momentum

Health4Me

Marketing Brochure

2026

Why the need for **quality, affordable healthcare** solutions?

Access to healthcare is an integral component of an employee's health and wellbeing.

Private healthcare solutions, like medical schemes, remain unaffordable for a large portion of the workforce.

Who is eligible for this product offering?

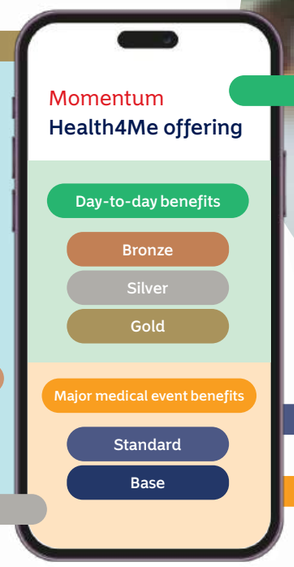
- **Employees earning** a monthly income of less than **R40 000**
- **Employees 18 years and older**, for as long as they are actively employed
- Employer groups with **5 or more employees**

Momentum Medical Scheme offers six medical scheme options for employees earning above this threshold. Employees moving from a Momentum Health4Me option onto a Momentum Medical Scheme option may be subject to underwriting.

How does it work?

In line with Momentum's focus on innovation and flexibility, Momentum Health4Me follows a building block approach. Employers can choose the combination of benefits most suitable to their employees' needs and available budget.

Momentum Health4Me offers employer groups great value by applying our extensive experience and skill in the field, as well as our strong provider network partnerships, to facilitate cost-effective provision of day-to-day benefits, as well as a comprehensive set of major medical event benefits.



Make the smart choice and choose to pay lower premiums

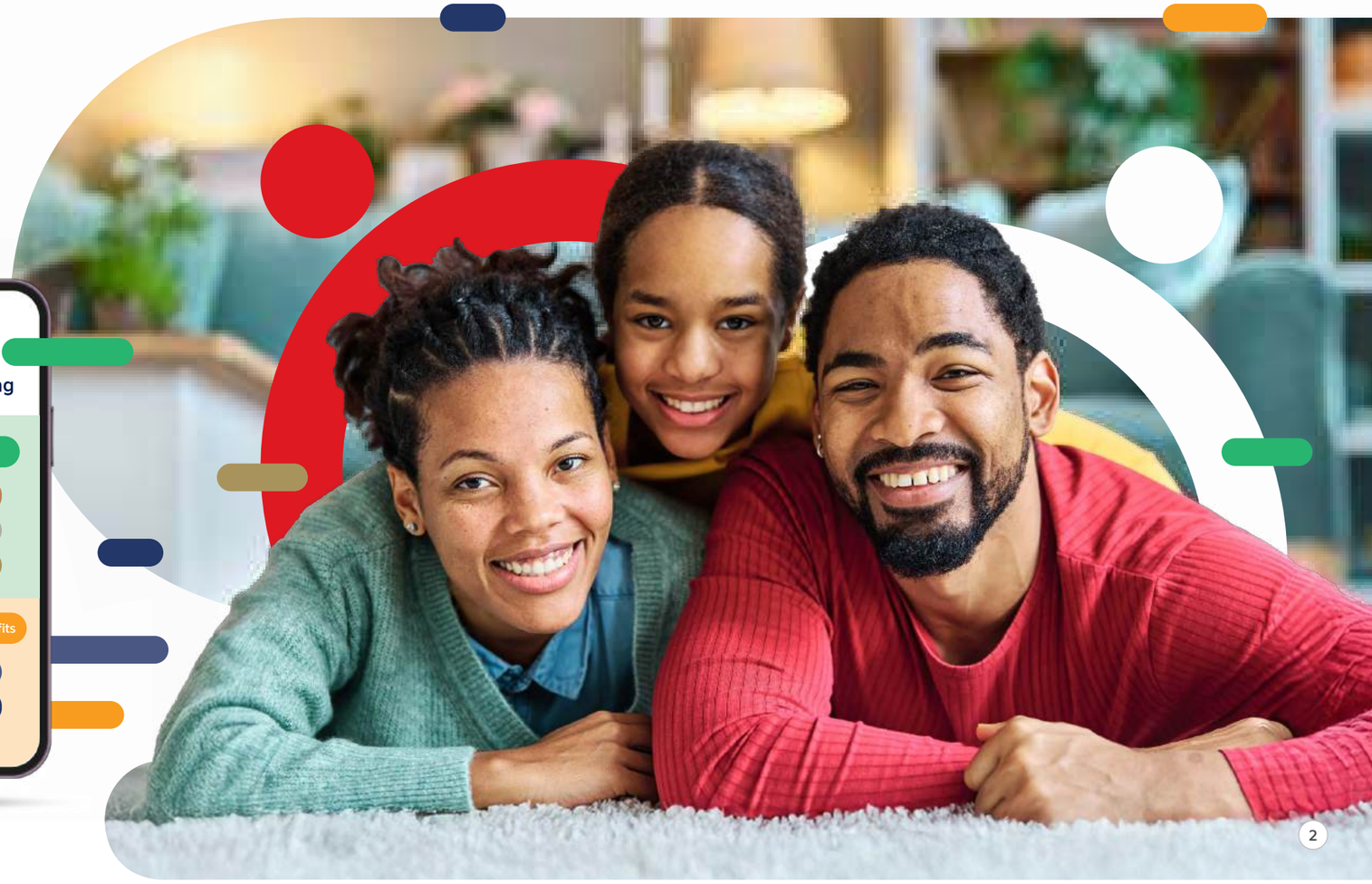
The way in which we access healthcare has forever changed. The digital age in healthcare has us engaging with healthcare providers digitally, through virtual doctor consultations.

