

## Focus on the GP benefit

GP benefit	Unlimited Network GP visits per member per year Network GP visits can either be face-to-face or video (virtual) call consultations Hello Doctor pre-authorisation is not required
GP in room procedures	Minor medical procedures performed as part of a Network GP consult in rooms, such as stitching of wounds and nebulisation
Acute medication	Provided in accordance with the Network prescribed acute medication formulary Rules and protocols apply
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. Your Network GP visit can either be a face-to-face or video (virtual) call consultation.

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 and x-rays, or 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 any language, any time you need to for free. Hello Doctor consultations can either be chat, phone call or video (virtual) call consultations. A Hello Doctor GP may also prescribe medication for you from a list of approved medicines called a formulary. If a Hello Doctor GP has prescribed 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 list or Health4Me radiology list. If you need to speak to a Hello Doctor GP, you can simply send a “Hi” to our WhatsApp contact centre line 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 should you 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.

**Please note** that this benefit is available on the Bronze, Silver and Gold options.

*Momentum Health4Me is underwritten by Momentum Metropolitan Life Limited (MMLL FSP number 6406, registration number 1904/002186/06), an authorised insurer and financial services provider and is administered by Momentum Health (registration number 1969/016884/07, a Juristic Representative on the MMLL FSP license). Momentum has contracted with Bloom Financial Services (Pty) Ltd (FSP number 50140, registration number 2018/547213/07) to perform financial services on its behalf. The product terms and conditions apply.*

