



EMPLOYEE HEALTH PROTECTION COVER

Introduction

Thank you for giving us the opportunity to look after your healthcare cover needs. Access to healthcare is an integral component of any employee's health and wellbeing. Current private healthcare solutions, like medical schemes, remain unaffordable for a large portion of the workforce.

You can have peace of mind with this specially designed Lancet Employee Health Plan. This plan enables you as a Lancet employee as well as your family members to gain access to cost-effective healthcare cover. The new EHP is designed to provide employees with structured health benefits that go beyond what is currently provisioned for under the occupational health and employee wellness program.

Corporate Support Services

At BHealthi we're committed to providing you with exceptional support and guidance throughout your healthcare journey. Our Member Support Team, led by a Corporate Health Manager (CHM) is dedicated to ensuring your experience with Lancet Employee Health Plan is seamless and hassle-free. Lancet employees will have additional dedicated communication channels such as WhatsApp and email, access to a range of digital self-service and healthcare functionalities on the website.

Partners & Underwriters

The Lancet Employee Health Plan (EHP) is brought to you through a strong partnership among key players dedicated to providing quality healthcare. This plan is part of the BHealthi Financial Services suite, managed by ABOVAX Group in collaboration with Momentum Health Solutions under the Momentum Health4Me program. The plan is underwritten by Momentum Metropolitan Life Limited, a licensed insurer and financial services provider.

About the Partners

BHealthi

BHealthi is a comprehensive financial services provider focused on innovative health funding solutions tailored for organizations and individuals. As part of the Abovax portfolio, BHealthi offers flexible, sustainable healthcare funding options that are adaptable to the unique needs of various companies and their workforces.

Abovax

As a South African-based, pan-African healthcare company, Abovax is dedicated to transforming healthcare across Africa through the exclusive administration platform. Through its extensive provider network and expertise, Abovax offers customized, integrated healthcare solutions that ensure affordable and accessible private healthcare for secure, healthy lifestyles. The administration services provided by Abovax

Momentum

Momentum Health Solutions: Momentum provides underwriting and administration through the Health4Me program, ensuring the cost-effective provision of both day-to-day benefits and coverage for major medical events.

By partnering with these organizations, the Lancet EHP ensures that employees have access to reliable, comprehensive healthcare that meets their specific needs.

About the Lancet Employee Health Plan:

The Lancet Employee Health Plan (EHP) is a customized healthcare solution created to meet the unique needs of Lancet employees and their families. Our mission is to make high-quality, affordable healthcare accessible to all, especially employees earning under R16,000 per month.

Through the premier Gold option, the EHP provides a wide range of essential health benefits, including day-to-day medical support, major medical coverage, and lifestyle and wellness resources. Our goal is to support the well-being of every employee with comprehensive, tailored care.

Who is eligible for this product offering?

Employee earning up to R16 000 per month.

Dependents and family members linked to employee can be enrolled on the EHP at the cost of the Lancet employee.

Spouses (up to 2), children (up to 6 dependents).

Children with disabilities or studying, covered until 26.

Contributions Membership Fees



Employee
R591.00 p/m



Adult Dependiant
R591.00 p/m



Child Dependiant
R427.00 p/m



Value and Offering

Day-to-Day Benefits

Major Medical Event Benefit

Accident & Emergency Cover

**Hospital Cash & Maternity Lump
Sum Benefit**

Employee Assistance Programme

Discount Lifestyle & Loyalty

The Lancet Employee Health Plan (a product within the Bhealthi Financial Services product suite) managed by Abovax and supported in collaboration with Momentum Health4Me administered by Momentum Health Solutions, registration number 1969/016884/07, a Juristic Representative on the Momentum Healthcare Distribution Limited FSP license 27728 and the product is underwritten by Momentum Metropolitan Life Limited, registration number 1904/002186/06, an authorised insurer and financial services provider. Terms and conditions apply. All information displayed in this brochure was correct at the time of publishing