We all previously incurred travel costs to get to the doctors' rooms and spent time in waiting rooms with other sick patients, but we are seeing a smarter, more patient-centric approach.

Members can choose how they want to engage with the doctor:

- in person or virtually with access to qualified GPs at Hello Doctor
- anywhere, at any time and in their chosen language
- no more spending time in waiting rooms
- all from the comfort of their own homes
- with easy access from the palm of their hand

Momentum Health4Me supports you in making the smart decision for your employees, saving them time and unnecessary costs, all while accessing unlimited virtual GP consultations through Hello Doctor.



Health4Me **Day-to-day benefit summary**

Day-to-day benefits	Bronze	Silver	Gold
GP benefit (Plus Optional: GP visit **booster** benefit)	✓	✓	✓
GP in room procedures	✓	✓	✓
Hello Doctor	✓	✓	✓
Hello Doctor scripting	✓	✓	✓
Specialist benefit	×	×	✓
Acute medication	✓	✓	✓
Chronic benefit and medication	×	×	✓
HIV benefit	×	×	✓
Maternity benefit	✓	✓	✓
Basic pathology	✓	✓	✓
Basic radiology	✓	✓	✓
Basic and emergency dentistry	×	✓	✓
Basic optometry	×	✓	✓
Flu vaccination	✓	✓	✓
COVID-19 screening test	✓	✓	✓
On-site wellness days	✓	✓	✓
Health assessment	✓	✓	✓
Employee Assistance Programme	✓	✓	✓
Multiply Engage	✓	✓	✓
More4Me	✓	✓	✓

Health4Me **Major medical event benefit summary**

Major medical event benefits	Base	Standard
Accident and emergency cover (Plus Optional: Emergency **booster** benefit)	✓	✓
Hospital cash and maternity lump sum benefit	✓	✓
Funeral benefit	✓	✓

Health4Me **Day-to-day premiums**

GP visits: Unlimited with a Hello Doctor pre-authorisation	Member type	Bronze	Silver	Gold
	Employee	R245.00	R310.00	R391.00
	Adult	R245.00	R310.00	R391.00
	Child	R245.00	R310.00	R195.00

GP visits **booster** benefit: You can choose to pay an additional premium in order for your employees to have unlimited Network GP visits without a Hello Doctor pre-authorisation	Member type	All options
	Employee	R76.00
	Adult	R76.00
	Child	R76.00

Health4Me **Major medical event premiums**

Accident and emergency cover:	Member type	Base	Standard
	Employee	R93.00	R130.00
	Adult	R93.00	R130.00
	Child	R52.00	R75.00

Emergency **booster** benefit: You can top up your employees' Accident and emergency cover by adding Emergency booster, which covers emergency treatment relating to 11 additional conditions **Available February 2026*	Member type	Base	Standard
	Employee	R47.00	R70.00
	Adult	R47.00	R70.00
	Child	R38.00	R53.00

Hospital cash and maternity lump sum benefit:	Member type	Base	Standard
	Employee	R83.00	R129.00
	Adult	R83.00	R129.00
	Child	R40.00	R70.00

Funeral benefit:	Member type	Base	Standard
	Employee	R21.00	R24.00
	Adult	R21.00	R24.00
	Child	R12.00	R13.00

Health4Me Health Insurance premiums are reviewed annually and exempt from VAT.

