

Alliance-Midmed **connect**

SPRING EDITION

SEPTEMBER – NOVEMBER 2026

50
YEAR'S OF
caring

**Your Health.
Your Scheme.
Your Community.**

CALL CENTRE
0860 002 101

VISIT OUR WEBSITE
www.alliancemidmed.co.za



ALLIANCE-MIDMED MEDICAL SCHEME

IN THIS EDITION

GETTING IT RIGHT THE FIRST TIME

Making the right healthcare choices from the start.

KNOW WHO TO CONTACT

A simple guide to the right service, number and support.

YOUR APP MADE EASY

Quick access to your membership information, benefits and claims.

HAVING A BABY?

Four things you need to know before and after the baby arrives.

LOOK AFTER YOUR HEART. PROTECT YOUR VISION.

Practical health reminders for the season ahead.

50 YEARS OF CARING

Celebrating five decades of serving our members and their families.

SPRING INTO BETTER HEALTH.

Small steps. Fresh starts. A healthier season ahead.



Every experience with a doctor, specialist or healthcare facility matters.

Use our Healthcare Provider Survey to tell us what worked well and where improvements may be needed. The survey is quick, completely anonymous and available whenever you wish to share feedback.

You may complete it more than once for different healthcare providers.



Your feedback helps us improve the quality of care you receive.

Take the Healthcare Provider Survey

TELL US
What you think

Share your feedback on the new Alliance-Midmed website



We value your opinion and would love to hear about your experience using our website.

Take the Website Survey



Hello

SPRING

A little more *sunshine*.
A little more *movement*.
A fresh *start*.

Something about Spring makes everything feel possible again.

Mornings brighten, days warm, gardens wake—opening windows and going outside no longer feels as ambitious as in winter!

Spring is also a lovely reminder that **small changes can bring something new**.

You don't need a dramatic health overhaul to start fresh.

Take the walk you've been postponing, drink more water, book that health check, enjoy the sunshine, call someone who

makes you laugh, rest when needed, and make room for what makes you feel well.

Your health is built on ordinary moments and everyday choices. As the season changes, ask yourself one question:

WHAT'S ONE THING I CAN DO THIS SPRING THAT MY FUTURE SELF WILL THANK ME FOR?

Whatever your answer is, start from there.

Here's to fresh air, fresh starts, and a healthier season ahead.

Dear Member,

Welcome to the Spring edition of Alliance-Midmed Connect.

Healthcare can feel overwhelming, especially when you or a loved one is unwell. Knowing where to start and whom to contact can make all the difference.

As your healthcare partner, we want to help you get the right care, from the right healthcare provider, at the right time, the first time.

Getting it right from the start can help avoid delays, unnecessary costs and repeat treatment. If your care needs pre-authorisation, please get approval before treatment so you know what is covered.

This also means making your Scheme easier to understand, so you know your benefits, who to contact and where to find support when you need it.

In this edition, we answer practical questions from members, provide useful contact details, guide you through the App, remind you to register newborns, and share simple health tips for the season ahead.

Your questions help us communicate more effectively and improve the support we provide you.

Please keep talking to us. Together, we can make healthcare simpler, warmer and easier to navigate.

PD Theron
Principal Officer



FIVE DECADES. ONE PURPOSE: CARING FOR OUR MEMBERS.

In 1976, Alliance-Midmed embarked on a journey that would span generations.

Fifty years later, much has changed. Healthcare has advanced, technology has transformed how we access information and services, and the needs of members and their families continue to evolve.

Our purpose has remained constant.

Alliance-Midmed is a traditional, non-profit medical scheme focused on providing its members with access to appropriate, high-quality healthcare.

Benefits are personalised and administered in-house, supported by an experienced team and carefully selected healthcare partners.

Today, members can access their membership cards electronically, submit claims digitally, view benefits and balances online, and use technology to interact with their Scheme in ways that would have been unimaginable in 1976.

Yet behind all that technology, what remains distinctly human is **people caring for people.**

As we celebrate 50 years, we honour everyone who has been part of this journey, our members and their families, Trustees, employees, healthcare professionals and partners.

**50 years of change.
50 years of progress.
50 years of caring.**

And we're still moving forward.

