MedMove!

MedVital

MedAdd

MedSaver

MedReach

MedPrime

MedElite

MedPlus

medihelp

Summary of changes 2027



120+ YEARS

ICE INDEX CONTACT CENTRE MEDICAL AID SCHEMES Shared CATEGORY WINNER 2024/2025

ORANGE INDEX ASK AFRICA 2023 - 2027

What's new for 2027?

Medihelp is enhancing its 2027 offering to give members and their families more value, support, and proactive healthcare.

More value
Enhanced care extender benefits reward members for taking proactive steps to manage their health.

More family support
Enhanced maternity and family-planning benefits support members through different stages of life.

More mental health support
Enhanced benefits provide greater support for the treatment of depression.

More preventive care
Expanded screening, vaccination, and oral health benefits help members take action sooner.

More support when it matters
A new emergency room benefit provides cover for beneficiaries under 19 on applicable plans.

A more connected experience
The new Medihelp app brings medical scheme and **Fitt** wellness features together in one integrated experience.



Enhancing value and care in 2027

At Medihelp, we believe medical aid should evolve with our members' needs. That's why our 2027 enhancements are designed to give members more value, support, and peace of mind as their healthcare needs change: from taking care of their health and growing their families to supporting their mental well-being.

Two ways to unlock more health for the family

With the **care extender benefit***, taking proactive steps towards your health unlocks even more value with **two free GP consultations** and **R1 050** towards **self-medication** or **acute medication** for the whole family.

Complete qualifying health screening tests

Qualifying screening test by any family member
→ **One additional** GP consultation for the family
Second qualifying screening test by any family member
→ **Second additional** GP consultation for the family

Maximum of two additional GP consultations per family per year

- Qualifying tests include: Pap smear, mammogram, prostate test, faecal occult blood test (FOBT), bone mineral density test

Complete a combo health screening

Combo health screening test by any family member
→ **Additional R1 050** for acute or self-medication for the family

Combo health screening includes: blood glucose, cholesterol, BMI, blood pressure

* The care extender benefit is not available on **MedMove!**.

More support for growing families

Having a baby brings exciting new experiences, along with plenty of questions and changes. In 2027, Medihelp is expanding support for members in this important stage of life. Depending on the member's plan, benefits now include **postnatal consultations with clinical psychologists** in addition to antenatal classes with a private nurse practitioner and consultations with dietitians and lactation specialists.

These consultations are available in **addition to in-hospital** maternity benefits, providing more support for growing families during pregnancy.

New for 2027: A little extra welcome for new arrivals.

Moms will receive a baby bag filled with amazing goodies at 30 weeks of pregnancy.







Putting real support into mental well-being

Mental health is an important part of overall health. That's why Medihelp has a **dedicated out-of-hospital benefit for the treatment of depression**, providing additional support for members who need it.

Support for every stage of life

From family planning and childhood vaccinations to medically necessary care and oral health, Medihelp is enhancing benefits to provide members and their families with more support for different healthcare needs:

- **Family planning:** Benefits for contraceptives and intrauterine devices (IUDs) are now available from age 12 until menopause or age 55, whichever comes first.
- **Child health:** The **meningococcal vaccination** is now included for children aged 2 to 23 months and 13 to 26 years. For MedMove! members, it is available only for those aged 13 to 26 years.
- **Oral health: MedMove!** members older than 12 years now have access to one scale and polish treatment per beneficiary per year.

Enhancements to our complementary value-added care programmes

Medihelp continues to strengthen its complementary care programmes, giving members additional support when their healthcare needs extend beyond what their everyday benefits cover.