Financial advisers selling Health4Me Health Insurance are required to have a FAIS Category 1.3 Long-term Insurance subcategory B1 and Category 1.1 Long-term Insurance A.

Premiums indicated apply to new clients joining in 2026. Premiums for clients that joined prior to 2026 may differ, based on the risk profile and demographics of the employer group.

Health4Me Day-to-day benefits		Bronze	Silver	Gold
GP benefit	Unlimited GP visits at a Network GP can be unlocked via a consultation and pre-authorisation from Hello Doctor • 3 GP visits at a Network GP per member per year, that do not require Hello Doctor pre-authorisation • 2 Additional GP visits at a Network GP per member per year for members registered on either the Chronic benefit, HIV benefit or Maternity benefit programme (2 additional Network GP visits per benefit programme), that do not require Hello Doctor pre-authorisation • Hello Doctor pre-authorisation is required for every GP visit from the 4th GP visit to unlock the rest of the unlimited visits Hello Doctor consultations can either be via chat, phone call or video (virtual) call	✓	✓	✓
GP in room procedures	Minor medical procedures performed as part of a Network GP consult in rooms, such as stitching of wounds and nebulisation	✓	✓	✓
Hello Doctor	Unlimited GP consultations with a Hello Doctor GP Hello Doctor consultations can either be via chat, phone call or video (virtual) call Hello Doctor consultations include referral for pathology, according to the applicable Health4Me pathology list Hello Doctor consultations include referral for radiology, according to the applicable Health4Me radiology list	✓	✓	✓
Hello Doctor scripting	Hello Doctor consultations include unlimited scripting of Schedule 1 to Schedule 4, formulary-based medication, in accordance with the Network prescribed acute medication formulary. Rules and protocols are applied	✓	✓	✓
Specialist benefit	A maximum of 2 visits, limited to R1 425 per visit and up to R2 850 per member/family per year Members may consult any specialist, subject to a Network GP referral and pre-authorisation The specialist may refer the member for pathology and radiology according to the applicable Health4Me pathology and radiology lists The specialist may prescribe medication, subject to the event limit Shortfalls will be payable by the member Waiting periods may apply	✗	✗	✓
Acute medication	Provided in accordance with the Network prescribed acute medication formulary. Rules and protocols are applied	✓	✓	✓
Chronic benefit and medication	27 Chronic conditions are covered as follows: 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 is provided in accordance with the Network prescribed chronic medication formulary. Rules and protocols are applied Pathology and radiology related to condition monitoring is provided according to the applicable Health4Me pathology and radiology lists Pre-authorisation is required Waiting periods may apply	✗	✗	✓
HIV benefit	Post-exposure prophylaxis (PEP) medication is provided in accordance with the Network prescribed HIV medication formulary, to prevent HIV infection in the event of accidental exposure to blood or fluids from an infected person, or by any other means Antiretroviral medication is provided in accordance with the Network prescribed HIV medication formulary. Rules and protocols are applied Pathology related to condition monitoring is provided according to the applicable Health4Me pathology list Pre-authorisation is required Waiting periods may apply	✗	✗	✓
Maternity benefit	1 Foetal growth 2D scan per member per pregnancy Antenatal pathology tests linked to a Network GP visit and referred by a Network GP, according to the applicable Health4Me pathology list Antenatal vitamins in accordance with the Network prescribed acute medication formulary. Rules and protocols are applied Pre-authorisation is required	✓	✓	✓
	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-authorisation is required	✗	✗	✓
Basic pathology	Unlimited cover for pathology, when linked to a Hello Doctor or Network GP visit and referred by a Hello Doctor or Network GP, according to the applicable Health4Me pathology list	✓	✓	✓