WHO DO I CONTACT FOR WHAT?

THE RIGHT HELP STARTS WITH THE RIGHT NUMBER

Not sure who to call? Save this guide somewhere handy – and save the important numbers on your phone.

GENERAL MEMBER & BENEFIT ENQUIRIES

For general membership, benefits and service enquiries:

Call Centre: 0860 002 101
Weekdays: 07:30 – 16:30
Email: service@alliancemidmed.co.za

PRE-AUTHORISATION

For hospital and major medical pre-authorisation:

Call: 0860 002 101 – select Option 3
Email: auths@alliancemidmed.co.za

CHRONIC MEDICINE AUTHORIZATION

For chronic medicine registration and authorisation:

Mediscor ChroniLine: 0860 119 553
Email: preauth@mediscor.co.za

MEDICINE CLAIM ENQUIRIES

For questions about medicine claims:

Mediscor ChroniLine: 0860 113 238
Email: info@mediscor.co.za

FAMILY WELLNESS CENTRE / NURSING TEAM

For support and guidance from the nursing team:

Call: 0860 002 101 – select Option 3

24-HOUR MEDICAL EMERGENCY ASSISTANCE

For ambulance services and medical emergency assistance, call Azoza, our emergency services partner.

Call: 0860 255 426
Available: 24 hours a day, 365 days a year

NEED US TO CALL YOU?

Call: 0860 002 101

Available weekdays between 07:00 and 16:00. Please do not use this number for emergencies.

YOUR ALLIANCE-MIDMED APP MADE EASY

YOUR SCHEME, RIGHT IN YOUR POCKET

Need your membership card?
 Want to check your benefits?
 Need to submit a claim?
 You don't always have to make a call.

The free **Alliance-Midmed Mobile App** gives you convenient access to many of the tools you need to manage your membership, wherever you are.

WHAT CAN I DO IN THE APP?

Use the app to:

- Access your electronic membership card.
- View your benefits.
- Check your savings balance.
- View statements.
- Submit and track claims.
- Access important emergency and Scheme contact details.
- Verify your membership.
- Request pre-authorisation.
- Request savings refunds.

HOW DO I GET STARTED?

STEP 1

Go to Google Play or the App Store on your smartphone or tablet.

STEP 2

Search for Alliance-Midmed and install the app.

STEP 3

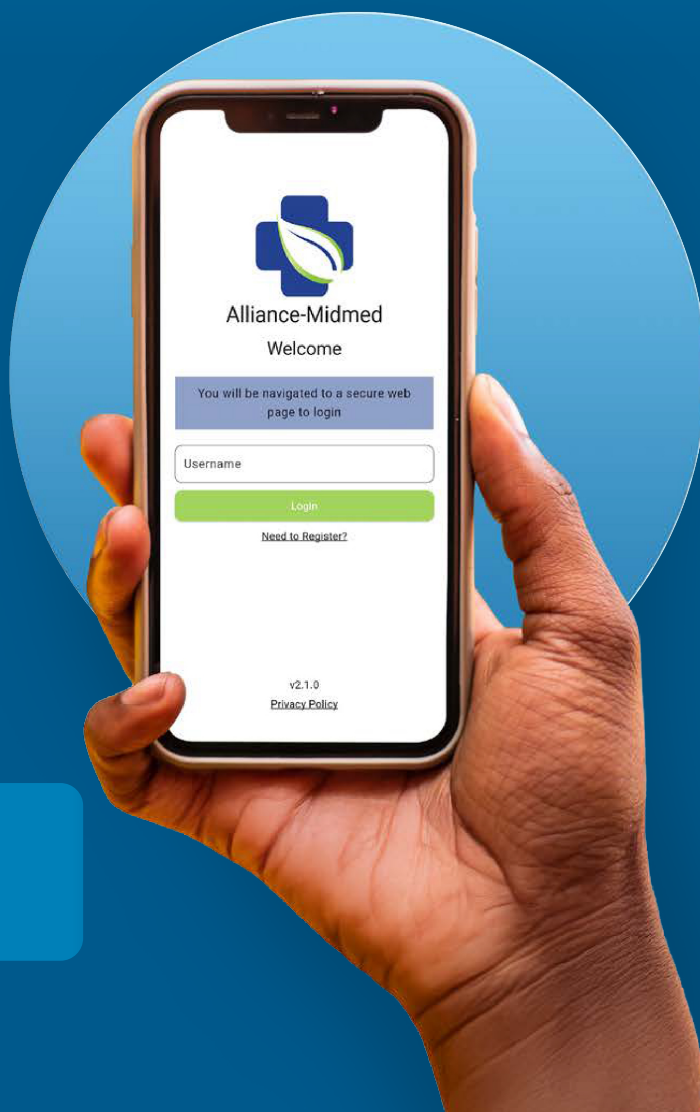
If you are already registered for the Member section of the Alliance-Midmed website, use the same username and password to log in to the app.

