

23 January 2023

Dear SABMAS Member

You may recall communication in November and December 2022, informing our members about the change in administration from Discovery Health (Pty) Ltd to 3Sixty Health (Pty) Ltd.

We are excited to announce that the change in administration and managed health care services were successfully migrated to 3Sixty Health (Pty) Ltd on the 1st of January 2023.

The information captured in this communication will assist and guide members with questions relating to the change in administration.

The Scheme and Administrator is committed in ensuring that member health care needs are top priority and remain the focus in providing quality service.

Frequently Asked Questions

Should I have completed any forms?

No, all member and dependant data including health records were supplied to 3Sixty Health (Pty) Ltd and activated on 1 January 2023.

Were my changes actioned and activated during the transition: e.g. Additions, Option Changes, Terminations

Yes, your HR representative has actioned the changes you requested to your medical aid. 3Sixty Health ensured that all changes are applied and activated on the 1st of January 2023. Members who requested changes received confirmation of these changes as well as an updated membership certificate.

Scheme underwriting rules were applied, where applicable.

Did my benefits and cover change or reduce?

Benefits are aligned with the Board approved 2023 Scheme Rules, pending registration with the Council for Medical Schemes. We have sent you a 2023 Benefit Guide which summarises the Rules and Benefits. Kindly refer to the website to also view the benefit guide www.sabmas.co.za.

What do I do when I have a query, or who do I call?

The SABMAS customer service number **0860 002 133** has remained unchanged. If you are calling for queries about a service date in 2023, press Option 1. For queries relating to service date in 2022, press Option 2.

Operating services times:

Monday to Friday: 08:00 – 17:00

Saturday: 08:00 – 13:00

You can also email the queries team by using the following email address: info@sabmas.co.za

Did my membership number change?

No, your membership number did not change and remains the same going forward.

When will I get my new card?

Your new a card will be sent to your HR Pay-point during January 2023. These cards will be issued to you via HR and Client Liaison Officer. Pensioners will receive their cards via courier to their place of residence.

What happened if I already had an approved Oncology authorisation for 2022 and 2023, HIV or other chronic condition?

All active authorisations that were approved were transferred to 3Sixty Health and remain valid.

What must I do if I need an ambulance or emergency care?

The process remains unchanged, and you should still contact Netcare 911 on **082 911** for an ambulance or go straight to hospital. Kindly request the hospital to contact SABMAS call centre on **0860 002 133** should you experience any delays with hospital admissions.

Where do I need to send Claims?

Claims with a service date of 2022.

It is important that your healthcare provider submits all Electronic Data Interchange claims with a service date of 2022 to Discovery for processing. Any 2022 claims submitted electronically to 3Sixty Health will be rejected and the provider will need to resubmit to Discovery.

Communication was circulated to providers in November and December 2022 informing them of the process.

Paper claims for 2022 must be emailed to the following email address: claims@discovery.co.za. It is important for you to ensure that your doctor knows which administrator will process your claims.

Claims with a service date of 2023.

Claims with a service date of date of 2023 must be submitted to 3Sixty Health by Electronic Data Interchange by your health care provider or emailed to claims@sabmas.co.za

The SABMAS postal address will be changing to:

**P.O. Box 10436
Johannesburg
2000**

Do not hesitate to contact the SABMAS customer service number **0860 002 133**, should you have any questions.

How often will member and provider claims be paid?

Discovery will continue to process and pay all 2022 claims until the end of April 2023 subject to Scheme rules and available benefits. Provider and member statements for 2022 claims will be issued by Discovery.

All 2023 claims will be paid during a scheduled weekly payment run, members and health providers will receive a detailed claims statement for claims processed and paid by 3Sixty Health.

Do I have access to the SABMAS website?

Yes, you can access the website at www.sabmas.co.za. The website has a new look and feel.

How can a member track the progress of their claim?

To track the progress of your claims, please contact the SABMAS customer service number **0860 002 133**.

For 2022 claims please select option 2 on the IVR and for any 2023 claims please select option 1. This IVR process will remain in place until the end of April 2023.

Will I still have access to all the money in my Medical Savings Account (MSA)?**Applicable to Comprehensive Members Only:**

Discovery Health will continue to process claims related to 2022, from the balance in your MSA until the end of April 2023. After which, any remaining balance will be transferred to your MSA held by 3Sixty Health.

3Sixty Health allocated your 2023 quarterly MSA on the 1st of January 2023. This does not mean that you will not have access to the carry over MSA during the first 4 months of the year and although the money will always remain yours, it will only be transferred to 3Sixty Health in May 2023.

The Scheme rules makes provision for some none prescribed minimum benefits to be funded from the member's annual savings account, a comprehensive list of these items can be viewed in Annexure C Comprehensive under benefits excluded.

For 2023 claims, members will not have access to the funds left over from the 2022 and previous years (positive savings) until the end of April 2023 and these exclusions can be funded by the member at point of sale and reimbursed in May 2023 by the Scheme when the balance of the MSA will be transferred to 3Sixty Health. The reimbursement will be subjected to a positive balance transferred at the end of April 2023 and offset against the amount claimed by the member in the event that such a cost was incurred during 1 January 2023 to the 30th April 2023.

The Scheme will further engage with the members who had positive MSA balances as of the end of December 2022.

As an Essential option member, do I still have access to my nominated GP?

The primary objective during the change of administrator was to ensure that it is a seamless transition for Scheme members. You can continue using your currently nominated GP, as it's our intention not to disrupt service or impose a new GPs to SABMAS Members. Your currently nominated GP still forms part of the network and members will not incur any additional co-payments by consulting their nominated GP.

Members has access to additional GPs that form part of the 3Sixty Health network. The 3Sixty Health team closely monitors the quality of the providers to ensure that members have access to the best health care.

Kindly contact the call centre if you have not indicated your nominated GP and would like to make any changes.

Will surcharges be deducted from my salary?

Where surcharges are deducted from your salary, SABMAS will continue to let your employer know of any surcharges owed to the Scheme, as it was previously done. The process has not changed.

Did the change affect my membership subsidy?

No, your subsidy is an employer benefit and has not changed.

Do I have access to a Client Liaison Officer?

Yes, member support is critical to the Scheme and members have access to the Client Liaison Officers.

Your Human Resources or People Department has a list of their contact names and telephone numbers as well as the onsite calendar that has been shared with the employer groups.

Please see below list of regional contacts.

Region	Contact Person	Email Address
Inland (Gauteng, Free State, Limpopo, Mpumalanga)	Refilwe Masuge	Refilwe.Masuge@3SixtyHealth.co.za
Eastern Cape	Deon Vyver	Deon.Vyver@3Sixtyhealth.co.za
Kwa Zulu Natal	Bheki Simamane	Bheki.Simamane@3SixtyHealth.co.za
Cape Region (Western and Northern Cape)	Chris Armstrong	Chris.Armstrong@3SixtyHealth.co.za
Fund Manager	Vuyolwethu Dlova	Vuyolwethu.Dlova@3SixtyHealth.co.za

Kindly take note of the following important contact information:

SABMAS customer service number: 0860 002133

Email:

- Claims: claims@sabmas.co.za
- Chronic Medication and Registration: chronic@sabmas.co.za
- Oncology: oncology@sabmas.co.za
- Hospital Authorisations: authorisations@sabmas.co.za
- Membership Changes: membership@sabmas.co.za
- HIV Program info@afadm.co.za

Kind Regards

SABMAS Team