PRIMARY – DAY TO DAY BENEFIT

BENEFITS

SERVICES

GP Benefit

- **Unlimited GP Visits:** Members can unlock unlimited GP visits at a Network GP via a consultation and pre-authorization from Hello Doctor.
- **3 GP Visits:** Members are entitled to 3 GP visits per year at a Network GP without requiring Hello Doctor pre-authorization.
- **Additional GP Visits:** For members registered on the Chronic, HIV, or Maternity benefit programs, 2 additional GP visits per program are available per year without pre-authorization.
- **Unlimited GP Consultations:** Members can engage in unlimited GP consultations through Hello Doctor.
- **Referral Services:** Consultations can include referrals for pathology and radiology according to applicable service lists.
- **Scripting Services:** Consultations also include unlimited scripting of Schedule 1 to Schedule 4 formulary-based medication, following the Network's acute medication formulary rules and protocols.

GP in Room Procedures

- **Minor medical procedures,** such as wound stitching and nebulization, can be performed during a Network GP consult.

Hello Doctor

- **Hello Doctor GP Consultations:** Members have access to unlimited GP consultations with a Hello Doctor GP.
- **Consultation Channels:** Hello Doctor consultations can be conducted via secure chat, phone call, or video (virtual) consultation.
- **Pathology Referrals:** Hello Doctor consultations include referrals for pathology services, in accordance with the applicable Health4Me pathology list.
- **Radiology Referrals:** Hello Doctor consultations include referrals for radiology services, in accordance with the applicable Health4Me radiology list.

Hello Doctor Scripting

- **Medication Scripting Services:** Hello Doctor consultations include unlimited scripting of Schedule 1 to Schedule 4 formulary-based medication, prescribed in line with the Network's acute medication formulary. All applicable rules and clinical protocols apply.

Acute Medication

- Provided in accordance with the Network prescribed acute medication formulary. Rules and protocols are applied.

PRIMARY – DAY TO DAY BENEFIT

BENEFITS

SERVICES

Specialist Benefit

- **Specialist Consultations:** Members are entitled to a maximum of 2 specialist consultations, each specialist consultation is limited to R1 425 per visit, with an annual maximum of R2 850 per member/family.
- **Referral and Pre-authorization:** Specialist consultations are subject to a referral from a Network GP and require pre-authorization.
- **Pathology and Radiology Referrals:** The specialist may refer the member for pathology and radiology services, in accordance with the applicable Health4Me pathology and radiology lists.
- **Medication Prescriptions:** The specialist may prescribe medication, subject to the applicable event limit.
- **Any shortfalls will be payable by the member.**

Maternity Benefit

- **Foetal Growth Scan:** Members are entitled to 1 foetal growth 2D scan per pregnancy.
- **Antenatal Pathology Tests:** Pathology tests linked to a Network GP visit and referred by the GP, according to the applicable our Network Provider pathology list.
- **Antenatal Vitamins:** Access to antenatal vitamins as per the Network prescribed acute medication formulary, following applicable rules and protocols.
- 1 Additional foetal growth 2D scan per member per pregnancy,
- Antenatal support (access to current and credible information on all topics related to parenthood) via Parent Sense.
- Support post-partum from a nurse/midwife at home with bathing, swaddling, latching and feeding.
- Nurse/midwife home visits on day 2 and week 2 after the birth of the baby.
- **Pre-Authorization Required:** Pre-authorization is required for maternity-related services.

HIV Benefit

- **Post-Exposure Prophylaxis (PEP):** PEP medication is provided in accordance with the Network prescribed HIV medication formulary, to prevent HIV infection following accidental exposure to infected blood or bodily fluids, or by any other means.
- **Antiretroviral Treatment (ART):** Antiretroviral medication is provided in accordance with the Network prescribed HIV medication formulary.
- **Pre-authorization:** Pre-authorization is required for HIV-related benefits.