Our care programmes include the **Parenting journey, Depression Support Programme, Post-hospitalisation Care Programme, Post-hospital Rehabilitation Care, Cancer Care Programme, HIV/AIDS Programme, Compassionate Care Programme, Back and Neck Treatment, Programme, and Chronic Care Management Programme.**

Vital plans

MedMove! Student

(Income bracket R0 – R900)
[7,5%]

MedMove! Student

Quality healthcare for students from just **R864 per month**

Added value

- Scale and polish dental treatment now included: One treatment per year for beneficiaries older than 12 years
- Standalone mental health benefit for the treatment of depression now available, subject to registration on the Depression Support Programme. R2 000 per beneficiary per year for professional services and R110 per beneficiary per month for medicine
- Meningococcal vaccination now covered for beneficiaries aged 13 to 26 years (one dose of Meningococcal ACYW)
- Maternity benefits:
  - Two antenatal and postnatal midwife/GP/gynaecologist consultations

Other changes

- Contraceptive and IUD benefits are now available from age 12 until menopause or age 55, whichever comes first
- R2 250 co-payment per admission applies where circumcision for specified medical needs is authorised in a facility

MedMove!

(Income bracket R901+)
[6,5%]

MedMove!

From only **R1 848 per month**, the ideal plan for young career-starters

Added value

- Scale and polish dental treatment now included: One treatment per year for beneficiaries older than 12 years
- Standalone mental health benefit for the treatment of depression now available, subject to registration on the Depression Support Programme. R2 000 per beneficiary per year for professional services and R110 per beneficiary per month for medicine
- Meningococcal vaccination now covered for beneficiaries aged 13 to 26 years (one dose of Meningococcal ACYW)
- Maternity benefits:
  - Two antenatal and postnatal midwife/GP/gynaecologist consultations

Other changes

- Contraceptive and IUD benefits are now available from age 12 until menopause or age 55, whichever comes first
- R2 250 co-payment per admission applies where circumcision for specified medical needs is authorised in a facility

Med**Vital** and Med**Vital** Elect

[6,5%]

The only hospital plan in South Africa that's more than a hospital plan, from only **R2 568 per month**

Added value

- Added to the care extender benefit: An additional GP consultation is unlocked after qualifying preventive screening tests, up to a maximum of two consultations per family per year
- Families still only pay for the two youngest children under 18
- Meningococcal vaccination now covered for children aged 2 to 23 months (two doses of Meningococcal ACYW) and beneficiaries aged 13 to 26 years (one dose)
- Annual mammogram for high-risk members, with no age restriction, subject to clinical criteria
- Emergency unit benefit for beneficiaries younger than 19, subject to applicable triage and the severity of the emergency.
- Mental health benefit for the treatment of depression enhanced, subject to registration on the Depression Support Programme. R3 500 per beneficiary per year for professional services and R130 per beneficiary per month for medicine
- Maternity benefits:
  - One antenatal/postnatal consultation, or one postnatal clinical psychologist consultation per family per year

Other changes

- Contraceptive and IUD benefits available from age 12 until menopause or age 55, whichever comes first
- R2 000 co-payment per admission applies where circumcision for specified medical needs is authorised in a facility

MedVital | MedVital Elect

Scan the QR code to view the product video

MedMove! Student | MedMove! | MedVital

MedAdd | MedSaver | MedReach | MedPrime | MedElite | MedPlus

Savings plans

Med**Add** and Med**Add** Elect

[7,0%]

A 15% savings account gives young families the flexibility to manage healthcare expenses, from only **R3 408 per month**

Added value

- Added to the care extender benefit: An additional GP consultation is unlocked after qualifying preventive screening tests, up to a maximum of two consultations per family per year
- Families still only pay for the two youngest children under 18
- Meningococcal vaccination now covered for children aged 2 to 23 months (two doses of Meningococcal ACYW) and beneficiaries aged 13 to 26 years (one dose)
- Annual mammogram for high-risk members, with no age restriction, subject to clinical criteria
- Emergency unit benefit for beneficiaries younger than 19, subject to applicable triage and the severity of the emergency.
- Mental health benefit for the treatment of depression enhanced, subject to registration on the Depression Support Programme. R3 500 per beneficiary per year for professional services and R130 per beneficiary per month for medicine
- Maternity benefits:
  - One antenatal or postnatal consultation with a dietitian, or one postnatal clinical psychologist consultation, one lactation specialist consultation, and one antenatal class with a private nurse practitioner per family per year

