

## AT OUR MEMBERS' SERVICE EXTENDED CALL CENTRE HOURS

Fedhealth is aware that some of your clients may have been experiencing difficulties with activating their MediVault and transferring funds into their Wallet, and/or getting assisted by the Fedhealth Customer Contact Centre within a reasonable period of time. This is due to high levels of interest in our new product offering from potential members, as well as existing members already activating the innovative new MediVault and Wallet facility in preparation for 2019.

Please ensure your clients that we are doing everything in our power to remedy this, and that we fully understand their frustration.

### Extended operating hours

We've extended the operating hours of the Fedhealth Customer Contact Centre as well as our Walk-in Centres to also include Saturdays from **Saturday 2 February to Saturday 2 March 2019**.

During this period, the Fedhealth Customer Contact Centre will be open on **Saturdays from 8h30 to 13h00**, whilst the various Walk-in Centres will be open on **Saturdays from 8h00 to 12h00** with a dedicated Fedhealth agent available to limit your clients' time in the queue.

Your clients can still reach the Fedhealth Customer Contact Centre on 0860 002 153 on Mondays to Thursdays from 8h30 to 19h00, and Fridays from 9h00 to 19h00. Alternatively, they can pay the Walk-in Centre a visit on Mondays to Fridays from 8h30 to 16h00.



### Our Walk-in Centres are located at:

- **Bloemfontein** – Medical Suites 4 and 5, First Floor, Middestad Mall, Cnr. West Burger and Charles Streets
- **Cape Town** – Icon Building, Ground Floor, Cnr. Lower Long Street & Hans Strijdom Avenue, Cape Town
- **Durban** – Ground Floor, 102 Stephen Dlamini Road, Musgrave, Durban
- **Port Elizabeth** – 1st Floor, Block 6, Greenacres Office Park, 2nd Avenue, Newton Park
- **Pretoria** – Nedbank Plaza, Ground Floor, Shop 17, 631 Steve Biko Street, Arcadia
- **Roodepoort** – Shop 21 & 22, Flora Centre, Cnr. Ontdekkers and Conrad Roads, Florida North, Roodepoort
- **Vereeniging** – Ground Floor, 36 Merriman Avenue

## Update on the Fedhealth Family Room

We have been working non-stop so that members can activate their MediVaults and transfer funds to their Wallets on the Fedhealth Family Room. They will be able to use this functionality on our online member portal by the end of February. Currently, Fedhealth members are able to login on the Fedhealth Family Room to view their claims.

### Paypoints

Kindly advise your paypoint clients who may be experiencing difficulties with their members' MediVault and Wallet activations to contact their dedicated credit controller or AE for assistance.

## Claims on hold

During January each year, the Scheme does extensive testing to ensure that claims are paid against the correct benefits as we enter a new benefit year. Unfortunately this does mean that claims submitted in January might be placed on hold until we can ensure that all claims are paid correctly.

Please note that all these claims will be released for payment within the next 10 days – so rest assured that all claims submitted in January will be processed in due course.

We trust that this communication helps to put your clients' minds at ease, and that the extended operating hours will go a long way towards giving them the level of support they deserve.



### Fedhealth Support

**General enquiries:** 0860 002 153 and press 5

**Broker Portal:** [www.fedhealth.co.za/broker-portal/](http://www.fedhealth.co.za/broker-portal/)

**Quotes and comparisons:** [support@fedhealth.co.za](mailto:support@fedhealth.co.za)

**General enquiries and Broker contract applications:** [brokers@medscheme.co.za](mailto:brokers@medscheme.co.za)