PRIMARY – DAY TO DAY BENEFIT

BENEFITS	SERVICES
Chronic Benefit and Medication	<ul style="list-style-type: none">• A total of 27 Chronic Conditions: Addison’s Disease, Asthma, Bipolar Mood Disorder, Bronchiectasis, Cardiac Dysrhythmias, Cardiac Failure, Cardiomyopathy, Chronic Obstructive Pulmonary Disease, Chronic Renal Disease, Coronary Artery Disease, Crohn’s Disease, Diabetes Insipidus, Diabetes Mellitus Type 1, Diabetes Mellitus Type 2, Epilepsy, Glaucoma, Haemophilia, HIV, Hyperlipidaemia, Hypertension, Hypothyroidism, Multiple Sclerosis, Parkinson’s Disease, Rheumatoid Arthritis, Schizophrenia, Systemic Lupus Erythematosus, and Ulcerative Colitis.• Chronic Medication: Chronic medication is provided in accordance with the Network prescribed chronic medication formulary. All applicable rules and clinical protocols apply. Pathology and radiology services related to chronic condition monitoring are provided in line with the applicable Health4Me pathology and radiology lists.• Pre- authorisation: Pre- authorisation is required for all chronic benefit services.
Basic Pathology	<ul style="list-style-type: none">• Unlimited Cover for Pathology when linked to Hello Doctor or Network GP consultation and referred by the GP, following the applicable Momentum pathology list.
Basic Radiology	<ul style="list-style-type: none">• Unlimited Cover for Black and White X-Rays when linked to a Hello Doctor or Network GP visit and referred by the GP, according to the Momentum radiology list.
Basic and Emergency Dentistry	<ul style="list-style-type: none">• Dental Cover: Members are covered when consulting any dentist within the Dental Network.• Basic Dentistry Services: Cover includes basic dentistry services such as fillings, extractions, infection control, and cleaning and polishing of teeth.• Exclusions: Specialised dentistry services are not covered. These include, but are not limited to, bridges, crowns, surgical extractions, implants, root canal treatments, gold fillings, dentures, and orthodontic treatment (braces).• Protocols: All dental services are provided in accordance with the Dental Network protocols.
Basic Optometry	<p>The benefit includes:</p> <ul style="list-style-type: none">• The optical benefit is available once every 2 years,• 1 eye test, and 1 pair of clear standard single-vision lenses or 1 pair of bifocal lenses, supplied with a standard frame.• Exclusions: Sunglasses, tinted lenses, hard coating, and contact lenses are not covered.• Protocols: All optical services are provided in accordance with the Optical Network protocols and the approved Health4Me optometry list.

PRIMARY – DAY TO DAY BENEFIT

BENEFITS

SERVICES

Wellness Health Assessment

- **1 Health assessment** (blood pressure test, cholesterol and blood sugar finger-prick tests, height, weight and waist circumference screening) can be done at any pharmacy clinic (for beneficiaries), not only at wellness days (which caters for employees only).
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Flu Vaccination

- 1 Flu vaccination per member per year at any pharmacy clinic, preferably at a Dis-Chem, Clicks or MediRite pharmacy clinic.
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Covid-19 Screening Test

- 1 COVID-19 screening test is covered per member per year, subject to a Hello Doctor, Network GP or specialist referral.
 - The COVID-19 screening test can also be performed as part of a Network GP consultation or as part of a specialist consultation in rooms.
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On-site Wellness days

- Basic health and wellness screening offered on site by qualified nurses.
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Employee Assistance Programme

- Counselling and support services for adults, teenagers and children.
 - Trauma and critical incidence counselling services.
 - Legal assist, credit health and debt management services.
 - Advice for road accident claims and injury on duty claims.
 - Managerial support services.
 - Telephonic counselling services and on-site trauma and critical incidence support services.
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Multiply Engage

- Members have access to Multiply Engage for free. By doing the digital health and fitness assessment on the Momentum App, members gain immediate insights into their health and start earning rewards from day one. Multiply offers members rewards from a wide range of partners like Checkers, Nu Metro, Amazfit, Virgin Active, Zone Fitness and many more!
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More4Me

- More4Me incentivises members through three rewards: R50 per year for digital engagement and completing a digital health assessment, a scratch card after completing their annual health assessment in person at a Momentum Wellness Day, and up to R80 per month based on their Healthy Heart Score, which they receive when doing an in-person health assessment at either a Momentum wellness day or a Dis-Chem, Clicks or MediRite pharmacy clinic. Members can choose to redeem their rewards as airtime, data, Shoprite and Checkers vouchers or Takealot vouchers.