Other changes

- Contraceptive and IUD benefits available from age 12 until menopause or age 55, whichever comes first
- R1 750 co-payment per admission applies where circumcision for specified medical needs is authorised in a facility

MedAdd

MedAdd Elect

Savings plans

Med**Saver**

[8,5%]

A 25% savings account balancing flexibility and peace of mind, from **R4 620 per month**

Added value

- Added to the care extender benefit: An additional GP consultation is unlocked after qualifying preventive screening tests, up to a maximum of two consultations per family per year
- Meningococcal vaccination now covered for children aged 2 to 23 months (two doses of Meningococcal ACYW) and beneficiaries aged 13 to 26 years (one dose)
- Annual mammogram for high-risk members, with no age restriction, subject to clinical criteria
- Emergency unit benefit for beneficiaries younger than 19, subject to applicable triage and the severity of the emergency.
- Mental health benefit for the treatment of depression enhanced, subject to registration on the Depression Support Programme. R3 750 per beneficiary per year for professional services and R130 per beneficiary per month for medicine
- Maternity benefits:
  - One antenatal or postnatal consultation with a dietitian or clinical psychologist, one lactation specialist consultation, and one antenatal class with a private nurse practitioner per family per year

Other changes

- Contraceptive and IUD benefits available from age 12 until menopause or age 55, whichever comes first
- R1 500 co-payment per admission applies where circumcision for specified medical needs is authorised in a facility

Comprehensive plans

Med**Reach**

[7,5%]

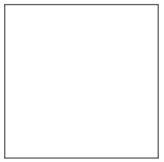
MedReach is a smart, comprehensive plan designed for ambitious professionals who want quality care. It offers affordable network cover with a full range of benefits from only **R3 612 per month**, making it an excellent choice for employer groups.

Added value

- Added to the care extender benefit: An additional GP consultation is unlocked after qualifying preventive screening tests, up to a maximum of two consultations per family per year
- Meningococcal vaccination now covered for children aged 2 to 23 months (two doses of Meningococcal ACYW) and beneficiaries aged 13 to 26 years (one dose)
- Annual mammogram for high-risk members, with no age restriction, subject to clinical criteria
- Emergency unit benefit for beneficiaries younger than 19, subject to applicable triage and the severity of the emergency.
- Mental health benefit for the treatment of depression enhanced, subject to registration on the Depression Support Programme. R4 000 per beneficiary per year for professional services and R130 per beneficiary per month for medicine
- Medical specialist benefit increased to **R2 550 per family year** (R1 575 in 2026), subject to the day-to-day annual overall limit
- Maternity benefits:
  - One antenatal or postnatal consultation with a dietitian or, one postnatal clinical psychologist consultation, one lactation specialist consultation, and one antenatal class with a private nurse practitioner per family per year

Other changes

- Contraceptive and IUD benefits available from age 12 until menopause or age 55, whichever comes first
- R1 250 co-payment per admission applies where circumcision for specified medical needs is authorised in a facility





Comprehensive plans

Med**Prime Elect** and Med**Prime**

[7,5%]

The ultimate family plan with generous insured benefits, including dentistry, optometry, and a 10% savings account, from only **R5 100 per month**

Added value

- Added to the care extender benefit: An additional GP consultation is unlocked after qualifying preventive screening tests, up to a maximum of two consultations per family per year
- Meningococcal vaccination now covered for children aged 2 to 23 months (two doses of Meningococcal ACYW) and beneficiaries aged 13 to 26 years (one dose)
- Annual mammogram for high-risk members, with no age restriction, subject to clinical criteria
- Emergency unit benefit for beneficiaries younger than 19, subject to applicable triage and the severity of the emergency.
- Mental health benefit for the treatment of depression enhanced, subject to registration on the Depression Support Programme. R4 500 per beneficiary per year for professional services and R150 per beneficiary per month for medicine
- Maternity benefits:
  - One antenatal or postnatal consultation with a dietitian, one clinical psychologist consultation, one lactation specialist consultation, and one antenatal class with a private nurse practitioner per family per year