Not registered yet? You can register for new login details in the app.

NEED HELP?

Technology should make things easier – not leave you wanting to throw your phone across the room!

If you are having trouble downloading, registering or accessing the app, please contact us: **0860 002 101**
service@alliancemidmed.co.za



TIP:

Save the Alliance-Midmed and emergency numbers on everyone's phones in your family. You don't want to be searching for them when you really need them.

FOUR THINGS YOU NEED TO KNOW

There's a lot to consider when you're expecting. We're here to help make your healthcare journey a little easier, from pregnancy through to those first precious weeks with your baby.



1. ARE YOU PREGNANT?

TELL US.

Register for the **Alliance-Midmed Maternity Programme** and connect with our professional nurses at the Family Wellness Centre. They can help you understand your maternity benefits, what is covered and what you need to do throughout your pregnancy.

WHY REGISTER?

The Maternity Programme provides access to additional maternity consultations, antenatal classes, prenatal vitamins, maternity sonars and a maternity gift, subject to the Scheme Rules and limits.

CALL 0860 002 101
to get started.



2. PLAN YOUR DELIVERY

Your hospital admission or home birth must be pre-authorised.

DON'T SKIP THIS STEP:

Failure to obtain the required authorisation may result in a R1 500 fine.

Speak to us before your delivery so you know what to expect.



3. YOUR BABY HAS ARRIVED?

YOU HAVE 30 DAYS.

Your baby is **not automatically registered** under your membership, even if your maternity care and delivery were covered.

Notify the Scheme and submit the completed dependant registration documents **within 30 days of the birth**.

When registered within 30 days, your baby's benefits are backdated to their **date of birth**.



4. DON'T MISS THE 30-DAY DEADLINE

Registering late can have serious consequences.

The Scheme may impose a **3-month general waiting period**, during which you can't claim benefits, and/or a **12-month condition-specific waiting period**.

Your baby may need healthcare when you least expect it. Don't leave their cover to chance.

WE'RE HERE TO HELP

From understanding your maternity benefits to registering your newborn, speak to the nurses at the **Family Wellness Centre** to help you navigate the journey.

Call: 0860 002 101
Email: service@alliancemidmed.co.za



Pregnant? Register.
Planning your delivery? Pre-authorise.
Baby arrived? Register within 30 days.
Then get back to the cuddles.



YOUR HEART WORKS FOR YOU EVERY MINUTE OF EVERY DAY.

One of the best ways to return the favour is to understand the factors that can place it under strain.

High blood pressure, high cholesterol and diabetes can develop with few noticeable symptoms. Yet, over time, they can significantly increase your risk of serious health complications, including heart disease and stroke.

DO YOU KNOW YOUR NUMBERS?

Make a point of knowing your:



Blood pressure

High blood pressure can place additional strain on your heart and blood vessels.



Cholesterol

Knowing your cholesterol levels can help you and your healthcare provider better understand your cardiovascular risk.



Blood sugar

Regular blood glucose testing can help identify abnormal blood sugar levels and support earlier intervention.

Alliance-Midmed's Life Stages Benefit supports preventative healthcare and early detection. Members have access to an annual blood sugar test, while members aged 25 and older have access to an annual cholesterol test, subject to the applicable Scheme rules and protocols.

SMALL CHANGES MATTER

Move your body regularly. Make healthier food choices. Don't smoke. Take prescribed medication consistently. Attend your check-ups. And know your numbers.

You don't have to overhaul your entire life overnight.

