schemes must cover the treatment of all emergencies under the prescribed minimum benefits (PMBs). Medshield prioritises your health and well-being, ensuring comprehensive emergency medical services are available when needed most. A standout benefit of Medshield's plans is access to Netcare 911 emergency services via the Medshield member app or call 086 100 6337. As a Medshield member, you can depend on Netcare 911 for rapid, professional assistance during crises.

As your **Partner for Life**, Medshield is committed to standing by you and your family in life's most critical moments — offering reliable, round-the-clock emergency care that gives you peace of mind when it matters most.



Medshield Partners' Contact Details

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

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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**