



## Focus on the GP benefit

<p>GP benefit (excluding GP visit booster benefit)</p>	<p>Unlimited GP visits at a Network GP can be unlocked via a consultation and pre-authorisation from Hello Doctor</p> <ul style="list-style-type: none"> <li>• 3 GP visits at a Network GP per member per year, that do not require Hello Doctor pre-authorisation</li> <li>• 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</li> <li>• Hello Doctor pre-authorisation is required for every GP visit from the 4th GP visit to unlock the rest of the unlimited visits</li> </ul> <p>Hello Doctor consultations can either be via chat, phone call or video (virtual) call</p>
<p>GP benefit (including GP visit booster benefit)</p>	<p>Unlimited Network GP visits per member per year</p> <p>Network GP visits can either be face-to-face or video (virtual) call consultations</p> <p>Hello Doctor pre-authorisation is not required</p> <p>Please check on your Health4Me membership certificate if you and your family (if they are included on your membership) have the GP visit booster benefit. If you do not have this benefit, then you and your family (if they are included on your membership) will be required to follow the Hello Doctor pre-authorisation process in order to unlock additional Network GP visits once your yearly limit has been reached</p>
<p>GP in room procedures</p>	<p>Minor medical procedures performed as part of a Network GP consult in rooms, such as stitching of wounds and nebulisation</p>
<p>Acute medication</p>	<p>Provided in accordance with the Network prescribed acute medication formulary</p> <p>Rules and protocols apply</p>

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
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

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. Your Network GP visit can either be a face-to-face or video (virtual) call consultation. 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 year that do not require Hello Doctor pre-authorisation. Hello Doctor pre-authorisation can be done via WhatsApp, the Momentum App or USSD by dialling \*120\*394\*120#. Hello Doctor will have a telephonic or video (virtual) call consultation with you and, if clinically required, authorise an additional Network GP visit if a Hello Doctor GP is not able to assist you.

You may visit any doctor on our GP Network for GP visits and acute medication. Acute medication is medicine like antibiotics that you need to take for a few days only. Your GP can prescribe medication for you from a list of approved medicines called a formulary. Your GP will either dispense the medicine to you after your consultation or give you a prescription that you can take to a pharmacy to get your medicine. You can go to any pharmacy, but we suggest you go to a Dis-Chem, Clicks or MediRite pharmacy, as other pharmacies might charge an extra fee, which you will have to pay.

Your Network GP may also send you for basic blood tests and black-and-white x-rays and may also perform minor medical procedures as part of a consultation in rooms, such as stitching of wounds and nebulisation. We will pay the account if the doctor is on the GP Network, and if the blood tests, x-rays and minor procedures are on the approved list that we cover.

## Hello Doctor

### 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 scripting of formulary-based medication, in accordance with the Network prescribed acute medication formulary. Rules and protocols are applied

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 offers you easy to understand health and medical services, letting you talk to a GP in various South African languages, any time you need to, for free. Hello Doctor consultations can either be via chat, phone call or video call. A Hello Doctor GP may also prescribe medication for you from a list of approved medicines called a formulary. If a Hello Doctor GP prescribes medication for you as part of your consultation, you will be able to collect your prescribed medicine from your nearest Dis-Chem, Clicks or MediRite pharmacy.

Hello Doctor consultations may also include referrals for pathology and radiology, according to the applicable Health4Me pathology or Health4Me radiology list. If you need to speak to a Hello Doctor GP, you can simply send a “Hi” via WhatsApp to our contact centre on 0860 10 29 03 and follow the step-by-step guide; dial \*120\*394\*120# from your cell phone and choose the relevant options to request a call back; or request a call back via the Momentum App, which you can download from the App Store, Google Play or AppGallery on your cell phone. The Hello Doctor helpline is available during business hours if you experience any technical problems. You can call the Hello Doctor helpline on 0872 30 00 02.

## How to register for the Hello Doctor benefit

You will need to call us on 0860 10 29 03 and provide us with your cell phone number, so that we can register you for the Hello Doctor benefit and send you your unique username and password.

## How to unlock additional GP visits

 <b>Via the WhatsApp contact centre</b>	 <b>Via the USSD process</b>	 <b>Via the Momentum app</b>
<b>Step 1</b> ➤ Save +27 860 10 29 03 as a contact on your phone.	Dial *120*394*120# and follow the prompts.	Log in to the <b>Momentum app</b> .
<b>Step 2</b> ➤ 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.  <b>Scan the QR code to start a WhatsApp chat</b> The WhatsApp QR code will only work if you have an active data/internet connection on your cell phone.	Select <b>1</b> to view your available visits and authorisation numbers. Select <b>3</b> to request a doctor to contact you, then provide consent to engage on the tele-health platform. Select <b>1</b> again to continue with your request.	Select " <b>Health4Me</b> ", then " <b>GP visits</b> " and then " <b>Request GP authorisation</b> ". Choose the member that you want to unlock a visit for and click on " <b>Unlock GP visit</b> ". 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 " <b>Submit</b> " to request a doctor to contact you.

## Unlocking additional Network GP visits via the Momentum App

You will have a number of unlocked GP visits and unlimited locked GP visits at a Network GP every year. To view the unlocked Network GP visits for you and your dependants (if they are included on your membership), download the Momentum App from the App Store, Google Play or AppGallery, and go to "Health4Me" then to "GP visit" and then to "Request GP authorisation".

If you or your dependants (if they are included on your membership) do not have unlocked visits available, click on the member's name that you would like to unlock a visit for and then click on the "Unlock GP visit" button. A Hello Doctor window will open where you need to select the member the GP visit request is for under "Select patient", and confirm that the cell phone number we have on record for you is correct. You can update the cell phone number by editing the "Cell phone number" field. You will also need to select whether you prefer a phone call or video call from Hello Doctor. You then need to provide consent to engage on the tele-health platform and click on the "Submit" button. Hello Doctor will contact you on the cell phone number that you confirmed.

Hello Doctor will have a telephonic or video consultation with you and, if required, authorise an additional Network GP visit. If Hello Doctor authorises an additional Network GP visit for you, your unlocked visit and authorisation number will display on the app, and you will be able to consult with your Network GP.

It is important to note that the authorisation is only valid for three days, so you will need to see your Network GP within three days. If you do not visit your Network GP within three days, your authorisation will expire, and your unlocked visit will no longer be available. You will need to follow this process for all Network GP visits once you have used your unlocked visits for the year.

**GP visit booster benefit**

If you have the GP visit booster benefit, your GP visit benefit on the Momentum App will show that you have unlimited unlocked Network GP visits. You will not be required to follow the Hello Doctor process to unlock your Network GP visits. Your GP may sometimes require an authorisation number. To obtain an authorisation number, open the Momentum App, click on “Health4Me” then on “GP visits” and then on “Request a GP visit”. Then select the member’s name that you need an authorisation number for, and click on “Submit”. An authorisation number will be generated. You can also use Hello Doctor if you need to speak to a registered doctor, any time you need to, for free. However, you do not need Hello Doctor to unlock your Network GP visits before you visit your Network GP.

**Please note** that the GP visit booster benefit is only available to members who have this additional benefit on their membership. Please check on your Health4Me membership certificate if you and your family (if they are included on your membership) have the GP visit booster benefit.