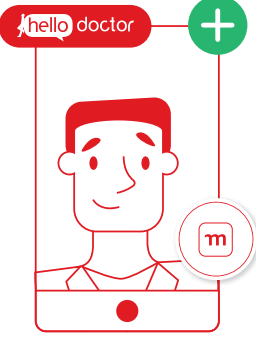# Health4Me **Network GP visits**

There is no overall limit on the number of GP visits that you can go for at a Network GP per year. You do, however, need to have Hello Doctor pre-authorisation for every GP visit from your 4th Network GP visit onwards. If you are registered on the chronic benefit, the HIV benefit or the maternity benefit programme, you will get an additional 2 Network GP visits per benefit programme per year that do not require Hello Doctor pre-authorisation.

Hello Doctor pre-authorisation can be done via WhatsApp, the Momentum app or via USSD. Hello Doctor will have a telephonic or virtual consultation with you, and if required, authorise an additional Network GP visit.

If you have the **GP visit booster benefit,** you do not need a Hello Doctor pre-authorisation. Please check if you have the GP visit booster benefit – it will show on your membership certificate, or use the **Momentum app:**

- click on **"Health4Me"**; then
- click on **"GP visits"**; and
- view your benefits under **"Request GP visit"**.

Do you have the GP visit booster benefit?

Yes
If you have this benefit, you do not need to get a Hello Doctor pre-authorisation.

No
Have you used 3 Network GP visits for the year?

Yes
Follow the easy steps.

No
You do not need to get a Hello Doctor pre-authorisation.

If you need to get a Hello Doctor pre-authorisation, follow these four easy steps

	Via **WhatsApp** +27 860 10 2903	Via the **USSD process** *120*394*120#	Via the **Momentum app**
Step 1	Save **+27 860 10 29 03** as a contact on your phone.	Dial ***120*394*120#** and follow the prompts.	Log in to the **Momentum app**.
Step 2	Open the saved contact in WhatsApp and send a **"Hi"**. Follow the easy step-by-step process that will guide you through the Hello Doctor authorisation process. **Scan the QR code to start a WhatsApp chat** The WhatsApp QR code will only work if you have an active data/internet connection on your cell phone.	Select **1** to view your available visits and authorisation numbers. Select **3** to request a doctor to contact you, then provide consent to engage on the tele-health platform. Select **1** again to continue with your request.	Select **"Health4Me"**, then **"GP visits"** and then **"Request GP authorisation"**. Choose the member that you want to unlock a visit for and click on **"Unlock GP visit"**. On the next screen, include the member's details and select either a phone call or video call. Provide consent to engage on the tele-health platform and then click on **"Submit"** to request a doctor to contact you.

Step 3 You will receive a notification to confirm that your request has been submitted.

Step 4

Hello Doctor will contact you to see whether they can help you or, if they are unable to, they will unlock a Network GP visit for you, and recommend that you visit a Network GP.

If the doctor authorises your visit:
- You will receive an SMS with an authorisation number. You can also view the authorisation number on the Momentum app by selecting **"GP visits"**, then **"GP visit authorisation and claims history"** and then choosing the member you want to view the authorisation for.
- Remember to take the authorisation number with you when you visit your Network GP.
- Authorisations are valid for 3 days. Make sure that you see a Network GP as soon as possible after you receive the authorisation.

Please don't go to your Network GP before making sure that you have available GP visits, or a Hello Doctor authorisation number. Hello Doctor will only give you an authorisation number if they can't help you. If you choose to see your Network GP without available visits or Hello Doctor authorisation, you will need to pay the account.

Need help?   +27 860 10 29 03   0860 10 29 03

Quality, affordable healthcare solutions