Health4Me Day-to-day benefits (continued)		Bronze	Silver	Gold
Basic radiology	Unlimited cover for black and white x-rays, when linked to a Hello Doctor or Network GP visit and referred by a Hello Doctor or Network GP, according to the applicable Health4Me radiology list	✓	✓	✓
Basic and emergency dentistry	Covered at any dentist on the Dental Network Basic dentistry such as fillings, extractions, infection control, cleaning and polishing of teeth Specialised dentistry such as bridges, crowns, surgical extractions, implants, root canals, gold fillings, dentures and braces are not covered Provided in accordance with the Dental Network protocols and approved Health4Me dentistry list Waiting periods may apply	✗	✓	✓
Basic optometry	Covered at any optometrist on the Optical Network Benefit available every 2 years 1 Eye test and 1 pair of clear standard single vision lenses, or 1 pair of bi-focal lenses, with a standard frame Sunglasses, tinted lenses, hard coating and contact lenses are not covered Provided in accordance with the Optical Network protocols and approved Health4Me optometry list Waiting periods may apply	✗	✓	✓
Flu vaccination	1 Flu vaccination per member per year at any pharmacy clinic, preferably at a Dis-Chem, Clicks or MediRite pharmacy clinic	✓	✓	✓
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	✓	✓	✓
On-site wellness days	Basic health and wellness screening offered on site by qualified nurses A minimum of 50 employees per site and a completed on-site wellness request form are required	✓	✓	✓
Health assessment	1 Health assessment (blood pressure test, cholesterol and blood sugar finger-prick tests, height, weight and waist circumference screening) is provided per member per year on site at a Wellness day or at a pharmacy clinic, preferably at a Dis-Chem, Clicks or MediRite pharmacy clinic Employer groups with more than 50 employees per site can have an on-site wellness day, where members can do their annual health assessment	✓	✓	✓
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	✓	✓	✓
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!	✓	✓	✓
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	✓	✓	✓

Momentum Health4Me members have access to benefits at Momentum Network GPs, dentists and optometrists - view the lists of these providers at momentum.co.za or scan the QR codes on the back page.

Health4Me Day-to-day premiums

GP visits:

Unlimited with a Hello Doctor pre-authorisation

Member type	Bronze	Silver	Gold
Employee	R245.00	R310.00	R391.00
Adult	R245.00	R310.00	R391.00
Child	R245.00	R310.00	R195.00

GP visits booster benefit:

You can choose to pay an additional premium in order for your employees to have unlimited Network GP visits without a Hello Doctor pre-authorisation

Member type	All options
Employee	R76.00
Adult	R76.00
Child	R76.00

Health4Me Major medical event benefits

Major medical event benefits can only be taken together with Health4Me day-to-day benefits.

Benefit	Base	Standard
Accident and emergency cover (there are 3 main benefits plus an optional add-on benefit in accident and emergency cover)		
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 require immediate medical treatment and meet the qualifying criteria	**Accident cover:** Casualty benefit up to R30 000 per event In-hospital benefit up to R1 500 000 per event Covered at a private hospital for accidents that require immediate medical treatment and meet the qualifying criteria
2	**Emergency (heart attack or stroke) cover:** Casualty benefit up to R30 000 per event In-hospital benefit up to R250 000 per event Covered at a private hospital for emergency (heart attack or stroke) events that require immediate medical treatment and meet the qualifying criteria	**Emergency (heart attack or stroke) cover:** Casualty benefit up to R30 000 per event In-hospital benefit up to R500 000 per event Covered at a private hospital for emergency (heart attack or stroke) events that require immediate medical treatment and meet the qualifying criteria
3	**Emergency booster benefit:** Can be added to Accident and emergency cover from February 2026 Casualty benefit up to R30 000 per event In-hospital benefit up to R300 000 per event Covered at a private hospital for emergency events that require immediate medical treatment, meet the qualifying criteria and relate to the following: Acute appendicitis, Acute asthma/respiratory disorders, Acute pancreatitis, Acute pneumonia, Cholecystitis, Gastroenteritis with dehydration, Diabetic ketoacidosis, Ectopic pregnancy, Kidney stones, Pulmonary embolism, Acute investigation and stabilisation of fits/seizures	**Emergency booster benefit:** Can be added to Accident and emergency cover from February 2026 Casualty benefit up to R30 000 per event In-hospital benefit up to R425 000 per event Covered at a private hospital for emergency events that require immediate medical treatment, meet the qualifying criteria and relate to the following: Acute appendicitis, Acute asthma/respiratory disorders, Acute pancreatitis, Acute pneumonia, Cholecystitis, Gastroenteritis with dehydration, Diabetic ketoacidosis, Ectopic pregnancy, Kidney stones, Pulmonary embolism, Acute investigation and stabilisation of fits/seizures
4	**Emergency transportation cover:** Emergency transportation, stabilisation and treatment cost paid in case of an accident or an emergency (heart attack, stroke or one of the 11 emergency conditions if the member has Emergency booster cover) that requires immediate medical treatment If the benefit limit is exceeded, and further treatment is required, the member will be transported to a state facility for further care and treatment	
	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 **Emergency** shall mean the sudden and, at the time, unexpected onset of a medical condition that requires immediate medical or surgical treatment, where failure to provide medical or surgical treatment would result in serious impairment to bodily functions or serious dysfunction of a body organ or part, or would place the member's life in serious jeopardy, and for the purpose of this benefit includes, and is limited to accidents, heart attacks and strokes or one of the 11 emergency conditions if the member has Emergency booster cover	
	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, prosthetics, assistive devices and rehabilitation services (wound care, physiotherapy and occupational therapy), subject to both clinical approval and the respective per event limits Pre-authorisation is required	
	A maximum of R2 500 000 is payable per member per year	A maximum of R5 000 000 is payable per member per year