ACCIDENT & EMERGENCY

BENEFITS

Accident and emergency cover



SERVICES

1. Accident cover:

- Casualty benefit up to R30 000 per event.
- In-hospital benefit up to R500 000 per event.

Covered at a private hospital for accidents that meet the qualifying criteria. An accident shall mean a medical emergency that is an external, unexpected event that is not traceable, directly or indirectly, to a member's state of mental or physical health prior to the event).

2. Emergency (minor or major emergencies):

- Casualty benefit up to R30 000 per event.
- In-hospital benefit up to R250 000 per event.

Covered at a private hospital for accidents that meet the qualifying criteria. An accident shall mean a medical emergency that is an external, unexpected event that is not traceable, directly or indirectly, to a member's state of mental or physical health prior to the event.

3. Emergency transportation cover

- Emergency transportation, stabilisation and treatment cost paid in case of an accident or an emergency (heart attack or stroke) that requires immediate medical treatment.

Accident and emergency cover includes emergency transportation, stabilisation and treatment cost, as well as the cost of diagnostic scans (like MRI and CT scans), take-home medication, internal and external prosthetics, orthotics and assistive devices, rehabilitation services (like step-down services, wound care, physiotherapy and occupational therapy), subject to both clinical approval and the respective per event limits.

A maximum of R2 500 000 is payable per member per year.

HOSPITAL CASH & MATERNITY LUMP SUM BENEFIT

BENEFITS

Hospital Cash & Maternity Lump sum

SERVICES

- R500 per day in hospital, paid from day 1, provided that hospitalisation is longer than 48 hours.
- Maximum of 40 days payable per member per year.
- R10 000 maternity lump sum benefit payable to a member if hospitalisation results in childbirth (live birth), irrespective of number of days member has been hospitalised.
- A total maximum of R20 000 per member per year is payable for the hospital cash and maternity lump sum benefit.

EMPLOYEE ASSISTANCE PROGRAMME

BENEFITS

Telephonic counselling and support

In-person counselling

Managerial Referral Services

24/7 Trauma support

Legal advice

Financial advice

Debt restructuring

SERVICES

- Services for employees and their families which includes counselling on personal issues, family problems, stress management, conflict resolution and dealing with work related concerns.
- Members may be referred for in-person counselling session where deemed required in accordance with clinical protocol. This benefit is subject to referral and pre-authorisation.
- Managers may refer employees to the EAP programme, with their consent.
- Trauma, Assault and HIV Support.
- The trauma line is open 24 hours a day, 7 days a week for psychosocial emergencies such as rape, hijacking, child abuse, death or suicide of a close family member, armed robbery or assault, domestic violence, kidnapping or abduction.
- Legal advisers provide telephonic advice and guidance in relation to an employee's current situation.
- Advisers provide guidance in relation to an employee's current financial and debt situation.
- Qualified debt rescue partner is available to assist with this sensitive problem.

DISCOUNT LIFESTYLE & LOYALTY

BENEFITS

SERVICES

Lifestyle

Access to discounted lifestyle benefits through various channels under the following categories:

- Home and Family
- Travel
- Automotive
- Health and Wellness
- Leisure and Entertainment
- Technology and Communications
- Office and Legal
- Convenience services

• Employees will gain immediate access to Multiply Engage, for FREE. Multiply Engage offers rewards from day one with benefits available from a wide range of Multiply partners.

• More4Me incentivises members with monthly airtime, data, Shoprite and Checkers vouchers or Takealot vouchers, based on their Healthy Heart Score.

Concierge Services

- **Take me Home** is a designated driver service that ensures you always arrive home safely after a night out with the added convenience of having your vehicle safely driven home for you. A fully digitised platform puts you in control of activating the service.
- **Roadside Assist** offers peace of mind through a 24-hour digitised solution that will dispatch the appropriate services in the event of a roadside emergency, anywhere in South Africa.

