

8 November 2022

To: All Members of the SAB Medical Aid Scheme

Dear SABMAS Member

NEW SERVICE PROVIDER FOR SCHEME ADMINISTRATION AND MANAGED CARE

It is with great pleasure that we announce the appointment of 3Sixty Health as the new Scheme Administrator and Managed Care service provider. 3Sixty Health will be taking over from our current Administrator (Discovery Health) from the **1st of January 2023**.

Why the Change in Service Provider?

The Administration and Managed Care services contract between SABMAS and Discovery Health is coming to an end on the 31st of December 2022. In anticipation of this looming expiry date, the SAB Medical Aid Scheme (SABMAS) went to market and requested proposals from all Scheme administrators suitably accredited by the Council for Medical Schemes. Following an extensive evaluation process, the SABMAS Board selected 3Sixty Health as the preferred partner for the provision of above services.

What are the implications of the Change to my Scheme Benefits?

The change in Scheme Administrator has **no impact** on Member Scheme benefits. Scheme benefits are determined through an internal process by the SABMAS Board of Trustees and reviewed on an annual basis. The Scheme Administrator is required to implement Scheme benefits as determined by the Board. The 2023 Benefit Guide has been compiled and will be

distributed to Members during November 2022 and the new benefits effective from the 1st of January 2023.

Is there any other information that I need to know in relation to the Change?

We have compiled answers (attached) to some of the questions that we believe Members may have regarding the Change. The Scheme will also be distributing further information to Members on a regular basis in preparation for 1 January 2023 Change.

We have also attached the **Profile** of 3Sixty Health for your perusal.

Once again, we urge you to join us in welcoming 3Sixty Health to the SABMAS Family.

Sincerely,



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Mr. William Mogase
(Chairperson of the SABMAS Board)

11th November 2022
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Date

Questions And Answers

	Question	Answer
1.	Will the Customer Call Centre number change?	<p>No, the call centre number 0860 002 133 will remain unchanged</p> <p>Please continue to use this number for any queries. Queries may also be sent via email to Info@sabmas.co.za</p>
2.	Will the fax numbers change?	Yes, the new fax numbers will be shared and activated on the 31 st of December 2022
3.	Will the Customer Call Centre hours change?	No, the office hours will remain the same
4.	Will email addresses change?	<p>No, all existing email address will remain unchanged, any additional or new email address will be communicated</p> <p>Queries may be sent via email to Info@sabmas.co.za</p>
5.	Will there be a change in registering for Chronic medication ?	No, Medikredit will remain the service provider
6.	Hospital Authorisation	
	Will the hospital authorisation number change?	No, the hospitalisation authorisation number will remain the same (0860 002 133)
	Will my hospital benefits change?	No, Hospital benefits are allocated according to Scheme Option Rules
	Do I need a new authorisation number if I'm in hospital on the 31 st of December 2022?	Yes, kindly request the hospital to contact the Scheme Authorisation department (0860 002 133)
7.	Will there be a change in the HIV program management and service provider?	No, Aid for Aids will remain the service provider
8.	Membership	
	Will my membership number change?	No, all existing membership numbers will remain unchanged
	Will I receive a new membership card?	Yes, a new membership card will be distributed towards the end of the year
	Will my current membership card still be accepted in January 2023?	Yes, your current membership card will not expire on the 1 st of January 2023
9.	Will there be a change in my oncology program and authorisations issued?	No, your program and authorisations will not change

Questions And Answers continued...

	Question	Answer
10.	What will happen with my Discovery Vitality Membership?	Members who have other Discovery products may keep their Discovery Vitality membership.
11.	What Rewards Programme does 3Sixty Health provide?	<p>3Sixty Health Motion Rewards Programme</p> <p>Motion Rewards is a Health Behaviour driven rewards programme, where you take full accountability for your lifestyle and health journey. For every activity successfully completed you get a reward. Motion rewards is not a points-based rewards system, (no need to build points to get rewarded)</p> <p>How does the cashback work?</p> <ul style="list-style-type: none"> – Go to any gym of your choice and you could get up to R14 000 cashback per year – Play golf or participate in any race and you could get up to R2500 cashback per year – Do your health checks and you could get up to R11 000 cashback per year – Study for any course and pass, and you could get up to R5000 cashback per year <p>Available as from 1 February 2023</p> <p>Details on the Motion Rewards Programme will be made available to Members in due course.</p>
12	What is the closing date for Option changes?	Members have until the 6 th of January 2023 to submit their Option change forms should they wish to move between the two available plans (Essential or Comprehensive), further communication on timelines for submission and where to direct forms will be communicated by the employer.
13	What is the effective date for change in administration and what will happen to my claims?	<p>The effective change over date is 01 January 2023. All member claims WILL be paid.</p> <p>Claims with a service date up to 31 December 2022 will be paid by Discovery. To this end, there will be a “wind down period” during the first half of 2023 in which Discovery will process all valid outstanding claims.</p> <p>All new claims with a service date from the 1st January 2023 will be paid by 3Sixty Health.</p> <p>This transition should have minimal to no effect on you as a member because it doesn’t affect your benefits and the change will occur in the background.</p>