Start with one healthier choice.
Then make another. Your heart will thank you.



A HEALTHY SMILE IS ABOUT MORE THAN YOUR TEETH

We use our mouths every day to eat, speak, smile and connect with others, yet oral health is one of those things we can easily take for granted until something hurts.

Many dental problems can be prevented or managed if identified early. Regular check-ups, good hygiene, and addressing issues early can make a big difference.

SMALL HABITS. BIG DIFFERENCE.

Give your teeth and gums the everyday care they deserve:

- Brush your teeth twice a day with fluoride toothpaste.
- Clean between your teeth regularly with floss or another suitable interdental cleaner.
- Limit sugary foods and drinks, especially frequent snacking between meals.
- Avoid smoking.
- Don't ignore bleeding gums, persistent bad breath, tooth sensitivity or pain.
- Visit your dentist or oral hygienist regularly for preventive care.

USE YOUR DENTAL BENEFITS

Your Scheme provides access to a range of general and preventive dental benefits.

These include:

- Each beneficiary receives two scale-and-polish treatments annually, spaced six months apart.
- Oral hygiene instructions.
- certain X-rays,
- dental fillings,
- root canal treatment
- and extractions, subject to the Scheme's applicable benefits and to managed care protocols.

Younger family members receive preventative dental benefits like fissure sealants for those under 16 and fluoride treatments based on age rules.

DON'T WAIT FOR A TOOTHACHE

A visit to the dentist shouldn't happen only when something hurts. Preventive care lets you spot potential problems early and act before they get more complicated.

So, when did you last give your smile a little attention?
Brush. Floss. Check. Smile.
Because a healthy mouth is worth looking after.

Sometimes feeling better doesn't mean the health risk is gone.

Following a serious heart-related hospital admission, an Alliance-Midmed member was prescribed chronic medication to manage high blood pressure and cholesterol.



During a follow-up **Know Your Numbers (KYN) Health Risk Assessment**, our nurses at the Family Wellness Centre found that his risk remained high. His blood pressure was still elevated, his cholesterol was **7.7 mmol/l**, he was smoking heavily, and, importantly, he had not started taking his prescribed chronic medication.



THAT'S WHEN OUR NURSES STEPPED IN



The Family Wellness Centre nurses didn't merely record his results and send him on his way. They helped him understand what his numbers meant, why taking his medication mattered, and what changes could help reduce his risk of another serious heart event.

Most importantly, they stayed with him throughout the journey, providing regular follow-ups and support with medication adherence and diet and lifestyle changes.

And the results speak for themselves:



Cholesterol: 7.7 → 4.8 mmol/l



**Blood pressure:
Elevated → Normalised**



**Medication:
Not taking → Taking consistently**

Stopping smoking remains an important part of his journey, but he continues to receive support from the Family Wellness Centre nursing team.

MORE THAN A HEALTH CHECK. A HEALTHCARE PARTNERSHIP.

Your Family Wellness Centre nurses are there to help you understand your health, identify risks early, and support you in taking action. You don't need to wait until you're ill to visit them.

**KNOW YOUR NUMBERS.
KNOW YOUR NURSES.
TAKE CHARGE OF YOUR HEALTH.**

Certain details have been omitted to protect member confidentiality.

**YOU ASKED.
WE'RE LISTENING.**
Your questions help us get better.

Some of the information in this edition of **Alliance-Midmed Connect** is here because **you asked for it**.

Members asked for clearer contacts for services, guidance on using the Alliance-Midmed App, and information on Scheme processes like registering a newborn. We've listened. Your questions, suggestions, and experiences help us understand what matters to you, identify unclear areas, and improve your experience of the Scheme.

Please **keep talking to us**.

- Is there a benefit you don't fully understand?
- A process you find confusing?
- Something you'd like us to explain in the next edition?
- Or perhaps an experience you think we should know about?

We want to hear from you.

Because **Alliance-Midmed Connect is your newsletter**, the best way for us to keep it useful and relevant is to build it around what matters to you.

**YOU ASK, AND WE LISTEN.
WE CONTINUALLY STRIVE
TO GET IT RIGHT.**

Send your questions, suggestions or feedback to: po@alliancemidmed.co.za