Access to Healthcare Network Providers

Members have access to healthcare benefits through our Network GPs, dentists, and optometrists. To view the lists of these providers, visit momentum.co.za or scan the QR codes below.



To view the Network GP list, visit momentum.co.za or scan the QR code.



To view the Network Dental list, visit momentum.co.za or scan the QR code.



To view the Network Optometrist list, visit momentum.co.za or scan the QR code.

MORE4ME

This benefit incentivises members with monthly airtime, data, Shoprite and Checkers vouchers or Takealot vouchers, based on their Healthy Heart Score. Participating members will receive the following benefits:

FREE MONTHLY AIRTIME, DATA, SHOPRITE AND CHECKERS OR TAKEALOT VOUCHERS

STEP 1

Members register via USSD code *134*664*100# on their phone

STEP 2

To unlock their first reward, members must either:

- Download the Momentum app and register their user profile/Log in to the Momentum app at least once; or
- Initiate a WhatsApp chat

Only one of these actions is required, within every benefit year, to qualify for the digital engagement reward.

STEP 3

Members get their Healthy Heart Score by going for their health assessment at a Dis-Chem, Clicks or MediRite pharmacy clinic; or at any Multiply-affiliated pharmacy.

STEP 4

Based on their Healthy Heart Score, members will receive monthly rewards for a period of 12 months, until their next health assessment is due.

Based on their Healthy Heart Score, members will receive monthly rewards as follow:

R80 worth of data, airtime, Shoprite and Checkers or Takealot voucher



Green Healthy Heart Score

R50 worth of data, airtime, Shoprite and Checkers or Takealot voucher



Amber Healthy Heart Score

R25 worth of data, airtime, Shoprite and Checkers or Takealot voucher



Red Healthy Heart Score

Multiply Engage

FREE

You have access to Multiply Engage for free. Multiply Engage offers you rewards from day one, with benefits available from a wide range of Multiply partners. By completing the digital health and fitness assessment on the Momentum App, you'll receive immediate insights into your health and gain access to fantastic partner rewards.

Entertainment

NuMetro 30%

Gyms

ZONE FITNESS 45%

planetfitness 10%

Virgin active 10%

Healthy convenient food

PLATED CONVENIENCE 10%

db DINNERBOX 10%

we are FOOD 10%

Healthy living

EQ coaching

mygrow 20%-50%

hello coach 30%

Nutritional coaching

Dann Health 20%

Reinvent HEALTH 20%

Mental clarity coaching

neurocycle 30%

MEMORABILITY 20%

Sport and fitness

Fitness gear

SPORTSA 10%

bounti 10%

Body Kind 10%

LIFT OF FIT PREMIUM SPORTSWEAR 5%

RISE*STUDIOS 20%

Wearable tech

GARMIN 10%

POLAR 10%

SUUNTO 10%

amazfit 10%

Personalised supplements

TAILORBLEND 25%

Quality supplements

TRUWELLNESS ONLINE 25%

plenti 20%

plenti 10%

Quality drinking water

oasis 10%

DNA testing

DNALYS/S 20%

Addiction coaching

SMOKENDERS 25%

And many more...

Upgrade to Multiply Engage Plus for only R195 a month and score even more. PLUS, earn Weekly and Monthly Wins for achieving your activity and recharge goals.

