

MEDSHIELD MEDICAL SCHEME

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An Authorised Financial Services Provider (FSP 51381)



MEDSHIELD
medical scheme

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Dear Member,

One Medshield App, Endless Benefits

Download and Register on Medshield's New Member App Today!

Are you looking for a simpler way to manage your healthcare benefits? The wait is over. The **all-new Medshield Member App** is now available for download! This new and improved App is designed to offer convenience and access like never before.

With fresh, modern user interface, user-friendly features, and quick access to your health information, you'll have everything you need at your fingertips.

Accessing the New Medshield Member App is Easy:

1. Visit the relevant **App Store**.
2. Search for "**Medshield**".
3. Download and log in using **your current web or member app credentials**.

Delete the previous app from your device once you have installed the new version.

Key Features of the New App:

- **Access essential documents** - View or email your membership certificate, tax certificate, and statements.
- **Monitor your benefits** - Check your cover, usage, and remaining balances in real-time.
- **Track your claims** - Submit and track claims with ease.
- **Digital membership card** - Always have your member card on hand.
- **Locate providers** - Use the App to find network providers quickly and conveniently.
- **Submit authorisations** - Simplify pre-authorisations for hospital and dental procedures.
- **Gap cover** – benefit from Sanlam and TRA special Gap Cover offering and rates specifically for Medshield members.
- **Stay informed** - Receive notifications and access the document library for health tips and scheme updates.

Start your journey with the new Medshield App today and experience the future of healthcare management.

How to Register and Get Started (if you have not previously registered on the website member log-in zone or the Medshield app)

If you are registering for the first time on the Medshield website or the app, please click the link for step-by-step guide on how to register <https://bit.ly/415vYBf> , or see below:

To register on the new Medshield App, follow these steps:

1. **Download the App** - Search for the **Medshield Member App** in your device's App Store and download it. ** Please note that the Android App Store requires an Android version 14 and above to access the app from your Android device.*
2. **Launch the App and Create Account** - Open the App and tap **"Create Account"** on the login screen.
3. **Validate Your Membership** - Enter your **membership number** and select whether you are the **principal member** or a **beneficiary**. Select **"Validate."**
4. **Enter Your Details** - Fill in your **ID number, email address, username, and password**. Ensure your password is at least 8 characters long, case-sensitive, and excludes ampersands (&) or spaces.
5. **Agree to Terms and Conditions** - Accept the terms and conditions to proceed.
6. **Log In** - Use your newly created credentials to log in and enjoy the App's full range of features.
Alternatively, registering on the Medshield website is quick and easy. Follow these steps:

1. **Visit the Member Login Page** - Go to the Medshield website and click the **"Login"** button.
2. **Click "Create Account"** - Enter your **membership number** in the designated field and click **"Validate."**
3. **Complete Personal Details** - Fill in your **ID number, email address, username, and password**. Ensure your password is at least 8 characters long, case-sensitive, and excludes ampersands (&) or spaces.
4. **Agree to Terms and Conditions** - Review the terms, then click **"Agree"** to proceed.
5. **Complete Registration** - Click **"Register"** and you're all set to log in and manage your health benefits.

Use One Login for Both Platforms

If you've already registered on the website, the same credentials can be used on the App, and vice versa, ensuring seamless access across both platforms.

Don't wait! **Download the Medshield App today** and easily control your healthcare journey.

Kind regards

Medshield Medical Scheme

