

Frequently Asked Questions

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

Since then, work has commenced to ensure a smooth transition.

We would like to provide some additional information based on questions that our members have posed.

Do I need to complete any forms?

No, 3Sixty Health will ensure that all members and their dependants are activated and able to claim from 1 January 2023.

How do members make changes during transition: e.g. Additions, Option Changes, Terminations

Your HR representative will continue to action any changes you may need to make to your policy. 3Sixty Health and Discovery Health will ensure that any changes are applied on both systems over the transition period. The same underwriting rules will apply.

Will my benefits and cover change or reduce?

Benefits will be aligned with the 2023 Scheme Rules, pending registration with the Council for Medical Schemes. We have already sent you a 2023 Benefit Guide which summarises the Rules and benefits.

When I have a query, who do we call?

The customer service number **0860 002 133** will not change. If you are calling for queries about treatment received in 2023, press Option 1. For queries relating to treatment received in 2022, press Option 2.

Services are available:

Monday to Friday: 08:00 – 17:00

Saturday: 08:00 – 13:00

Will my membership number change?

No, your membership number will not change. Although, you will be receiving new card/s. Every adult member on the policy will receive a new card.

When will I get my new card?

You can expect to receive a card at your HR Pay-point in January 2023. This card will be issued to you via HR. Pensioners will receive their cards via courier to their place of residence.

What will happen if I have an approved hospital stay before 31 December 2022 that continues after 1 January 2023?

SABMAS will continue to cover hospital stays as they have before. Arrangements will be made to transfer existing authorisations from Discovery Health to 3Sixty Health. We have also let all doctors and hospitals know that they need to contact 3Sixty Health to get a new authorisation number for the period 1 January 2023 onwards.

What will happen if I already have an approved oncology, HIV or other chronic condition?

SABMAS will continue to cover these claims. Arrangements have been made to transfer existing authorisations to 3Sixty Health before 1 January 2023.

What must I do if I need emergency care during the transition period?

Discovery Health will continue to manage benefits until 31 December 2022. You can follow the same process in case of an emergency until then. From 1 January 2023 you can still phone Netcare 911 on **082 911** or go straight to hospital and contact 3Sixty Health with the details.

Where do I need to send claims?

If your provider has been submitting claims on your behalf, they will continue to do so. It's important that they send all 2023 claims to 3Sixty Health. We have sent them communication asking them to do so.

If a claim for treatment received in 2023 is received by Discovery Health, the claim will be rejected. You and the provider will be asked to resubmit to 3Sixty Health.

It is important for you to ensure that your doctor knows which administrator will process your claims.

Claims that are usually emailed to us, can still be emailed. Claims for 2023 treatment to claims@sabmas.co.za. Claims submission for 2022 treatment can be emailed to Discovery Health at claims@discovery.co.za.

The SABMAS postal address will be changing to:

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

How often will member claims be paid

Currently Discovery Health makes daily payments, and this will continue. You will receive a claims notification for payments made by Discovery Health.

For claims processed by 3Sixty Health, payment will be made weekly

Given that there will be two administrators processing claims at the same time, although for different periods, you will receive claims communication from both, until Discovery Health stops processing claims at the end of April 2023.

Will members still have access to the SABMAS website?

Yes, the website will still be available at [**www.sabmas.co.za**](http://www.sabmas.co.za), although it may look slightly different.

Will members still have access to the Discovery App?

You will no longer have access to the Discovery App to view and manage your health policy.

How can a member track the progress of their claim?

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

Once claims processed by Discovery Health have been imported into our system, you will be able to see those on the website too. There will be a slight delay between your claims notification from Discovery Health, and the claim reflecting on the website.

Will I still have access to all the money in my Medial Savings Account (MSA)?

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 will allocate your 2023 MSA on 1 January 2023. This does mean that you will not have access to the carry over MSA by 1 January 2023 although the money will always remain yours and will be transferred to 3Sixty Health in May 2023.

How 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 us.

Will my member subsidy be affected?

No, your subsidy is an employer benefit and will not change because of this transition.

Will members have access to Discovery Vitality (Pty) Ltd and other value-added services?

Members will have the choice to participate in Discovery Vitality (Pty) Ltd and other value-added services at their own cost. Please visit www.discovery.co.za for more information.