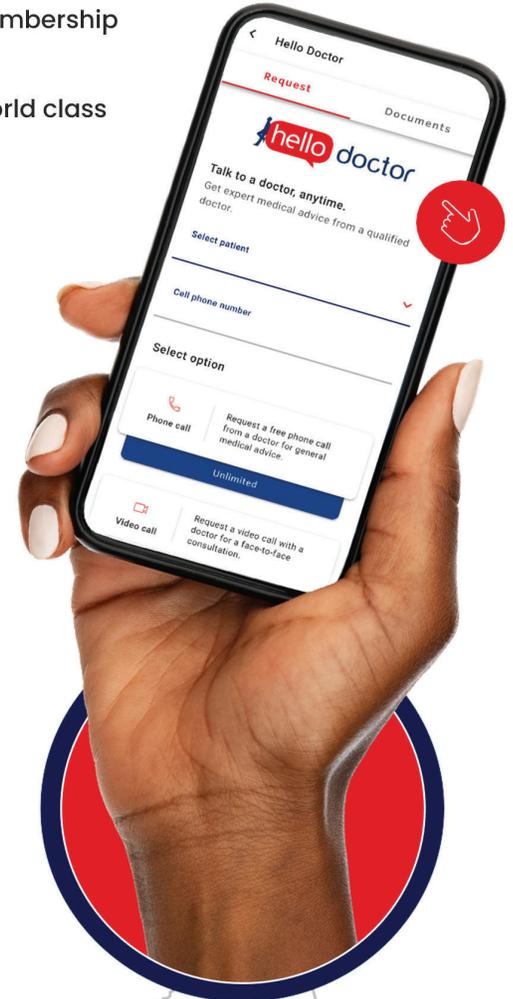
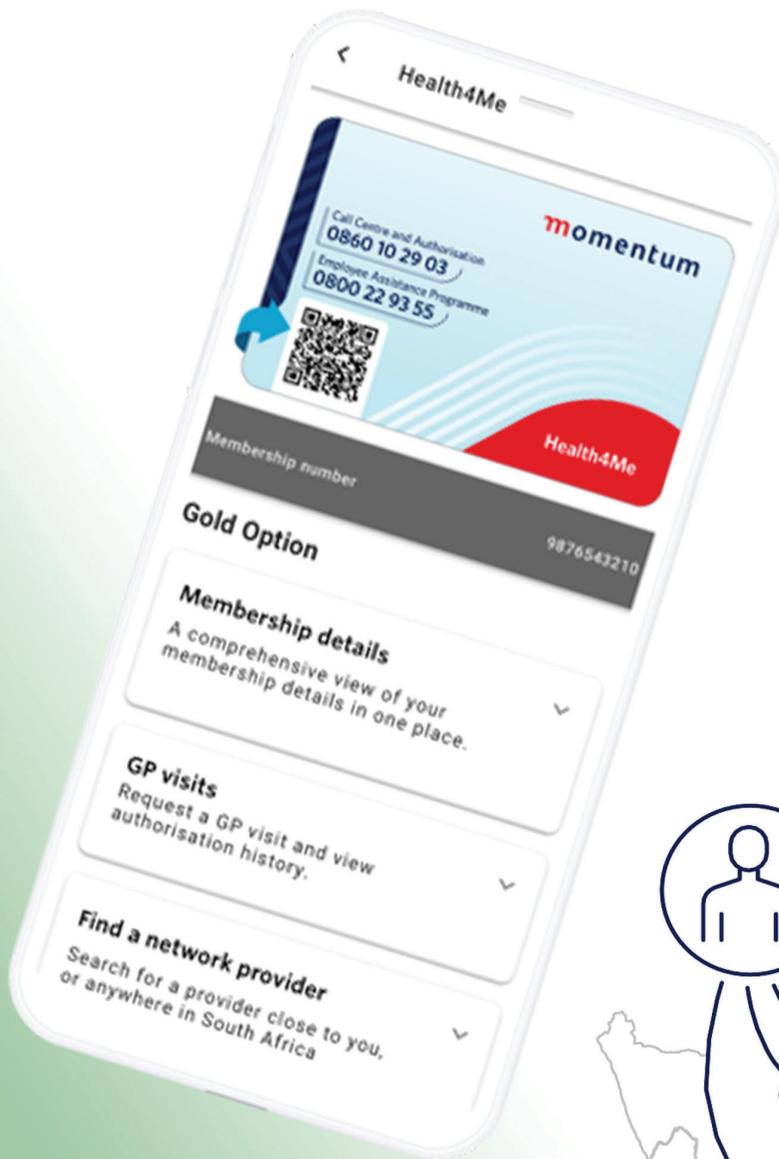
Multiply Wins partners



DIGITAL & PHYSICAL CARD

Upon activation of your membership you'll gain access to healthcare at your fingertips through the **Momentum app**:

- Personal member and healthcare benefit information
- Digital membership card, which can be used to show proof of membership
- Search function to find the nearest healthcare provider
- Hello Doctor consultation services
- Wellness experts via the EAP and coaching services, as well as world class content through coach in your pocket



Hello Doctor

FREE

Members get free access to Hello Doctor, a mobile-phone based service that gives them 24/7 access to doctors – it's like having a doctor on call in their pocket wherever they go. Members also have unlimited access to online health information via Hello Doctor.