Accident and emergency cover premiums	
Employee	R93.00
Adult	R93.00
Child	R52.00

Emergency booster benefit premiums	
Employee	R47.00
Adult	R47.00
Child	R38.00

Accident and emergency cover premiums	
Employee	R130.00
Adult	R130.00
Child	R75.00

Emergency booster benefit premiums	
Employee	R70.00
Adult	R70.00
Child	R53.00

NETCARE 911 082 911 24HR EMERGENCY MEDICAL SERVICES

Benefit	Base	Standard
Hospital cash and maternity lump sum benefit	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 Waiting periods may apply	R1 000 per day in hospital, paid from day 1, provided that hospitalisation is longer than 48 hours Maximum of 20 days payable per member per year R20 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 Waiting periods may apply

Premiums	
Employee	R83.00
Adult	R83.00
Child	R40.00

Premiums	
Employee	R129.00
Adult	R129.00
Child	R70.00

Benefit	Base	Standard
Funeral benefit (includes repatriation benefit)		

Causes of death	Natural	Unnatural
Employee, spouse and children > 14	R10 000	R20 000
Children 6 - 13 years	R5 000	R10 000
Children 1 - 5 years	R2 500	R5 000
Children < 1 year	R1 250	R2 500
Stillborn babies (past 28 weeks gestation)	R750	R1 500

Waiting periods may apply to natural causes of death

Causes of death	Natural	Unnatural
Employee, spouse and children > 14	R15 000	R30 000
Children 6 - 13 years	R7 500	R15 000
Children 1 - 5 years	R3 750	R7 500
Children < 1 year	R1 875	R3 750
Stillborn babies (past 28 weeks gestation)	R1 125	R2 250

Waiting periods may apply to natural causes of death

The repatriation benefit includes:

Road or air repatriation of the mortal remains of the deceased to a funeral home closest to their normal place of residence is provided

Repatriation is arranged when the deceased's body is more than 100 km from their normal place of residence, within South Africa and the neighbouring countries, Botswana, Lesotho, Mozambique, Namibia, Swaziland and Zimbabwe

Special care is taken to consider particular customs and beliefs

Assistance with the necessary documentation and co-ordination with the authorities to transport the deceased's mortal remains back to their normal place of residence is provided

Transfer of the ashes of the deceased (in the event of cremation) to their normal place of residence is provided

A 24-hour bereavement counselling line is available to the next of kin

Where family members are required to identify the deceased or wish to accompany the deceased to the final funeral home, closest to the place of burial, 1 night's accommodation to the value of R1 000 is arranged and paid for by Azoza

Repatriation services are provided through Azoza 24 hours a day, 7 days a week and 365 days a year

AZOZA

Premiums	
Employee	R21.00
Adult	R21.00
Child	R12.00

Premiums	
Employee	R24.00
Adult	R24.00
Child	R13.00

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 healthcare professionals for more serious concerns.

