



# MediClub *i*Connect

Your health, your budget  
– peace of mind for less



## Discover the peace of mind you deserve without breaking the bank

Are worries about healthcare expenses keeping you up at night? Get complete peace of mind with *i*Connect. For only **R149 per month**, you can gain access to quality healthcare cover that won't put a strain on your wallet.

Invest in your health with *i*Connect and reap the benefits of:



Quality healthcare at an unbeatable price of **R149 per month**.



Access to a vast network of more than 12 000 healthcare providers for your peace of mind.

## Discover the great perks of iConnect – your ticket to healthcare you can rely on



### Great benefits you can count on

### Services designed for you

#### WhatsApp nurse chat

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**. We're here for you.

#### 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 pharmacy in SA.

#### Virtual GP consultations and/or in-person GP visits

You can consult any doctor in our large National HealthCare Group Network and enjoy unlimited consultations when needed. Remember, always obtain a referral from our WhatsApp nurse first. Note: A 30-day waiting period applies from joining or renewing your policy before accessing these benefits.

#### 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 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.

#### 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

Your smile matters to us! With iConnect, 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.

#### Emergency transportation

Rest assured, ER24 ambulance services are here for you in case of accidents or life-threatening emergencies. Need help? Contact LifeMed ambulance emergency call centre on 010 205 3370.

#### 24/7 Assistance programme 4U

- 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 and our 24/7 Assistance Programme.

# How does it all work?

## Accessing healthcare made easy:

For your day-to-day healthcare needs, you can count on our National HealthCare Group Provider Network. 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 on **0860 002 402**. When visiting a network provider, don't forget to bring your digital membership card and ID.

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

Call ER24 ambulance services at **010 205 3370** (listed on your digital membership card) for help as soon as possible.

## How do I get started?

1



### Welcome!

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

2



### Your membership card

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**

## Important information

### WhatsApp nurse chat

072 815 8226

*Available between 08h00 and 18h00 on weekdays and between 08h00 and 14h00 on Saturdays (excluding public holidays)*

### iConnect enquiries

0860 002 402

*NHGcustomer@nationalhealthcare.co.za  
Available Monday to Friday from 08h00 to 16h30 (excluding public holidays)*

### Annual changes to your option

Plan changes 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. Find your closest network pharmacy **here**.

### Dental enquiries

Dental Information Systems (DENIS): 0860 002 402

### Emergency transportation

ER24 call centre:  
010 205 3370

### 24/7 Client assistance programme

0860 222 286