

SPOTLIGHT ON...

FRAUD REPORTING



 **MEDSHIELD**
medical scheme



HOW TO REPORT MEDICAL AID FRAUD, WASTE AND ABUSE VIA THE WHISTLEBLOWER ETHICS HOTLINE

Dear Member,

Did you know that healthcare fraud can contribute directly and indirectly to the rise of medical costs, including your membership contribution? **You have the power to help us prevent fraud for the greater good of all our members.**

Medshield Medical Scheme members are encouraged to use any of the dedicated Whistleblower hotline reporting channels to report any suspected medical aid fraud.

EIGHT WAYS TO REPORT FRAUD, WASTE AND ABUSE

- 1 CALL** directly on toll-free number 0800 112 811
Use the dedicated Whistleblower hotline number to report via the live answering service.
- 2 SMS** to 33490
Send your report via the sms line from anywhere in South Africa at a cost of R1.50.
- 3 REPORT** online on www.whistleblowing.co.za
Visit the Whistleblower website to report and submit via the online reporting platform.
- 4 EMAIL** to information@whistleblowing.co.za
Send an email of your report privately.
- 5 DOWNLOAD** and report via the App
Download the secure Whistleblowers app from Google Play or the Apple App Store. The app guides you through the reporting process with ease.
- 6 POST** a letter of your report
Send a letter of your report to whistleblowers via post using the below details: Freepost KZN665, Musgrave, South Africa, 4062
- 7 FAX** your report
Send your report to whistleblowers via a fax line: Toll-free on 0800 212 689
- 8 WHATSAPP** your report
Send your report via WhatsApp to 031 308 4664



REMEMBER: REPORTS CAN BE MADE ANONYMOUSLY OR IN CONFIDENCE

ASK US ANYTHING 086 000 2120 | WWW.MEDSHIELD.CO.ZA