

13 December 2022

Dear SABMAS Member

**Change of Administrator for South African Breweries Medical Aid Scheme (SABMAS)  
1 January 2023**

3Sixty Health (Pty) Ltd was appointed by SAB Medical Aid Scheme for the Administration and Managed Health Care services effective 1 January 2023.

The information contained in this document will assist health care providers with the seamless transition from Discovery Health to 3Sixty Health.

All claims from health care providers, hospitals and other facilities, with a service date up to 31 December 2022, must be submitted to Discovery Health on or before the 30<sup>th</sup> of April 2023 to finalise these before the final payment run in May 2023. Discovery Health will be attending to these queries until the end of April 2023.

**NOTE:** Membership numbers will remain the same, so it is important to submit claims to the correct administrator. If a claims for service date 2023 is submitted to Discovery Health, it will be rejected, and you will be informed on your claim statement.

Please take note of the following important information as this will be valuable in ensuring a successful transition of Administration and Managed Care services.

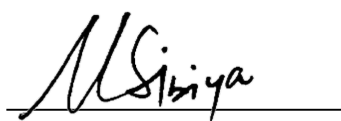
SERVICES	SERVICES OVER THE TRANSITION PERIOD 2022 AND 2023
<p><b>SABMAS change in administration and managed care services</b></p>	<p>Medical schemes are run by an administrator who is responsible for the management of the day-to-day running of the Scheme, such as the collection of monthly contributions, and the processing and payment of claims as well as Managed Health Care Services.</p> <p>3Sixty Health will be responsible for the Administration and Managed Care Services for SAB Medical Aid Scheme as from 1 January 2023.</p> <p><b>Outgoing Administrator:</b> Discovery Health on 31 December 2022.</p> <p><b>Incoming Administrator:</b> 3Sixty Health; 1 January 2023</p>

<p><b>Pre-authorisation for admission to hospital and other facilities</b></p> <p><b>Take note:</b> Other facilities include sub-acute units, rehabilitation units for drug and alcohol dependency, mental health facilities, renal dialysis units, nursing services and oxygen suppliers</p>	<p>Updates to pre-authorisations and re-authorisations granted prior to 1 January 2023 will be captured by Discovery Health up until the end of April 2023 for final payment in early May 2023.</p> <p><b>Take note:</b> As of 1 January 2023, all in-hospital patients still receiving care will require a new authorisation and their authorisation will be issued and managed by 3Sixty Health. Contact 3Sixty Health on 0860 002 133 to obtain the authorisation required or email <a href="mailto:authorisations@sabmas.co.za">authorisations@sabmas.co.za</a></p>
<p><b>Hospital claims submissions, and transactions</b></p>	<p>All hospital claims and transactions with a service date up to and including 31 December 2022 will be accepted via the existing Discovery Health submission channels up until the end of April 2023.</p> <p>Claims processing and payment of all hospital claims where the patient is in hospital over the transition period (2022/2023) must be split as follows:</p> <ul style="list-style-type: none"> <li>• The hospital must close the accounts for which Discovery Health granted authorisation up to 31 December 2022. Claims should be submitted to Discovery Health via the existing channels; and</li> <li>• Claims for service date 1 January 2023 must be submitted to 3Sixty Health, using the new authorisation number provided by 3Sixty Health.</li> </ul>
<p><b>Oncology authorisations, updates, and claims</b></p>	<p>Claims for oncology services rendered up to and including 31 December 2022 will be processed by Discovery Health up to the end of April 2023 for final payment in early May 2023.</p> <p>Authorisations for these services must be updated before 13:00 on 31 December 2022.</p> <p>New oncology authorisation for service date 1 January 2023 will be managed by 3Sixty Health.</p> <p>You can contact 3Sixty Health on 0860 002 133 to obtain the authorisation or email <a href="mailto:oncology@sabmas.co.za">oncology@sabmas.co.za</a>.</p>
<p><b>Hubs and switches</b></p>	<p>Hospital and other facilities' EDI claims with a service date up to and including 31 December 2022 will be processed by Discovery Health until the end of April 2023 for final payment in early May 2023. Existing submission codes must be used</p> <p>Change in destination and option codes from 1 January 2023: to 3Sixty Health</p>

