

## 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

11 September 2023

Dear Medshield Broker

### Welcome to an Elevated Level of Convenience

*Introducing our enhanced website and its latest online tools*

We strive to improve our offering to make your and our members' online experience with us as seamless and user-friendly as possible. With this in mind, we are excited to introduce the latest enhancements to our services to significantly improve your experience.

### Your Upgraded Website Experience

We are committed to enhancing your experience with Medshield Medical Scheme, and our upgraded website is a significant step toward achieving that goal. Our redesigned website offers enhanced features, simplified navigation and a more intuitive user interface experience. With the upgraded website, you'll enjoy:

- **Streamlined Navigation:** We redesigned the website layout, making finding the information you need simpler and straightforward.
- **Enhanced Search Functionality:** From searching the entire website at the click of a button to searching for our Designated Network Provider, with our website's Smart Search function, you can find the information you need quickly and conveniently.
- **Interactive Tools:** We have introduced new interactive tools to help you better understand the Scheme and make informed decisions. These tools include a Medshield Needs Analysis to empower you with the knowledge to confidently compare and select the best benefit option for you and your loved ones, and a Contribution Calculator to help you make smart financial decisions tailored to your budget.
- **Enhanced Security:** Data security becomes our utmost priority with every website upgrade. We have ensured that our upgraded website has advanced security measures to ensure your personal information remains safeguarded at all times.

### The Website User Guide

To assist you in getting the most out of our upgraded website, we have created a comprehensive Website User Guideline. This guide will take you through the various features, step-by-step, ensuring a smooth and hassle-free experience. It also provides access to two sections of the website experience: the customer-facing site; and the Broker and Member Login zones. Members may access the Member Website User Guide and start experiencing the improved website journey, available at <https://medshield.co.za/wp-content/uploads/2023/09/2023-Medshield-Member-Website-User-Guide.pdf>. While exploring the new and enhanced website, we recommend members take a moment to go through the guide to get valuable insights into the website's functionalities.

## Stay Connected with the Medshield App

In addition to our upgraded website, we have also updated the Medshield App. Version 2.24.0 is now available, offering even more convenience and functionality. Please download or update to the current version from your preferred App Store. From instant access to critical information to easy claims submissions and staying connected with Scheme news, updates and important notifications, the Medshield App is a powerful tool that puts the Scheme in the palm of your hand.

## Instant and Effortless SMS Convenience

To make accessing our service even more convenient, we've introduced short SMS codes. We've created these SMS codes to provide quick and hassle-free access to important Scheme information and support. Send the following messages to the specified numbers to access the corresponding benefits:

- **SMS "BENEFIT" to 43131** for an immediate response on the available Day-to-Day or Savings limit, depending on your benefit option.
- **SMS "CARD" to 44292** for an immediate response with a link to your electronic membership card.
- **SMS "MEDSHIELD" to 33023** to request a call back from one of our agents for personalised assistance.

Our commitment is to provide members with the best possible service. This elevated online experience and its key enhancements will empower members to take control of their healthcare choices, simplify their interactions with us, and enhance their overall experience as a Medshield member.

Thank you for entrusting us with your clients' healthcare journeys. We look forward to serving you better through our improved website, Medshield App and SMS services, and we appreciate your continued trust and support.

If you have any questions regarding our new and improved website, our dedicated team will always assist you on 086 000 2120 or email [member@medshield.co.za](mailto:member@medshield.co.za).

Warmest wishes for your wellness

**Medshield Medical Scheme**