Other changes

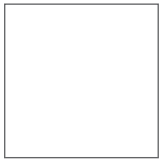
- Contraceptive and IUD benefits available from age 12 until menopause or age 55, whichever comes first
- R1 000 co-payment per admission applies where circumcision for specified medical needs is authorised in a facility

MedPrime | MedPrime Elect

Comprehensive plans

Med**Elite**

[8,5%]





All-inclusive family cover with a 10% savings account, from **R9 678 per month**

Added value

- Added to the care extender benefit: An additional GP consultation is unlocked after qualifying preventive screening tests, up to a maximum of two consultations per family per year
- Meningococcal vaccination now covered for children aged 2 to 23 months (two doses of Meningococcal ACYW) and beneficiaries aged 13 to 26 years (one dose)
- Annual mammogram for high-risk members, with no age restriction, subject to clinical criteria
- Emergency unit benefit for beneficiaries younger than 19, subject to applicable triage and the severity of the emergency.
- Mental health benefit for the treatment of depression enhanced, subject to registration on the Depression Support Programme. R5 500 per beneficiary per year for professional services and R170 per beneficiary per month for medicine
- Maternity benefits:
  - One antenatal or postnatal consultation with a dietitian, one postnatal clinical psychologist consultation, one lactation specialist consultation, and one antenatal class with a private nurse practitioner per family per year

Other changes

- Contraceptive and IUD benefits available from age 12 until menopause or age 55, whichever comes first

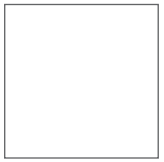
Comprehensive plans

Med**Plus**
[8,5%]

Top-of-the-range cover for families and individuals with extensive healthcare needs, from **R16 800 per month**

Added value

- Added to the care extender benefit: An additional GP consultation is unlocked after qualifying preventive screening tests, up to a maximum of two consultations per family per year
- Meningococcal vaccination now covered for children aged 2 to 23 months (two doses of Meningococcal ACYW) and beneficiaries aged 13 to 26 years (one dose)
- Annual mammogram for high-risk members, with no age restriction, subject to clinical criteria
- Emergency unit benefit for beneficiaries younger than 19 years, subject to applicable triage and the severity of the emergency.
- Mental health benefit for the treatment of depression enhanced, subject to registration on the Depression Support Programme. R6 500 per beneficiary per year for professional services and R200 per beneficiary per month for medicine
- Maternity benefits:
  - One antenatal or postnatal consultation with a dietitian, one postnatal clinical psychologist consultation, one lactation specialist consultation, and one antenatal class with a private nurse practitioner per family per year





Other changes

- Contraceptive and IUD benefits available from age 12 until menopause or age 55, whichever comes first

New: Emergency Room benefit for **beneficiaries under 19**

From 2027, a new standalone emergency room (ER) benefit is available to beneficiaries under 19 on all Medihelp plans, except Med**Move!**.* How much of the ER visit is covered depends on the triage level assigned by the emergency unit.

* Med**Move**! already includes an ER benefit that covers a facility fee. The new under-19 benefit described above does not apply to Med**Move**!.

Triage level	Urgency	ER consultation	ER facility fee
Level 1 – Red	Immediate/life-threatening	Covered	Usually not applicable if admitted
Level 2 – Orange	Very urgent	Covered	Covered
Level 3 – Yellow	Urgent	Covered	Covered
Level 4 – Green	Less urgent/non-urgent	Not covered from this benefit	Not covered from this benefit

For a Level 4 case, the consultation may instead be paid from the member's available savings account or consultation benefit, depending on the plan. These are cases that could ordinarily have been treated at a GP practice.

This benefit applies only at hospital-based emergency rooms and qualifying 24-hour practices flagged as such on the Medihelp provider list. It does not apply at ordinary after-hours GP practices.