Members have access to a doctor, 24/7

Hello Doctor scripting

Hello Doctor consultations include unlimited scripting of Schedule 1 to Schedule 4, formulary-based medication where required. The script is sent directly to the member's nearest Dis-Chem, Clicks or MediRite pharmacy of choice for collection of their 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**

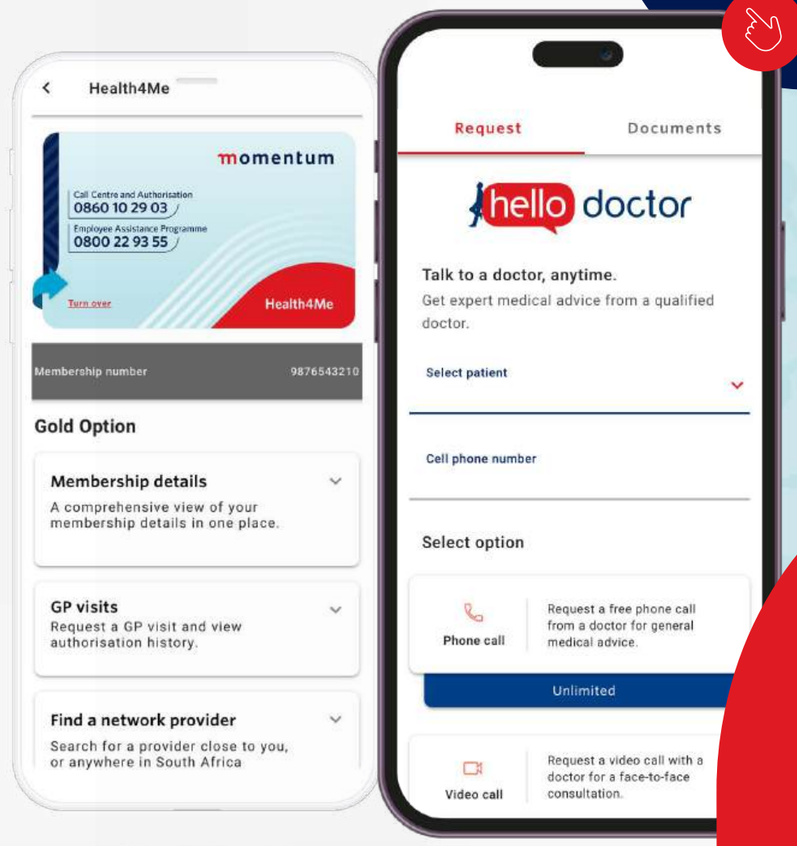
or

Download the Momentum App from Google Play, the App Store or AppGallery

The **Momentum App** gives Health4Me members access to: **FREE**

- Their membership certificates
- Updating their contact information (important to do so regularly in order to receive Health4Me updates and information)
- Their personal member information and healthcare benefit information
- Their Momentum Health4Me digital membership card, which they can show as proof of cover
- A search function to find their nearest healthcare provider
- Hello Doctor consultation services and unlocking of additional Network GP visits (where clinically required)

Healthcare at your fingertips



More4Me FREE

This benefit incentivises members with airtime, data, Shoprite and Checkers vouchers or Takealot vouchers, based on their Healthy Heart Score.

Participating members will receive the following benefits:

More4Me

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:

- Download the Momentum App and register their user profile or log in to Momentum App at least once a year;

  or

- Initiate a WhatsApp chat with the Health4Me contact centre at least once a year by saying Hi or Hello

  and

- Complete a digital health assessment

Scan the QR code to start a WhatsApp chat

Digital engagement reward: Data, airtime, Shoprite and Checkers voucher or Takealot voucher to the value of R50

Step 3 Members get their Healthy Heart Score by going for their health assessment either:

- At a wellness day managed by Momentum,

  or

- At a Dis-Chem, Clicks or MediRite pharmacy clinic

Wellness day reward: Members who go for their annual health assessment at a Momentum wellness day will receive a reward in the form of a scratch card voucher. The value of the voucher will vary

Step 4 Based on their Healthy Heart Score, members will receive monthly rewards

Monthly reward:

Data, airtime, Shoprite and Checkers voucher or Takealot voucher to the value of R80	♥	Green Healthy Heart Score
Data, airtime, Shoprite and Checkers voucher or Takealot voucher to the value of R50	♥	Amber - Green Amber Amber - Red Healthy Heart Score
Data, airtime, Shoprite and Checkers voucher or Takealot voucher to the value of R25	♥	Red Healthy Heart Score

Members can save up their rewards and redeem even larger vouchers.

