

**MEDSHIELD MEDICAL SCHEME**

PO Box 4346 Randburg 2125

Physical Address: 5th - 7th Floor, 192 Bram Fischer Drive  
(Entrance Sneddon Street), Ferndale, Randburg 2196

Contact Centre Number 086 000 2120

[www.medshield.co.za](http://www.medshield.co.za)

An Authorised Financial Services Provider (FSP 51381)

**MEDSHIELD**  
medical scheme

7 February 2023

Dear Member

**MEDSHIELD'S REGIONAL OFFICE CLOSED ON 9 AND 10 FEBRUARY 2023**

Please note that Medshield Medical Scheme's regional offices and Walk-in Centres will be closed on the 9th and 10th of February 2023. We will be open again on Monday, 13th of February 2023.

We will however continue serving you via the following channels:

- For membership queries, you may email [member@medshield.co.za](mailto:member@medshield.co.za) or call 086 000 2120
- Register on the Medshield website at [www.medshield.co.za](http://www.medshield.co.za) by clicking on the 'login' button. Once you have created your username and password you can access the services below from the website member login zone (Create a new username and password if you have not created these on the Medshield App. If you have, then use the same username and password)
- Download the Medshield App and manage your healthcare at your convenience – 24/7. If you have already registered on the Medshield website then use the same username and password, else create a new username and password on the App and use this for both the website login and the Medshield mobile app.

**Services available on both the Medshield Member Login Zone and the Medshield Member App:**

- View your membership card digitally
- View your monthly statements
- View your current claims
- Submit a new claim
- Submit a query
- Update your details
- Access the document library
- View your authorisations
- Request a dental or hospital authorisation
- Access your tax certificate and member certificate
- Access the Provider Locator to search for healthcare professionals or establishments
- View the Scheme Rules; and
- Access the Virtual GP Consultation platform

The Medshield Member App is a real-time, online software application that is available for download on the Google Play Store and App Store.

We look forward to providing you with any assistance you may require.

Kind regards

**Medshield Medical Scheme**

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