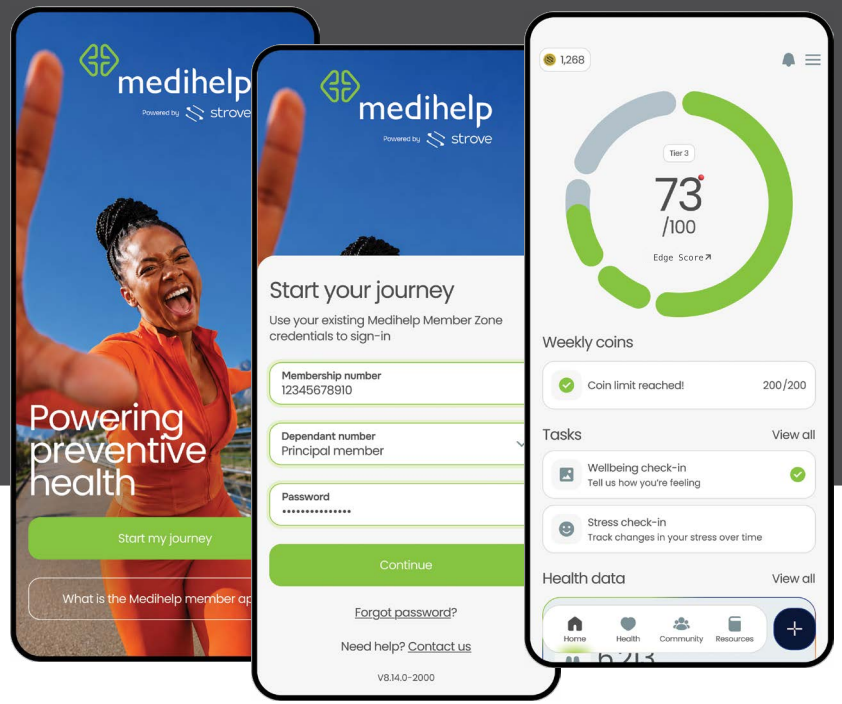
Use Medihelp's designated ER provider to avoid admission co-payments.



The new **Medihelp app**

The new Medihelp app brings **Medihelp and Fitt together in one integrated experience,** giving members an easier way to manage their medical scheme benefits while also engaging with their health and well-being.

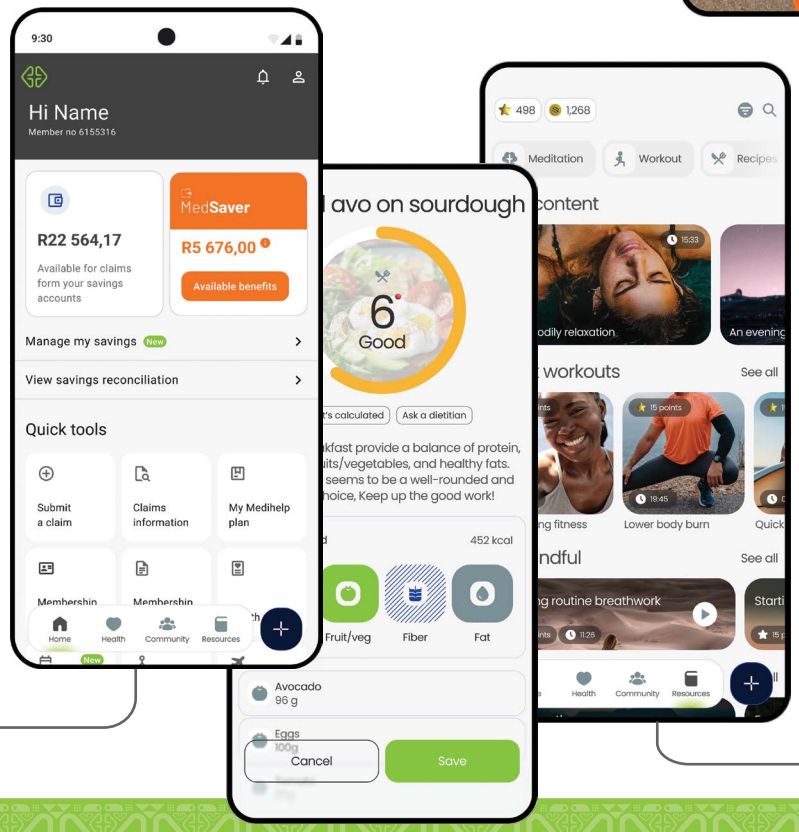
The app supports Medihelp's shift from reactive healthcare to proactive engagement and preventive health, giving members more opportunities to engage with their health beyond the moments when they need healthcare.