SHOPRITE Checkers takealot.com

Download the Momentum App from Google Play, the App Store or AppGallery

GET IT ON Google Play | Download on the App Store | EXPLORE IT ON AppGallery

Multiply Engage FREE

momentum multiply

Members have access to Multiply Engage for free. Multiply Engage offers 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, members will receive immediate insights into their health and gain access to fantastic partner rewards.

Entertainment

NuMetro	30%

Gyms

ZONE FITNESS	45%
planet fitness	10%
Virgin active	10%

Healthy convenient food

PLATED	10%
DINNERBOX	10%
we are FOOD	10%

Sport and fitness

Fitness gear

SPORTSA	10%
bounti	10%
Body Kind	10%
LIFTOFIT	5%
RISE STUDIOS	20%

Wearable tech

GARMIN	10%
POLAR	10%
SUUNTO	10%
amazfit	10%

Healthy living

EQ coaching

mygrow	20%-50%
hello coach	30%

Nutritional coaching

Dawn Health	20%
Reinvent Health	20%

Mental clarity coaching

neurocycle	30%
MEMORABILITY	20%

Personalised supplements

TAILORBLEND	25%

Quality supplements

TRUWELLNESS ONLINE	10%
	20%
8 plenti	10%

Quality drinking water

oasis	10%

DNA testing

DNALYSIS	20%

Addiction coaching

SMOKENDERS	25%

Members need a Healthy Heart Score

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 activity and recharge goals.

Multiply Wins partners

WIMPY Coffee | Nando's | SweepSouth | PLATŌ

Employee **Assistance Programme**

FREE

Telephonic counselling and support services for employees and their families

Typical examples include counselling on personal issues, family problems, stress management, conflict resolution and dealing with work-related concerns.

24/7 Trauma 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 advice

Legal advisers provide telephonic advice and guidance in relation to an employee's current situation.

Debt restructuring

Our partner, Debt Rescue, is available to assist with this sensitive problem.

Financial advice

Advisers provide guidance in relation to an employee's current financial and debt situation.

Management referral services

Managers may refer employees to the EAP programme, with their consent.

Face-to-face services

You have the option to add a top-up EAP service that caters for face-to-face EAP consultations and on-site visits. Contact the sales and service team for more information or to request a quote.

Employer **web portal**

FREE

The Employer web portal is designed to simplify the management of your company's Health4Me profile. Complete with an easy-to-use interface, the portal puts full control in your hands. Use the portal to:

1. Add and remove members
2. Do transfers of members between branches
3. Draw member listings at any time during the month
4. Close-off your billing whenever convenient for you. Once you have closed off your billing, your invoice and pro-forma billing statement will be emailed to you
5. Lodge hospital cash and maternity lump sum benefit and funeral benefit claims
6. Search for providers on our Networks and access videos and benefit information for your staff members

Self-help **quick guide**

Contact centre and general queries

0860 10 29 03

0860 10 29 03

health4me@momentum.co.za

Membership maintenance and employer web portal queries

health4mememberships@momentum.co.za

- Membership additions and terminations
- Membership queries
- Membership card queries
- Employer web portal registrations
- Employer web portal password reset queries
- Employer web portal queries

Billing queries

health4mebilling@momentum.co.za

- Billing reconciliations and confirmations
- Billing payment queries
- Billing queries

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)

Claims queries

health4me@momentum.co.za

- Claims queries (all claims types)

Chronic claims registration and queries

health4mechronic@momentum.co.za

- Chronic benefit applications
- Clinical queries

HIV claims registration and queries

health4mehiv@momentum.co.za

0860 55 56 09

- HIV applications
- Clinical queries

Medipost Pharmacy chronic and HIV medication queries

mhealth@medipost.co.za

012 426 4000

Claims reimbursements

health4merefunds@momentum.co.za

- Receipted claims reimbursement requests

Business operating hours

Monday - Friday: 07:30 - 19:00

Saturday: 08:00 - 13:00

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

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

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)

Network provider lists

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

Important information

Scan the QR code to view the Benefits videos

Scan the QR code to view the Sales and quotes contact list

Scan the QR code to view the Company application form

For more information and quotes, email us at **H4MeQuotes@momentum.co.za**

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