



# MediClub iPremier

## LOOKING TO UP YOUR HEALTHCARE GAME?

HERE'S YOUR TICKET TO A PREMIUM, QUALITY PRIVATE HEALTHCARE EXPERIENCE

Choosing between high healthcare costs, long waits, and poor services can be hard. But with MediClub *iPremier*, you don't have to worry about either. **For just R309 per month**, we offer affordable quality healthcare ranging from optometry services to HIV screening, flu vaccinations, health assessments, maternity scans, specialist visits, and accidental hospitalisation—including emergency care in general, high care or ICU wards, and accidental death cover.

### Invest in your health with *iPremier* and reap the benefits of:



Quality healthcare at an unbeatable price of **R309 per month**.



Access to a vast network of more than 12 000 healthcare providers.

### Elevate your healthcare game with *iPremier*

#### Great benefits you can count on

##### Whatsapp Nurse Chat

#### Services designed for you

WhatsApp chats are available between 08h00 and 18h00 on weekdays and between 08h00 and 14h00 on Saturdays. You can even talk to us, during the 30-day waiting period. **Just WhatsApp 072 815 8226 for help.**

##### Over-The-Counter (OTC) Medicine

- You can get FOUR prescriptions from our approved list of medicines every year via our WhatsApp nurse service.
- You can claim FOUR fills per person, within a 12-month cycle.
- Medicines must be claimed using our approved medicines list.
- All our medicines contain generic ingredients with quantity limits on every prescription.
- You can collect your medicine from any of our network pharmacies.

Great benefits you can count on	Services designed for you
Virtual GP Consultations and/or In-Person GP Visits	You can consult any doctor in our extensive National HealthCare Group Network virtually when obtaining a referral from the nurse via WhatsApp. Six in-person GP visits are included without having to obtain pre-authorisation from a nurse via WhatsApp. From your 7th GP visit onwards, pre-authorisation from a nurse is needed via WhatsApp on 072 815 8226.
Minor Procedures In Your GP's Rooms	Common minor procedures performed by a GP in the rooms. Other GP procedures are charged at a discounted fee.
Prescribed Medication	Just use your GP's prescription and pick up your medicine from one of our many network pharmacies. Alternatively, if your GP is a dispensing doctor you can collect your medicine from their practice. Please remember all medicines prescribed must be part of our formulary which is the list of medicines we cover. Prescribed medication is covered for 26 Chronic conditions as well.
Basic Pathology	Get your basic blood tests as requested by your network doctor and simply follow our protocols and pathology formulary.
Basic Radiology	Easily access basic black and white x-rays as requested by your network doctor and simply follow our protocols and radiology formulary.
Basic Dentistry	With <i>iPremier</i> , you can get access to dental consultations, fillings, extractions, infection control and teeth cleaning and polishing. Just keep in mind that these benefits are subject to a list of approved dental codes. Plus, there's a six-month waiting period from the date you join or re-join us as a member.
Basic Optometry	Looking for a budget-friendly way to keep your eyesight in check, we've got you covered. With one optical test, a standard basic frame, and a choice between clear single vision lenses, bifocal lenses or contact lenses (up to R500 in value) every 24 months, you're all set. Just remember, there's a six-month waiting period from your policy's start or reinstatement date.
HIV Screening	Your policy includes an HIV ELISA test. Just keep in mind, there's a 30-day waiting period from when you join or reinstate your policy before you can use this important benefit.
Flu Vaccination	You'll be glad to know that you are covered for your annual flu vaccine.
Health Assessment	You can get an annual health assessment at any Clicks, Dis-Chem, or Medi-Rite Pharmacy.
Maternity Scans	Your policy covers two x 2D scans for each pregnancy.
Specialist Visits	You're covered for specialist visits, up to R2 600 per member every year. There's a three-month waiting period before you can access this benefit, and visits are covered only if a National HealthCare Group Network GP refers you.
Accidental Hospitalisation	You're covered for up to R150 000 per event and up to R300 000 per year. If you're in an accident, you have access to a private hospital for emergency care, including general, high care or ICU wards. Just check your policy to check what is covered.
Accidental Death	A benefit of R7 500 is payable on the accidental death of the policyholder.

## Great benefits you can count on

Emergency Transportation

## Services designed for you

Rest assured, LifeMed ambulance services are here for you in case of accidents or life-threatening emergencies. Need help? Contact LifeMed ambulance emergency call centre.

24/7 Assistance Programme

Personal health advisor: Get health advice from qualified nurses.  
Credit and debt assist: Unlimited expert advice to improve your financial standing.  
Legal assist: Speak with qualified in-house attorneys for guidance on legal matters.  
Trauma counselling: Receive trauma debriefing to help you through tough times.

**\*Important note:** A 30-day waiting period applies from joining or renewing your policy before accessing any of these benefits except for our WhatsApp nursing service and our 24/7 Assistance Programme.

## How does it all work?

### Accessing healthcare made easy:

You can count on our National HealthCare Provider Network for your day-to-day healthcare needs. With more than 12 000 trusted healthcare providers, including GPs, dentists, pharmacies and more, you're in good hands. Please always remember to use our network providers for a seamless service experience. You can find the list of providers on our website or contact us directly at 0860 002 402. Remember to bring your digital membership card and ID when visiting a network provider.

### In case of emergencies, we've got you covered, too:

Call LifeMed ambulance services at 0861 086 911 (listed on your digital membership card) for help immediately.

## How do I get started?

1



### Welcome!

Please look out for our SMS's welcoming you once you have registered for iPremier.

2



### Your Membership Card

It's easy—there's no unnecessary paperwork. Your digital membership card will be available on our MobiSite.

3



### Do you need help?

We're here for you!  
Contact 0860 002 402  
or [NHGcustomer@nationalhealthcare.co.za](mailto:NHGcustomer@nationalhealthcare.co.za)



## Important information

### WhatsApp nurse chat

072 815 8226

### iPremier enquiries

0860 002 402

NHGcustomer@nationalhealthcare.co.za

Available Monday to Friday from 08h00 to 16h30 (excluding public holidays)

### Annual changes to your option

Changes to your plan can be made on the annual anniversary date of your policy.

### GP network

Our comprehensive network of National HealthCare Group providers is available countrywide.

### Pharmacy network

We have an extensive pharmacy network around South Africa.

### Dental enquiries

Dental Information Systems (DENIS):

0860 002 402

### Optometry enquiries

Spec Savers: 0860 002 402

### Emergency transportation

LifeMed call centre: 0861 086 911

### 24/7 Client assistance programme

0860 222 286

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