<p><b>General practitioners, specialists, and associated providers</b></p>	<p>Claims for a service date up to and including 31 December 2022 must be submitted to Discovery Health who will process these claims until the end of April 2023 for payment in early May 2023.</p> <p>The claims for a service date effective 1 January 2023 must be submitted to 3Sixty Health.</p>
<p><b>Member Contact Details</b> Important contact details from 1 January 2023</p>	<p>Please note that all email addresses currently in use will remain unchanged.</p> <p>The members contact centre number will remain unchanged: 0860 002 133.</p>
<p><b>Health care provider contact centre number</b></p>	<p>Please note that the following number must be used as from 1 January 2023: <b>0860 002 133</b>.</p> <p>An option will be placed on the IVR to route 2022 queries to Discovery Health.</p>
<p><b>Existing Authorisations for Chronic, HIV, Oncology and Disease Risk Management</b></p>	<p>Existing authorisations will be transferred from Discovery Health to the new administrator, 3Sixty Health before 1 January 2023. You therefore do not have to apply again.</p>
<p><b>Important Contact Information</b></p>	<p><b>General Call Centre:</b></p> <p>Member: 0860 002 133  Provider: 0860 002 133  Monday to Friday: 08:00 – 17:00  Saturday: 08:00 – 13:00</p> <p><b>Email:</b>  Claims: <a href="mailto:claims@sabmas.co.za">claims@sabmas.co.za</a>  Chronic Medication and Registration: <a href="mailto:chronic@sabmas.co.za">chronic@sabmas.co.za</a>  Oncology: <a href="mailto:oncology@sabmas.co.za">oncology@sabmas.co.za</a>  Hospital Authorisations: <a href="mailto:authorisations@sabmas.co.za">authorisations@sabmas.co.za</a>  Membership Changes: <a href="mailto:membership@sabmas.co.za">membership@sabmas.co.za</a>  HIV Program: <a href="mailto:Info@afadam.co.za">Info@afadam.co.za</a></p>
<p><b>Membership Numbers and Membership Cards</b></p>	<p>Please note that membership numbers will remain unchanged and membership cards issued prior to 2023 will be active throughout 2023.</p> <p>The membership packs will be distributed from mid-January to your employers and completion is scheduled for March 2023.</p> <p>The packs will consist of the following items:</p> <ol style="list-style-type: none"> <li>1. Welcome letter</li> <li>2. Membership certificate</li> <li>3. Letter of confirmation</li> <li>4. Membership card/s</li> </ol>

<b>HIV Programme and Registration</b>	Aid for Aids (AfA) remains in responsible for SAB Medical Aid's HIV disease management. The AfA programme will continue to run as usual. <a href="mailto:Info@afadam.co.za">Info@afadam.co.za</a> 0860 002 133
<b>Chronic Medication registrations</b>	Medikredit will remain the service provider <a href="mailto:chronic@sabmas.co.za">chronic@sabmas.co.za</a> 0860 002 133
<b>Emergency Service</b>	Netcare 911 remains our emergency healthcare partner and you will still be able to contact them 082 911 or go straight to hospital, in the event of an emergency.
<b>Member Subsidy</b>	The subsidy is an employer benefit and will not change because of this transition.
<b>Membership Changes During Transition: Additions, Changes, Terminations</b>	Your HR representative will continue to action any changes you may need to make to your policy. 3Sixty Health and Discovery Health will liaise with each other to ensure that any changes are applied on both systems over the transition period and the same underwriting rules will still apply.
<b>Website</b>	The website address will remain unchanged, and members will receive communication on how to register on the website. <a href="http://www.sabmas.co.za">www.sabmas.co.za</a>

Kind Regards



**Nokukhanya Sibiyi**

**Principal Officer**