Hello Doctor consultations are unlimited and can either be chat, phone call or video call (virtual) consultations, at no cost to the member.

Hello Doctor seamlessly connects patients with medical care through AI-powered triage. This revolutionary service reduces member waiting times to minutes and begins with a symptom checker that takes just 90 seconds to complete. Members are then instantly directed to appropriate care pathways – from automated self-care advice for minor conditions to immediate video consultations with health care professionals for more serious concerns.

Members have access to a doctor, 24/7



Hello Doctor scripting

Hello Doctor consultations included unlimited scripting of Schedule 1 to Schedule 4, formulary based medication where required. The script is sent directly to the members nearest Dischem, Clicks or Medirite pharmacy of choice for collection of medication.

Hello Doctor Consultations also include referrals for pathology and radiology, according to the applicable Health4Me pathology list or Health4Me radiology list.

How to contact Hello Doctor



Or



Download the Momentum app from Google play, the App Store or App Gallery

FREQUENTLY ASKED QUESTIONS (FAQ)

- **Do the virtual doctors operate in all official languages? Is there an option to be virtually referred to a Dr that speaks a language of choice?**

Yes, the virtual doctors operate in any language of your choice.

- **If a network Dr does not dispense, which pharmacy network is associated with the process of getting medication?**

You can go to any pharmacy, but we suggest that you go to Dischem, Clicks, Medirite, or a Pick 'n Pay pharmacy as other pharmacies might charge an extra fee which you will have to pay.

- **Will the list be made available for the various Health4Me lists including pathology, radiology, dentistry, optometry etc? Or perhaps a link for online access to such healthcare providers within your network?**

Yes, a Momentum radiology list, pathology list, dentistry, and optometry list will be provided.

- **What if I need to change or update my membership details?**

To update your membership details, contact the EHP support team via email on lancetehp@abovax.com. Make sure to provide any relevant documentation that confirms your changes, such as updated ID copies or dependents' details. For Lancet-specific updates, you may need to coordinate through HR for verification purposes.

- **How do I access the Employee Assistance Program?**

Accessing the EAP is simple. The program provides confidential telephonic support services for you and your family. It includes counselling for personal issues, family problems, and workplace challenges, along with 24/7 access to a trauma line for emergencies such as assault or family loss. You can reach out directly to the EAP through the provided contact numbers in the guide.

- **How can I redeem my More4Me rewards?**

To redeem More4Me rewards, ensure you have your Healthy Heart Score by completing a health assessment at a participating pharmacy like Dis-Chem, Clicks, or MediRite Pharmacy Clinic. Register via **USSD code *134*664*100#** or the **Momentum app** to unlock rewards such as data or vouchers from Shoprite, Checkers, or Takealot. Monthly rewards continue for a year until the next health assessment is due

- **How do I qualify for Multiply Engage benefits?**

As a Lancet EHP member, you automatically gain access to Multiply Engage, which provides discounts on travel, entertainment, groceries, electronics, fitness, and more. Simply register on the Momentum app to begin accessing these benefits at partner stores and brand

- **What should I do in case of a medical emergency?**

In a medical emergency, go to the nearest hospital or contact emergency transport services covered by the EHP. Emergency services are included in the major medical benefits. Pre-authorization may not be needed initially, but inform the provider that you're covered under the Momentum Health4Me plan to ensure continuity of care.

FREQUENTLY ASKED QUESTIONS (FAQ)

- **Who do I contact for help with claims or coverage questions?**

For claims or general coverage questions, reach out to the Health4Me General Contact Centre via the health4me@momentum.co.za. Specific departments are also available, such as the Chronic Department and HIV Management, to handle specialised inquiries.