One app. More value.

Members have convenient access to the medical scheme functionalities they need, including:

- Their digital membership card
- Viewing and submitting claims
- Viewing their benefits, balances, and savings preferences
- Finding network providers and booking healthcare appointments



The app also brings Fitt wellness features into the same experience, giving members more reasons to engage with their health every day. Members can:

- Connect wearable devices and track their activity
- Participate in challenges and earn points and rewards
- Access nutrition and mental wellness support
- Use facial scanning for health insights

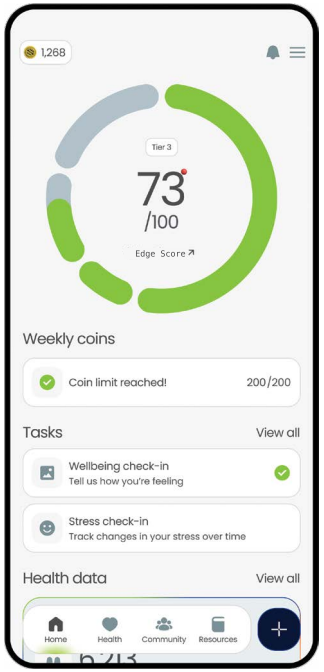
The new **Medihelp app**

From managing healthcare to health

The app creates regular opportunities for members to become more aware of their health, make healthier choices, and take preventive action. Through wellness activities, challenges, points and rewards, members are encouraged to engage with their health more consistently.

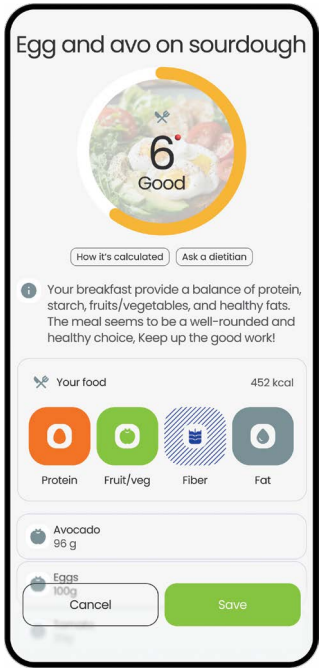
1 Know more

Greater awareness of your health



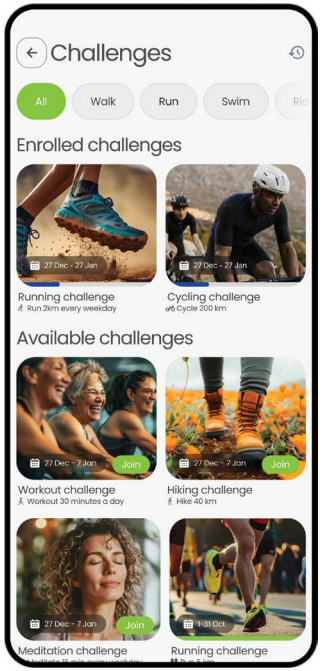
2 Do more

Healthy choices and preventive action



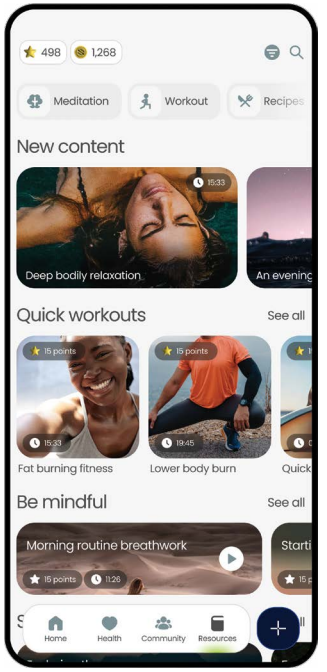
3 Earn more

Challenges, points, and rewards



4 Live healthier

Stronger, more engaged members





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