- **What is the Healthy Heart Score and how do I obtain it?**

The Healthy Heart Score is a wellness metric calculated after a health assessment that checks vital markers like blood pressure, cholesterol, and glucose levels. You can obtain your score by visiting a participating pharmacy (e.g. Dis-Chem, Clicks, MediRite Pharmacy Clinic) and using the Momentum app to track your score and manage your wellness goals.

- **Does the Health4Me benefit cover OTC medications?**

• Currently, Health4Me does not cover OTC medications. This means that you will need to purchase these products out-of-pocket if you choose to use them. Members can make use of the unlimited Hello Doctor, virtual doctor consultation that includes referral, sick note and medication script, if necessary.

- **Can I remove dependents after activation?**

Yes, you can. A written request for termination, including your full name, membership number, and the desired termination date.

1. Proof of identification (e.g. a copy of your ID or passport).
2. Ensure any outstanding payments are settled prior to termination.

- **What if I lose my physical membership card?**

If you lose your card, through the Momentum App, via support. Members can request for a new physical membership card.

- **Are mental health services covered under the Lancet EHP?**

Yes, the Employee Assistance Program (EAP) offers telephonic counselling, trauma support, and managerial assistance. For extended coverage, check the specifics of your Employee Health Plan guide.

- **Can I consult a non-network provider?**

While you can consult a non-network provider, it may result in additional out-of-pocket costs. It's recommended to use network providers to avoid extra fees.

- **How do I find network providers near me?**

A full list of network providers (pathology, radiology, optometry, etc.) will be shared, or you can access it online through the Momentum Health4Me portal.

- **What should I do if I encounter issues with the Momentum app?**

Reach out to Momentum's app support team through their customer service channels for app-related queries.

- **Is there a limit to virtual doctor consultations?**

Virtual doctor consultations are unlimited under the Day-to-day benefit and include sick notes, referrals, and prescriptions if needed.

Self-Help Guide (Contact Details)

General Enrolment and Support:

- Email: LancetEHP@abovax.com
- WhatsApp Support: +27 82 820 1984

Hello Doctor

- WhatsApp: +27 860 10 29 03

After-hours operating hours (emergencies only)

- Monday – Friday: 19:00 – 07:30
- Saturday: 13:00 – 07:30
- Sundays and public holidays: 24 hours a day

Business operating hours

- Monday – Friday: 08:00 – 16:00
(legal assist, credit health and debt management services and managerial support services)
- Monday – Sunday: 24 hours a day
(trauma and critical incidence counselling services plus counselling and support services for adults, teenagers and children)

Contact centre and general queries

- 0860 10 29 03
- health4me@momentum.co.za

Concierge Services

078 800 1055 (WhatsApp)

Billing queries

- health4mebilling@momentum.co.za
- Billing reconciliations and confirmations
 - Billing payment queries
 - Billing queries

Medipost Pharmacy chronic and HIV medication queries

- mhealth@medipost.co.za
- 012 426 4000

Claims queries

- health4me@momentum.co.za
- Claims queries (all claims types)

Claims submissions

- health4meclaims@momentum.co.za
- Claims submissions (day-to-day benefit and accident and emergency cover claims only)
 - health4meinsuranceclaims@momentum.co.za
 - Claims submissions (hospital cash and maternity lump sum benefit and funeral benefit claims only)

Employee Assistance Programme

- 0800 229 355 (select option 4)
083 450 0508 (send please call me SMS)
momentumwellness.co.za (live chat)
eap@momentum.co.za (email for self-referrals)
- Counselling and support services for adults, teenagers and children
 - Trauma and critical incidence counselling services
 - Legal assist, credit health and debt management services
 - Managerial support services

HIV claims registration and queries

- health4mehiv@momentum.co.za
0860 55 56 09
- HIV applications
 - Clinical queries

Chronic claims registration and queries

- health4mechronic@momentum.co.za
- Chronic benefit applications
 - Clinical queries

Claims reimbursements

- health4merefunds@momentum.co.za
- Receipted claims reimbursement requests