

ZOOM

MediVault & Wallet

Fedhealth is the only medical scheme that allows members on our flexiFED options to determine their own level of day-to-day savings through our innovative MediVault and Wallet facility (also known as Fedhealth Savings).

Members on flexiFED may choose one of the following options to fund their day-to-day medical expenses:

01

OR

02

OR

03

Use your flexiFED option as a **Hospital Plan** only to keep your contribution as low as possible and pay for your day-to-day medical expenses from your own pocket. (NOTE: But if you do need to access funds throughout the year to pay for your day-to-day medical expenses, you can still change to a Flexible Savings Plan.)

Use your flexiFED option as a **Savings Plan** where we make a set pool of Fedhealth Savings available for day-to-day expenses on 1 January. You pay it back in equal portions over the year as part of your monthly medical aid contribution.

Use your flexiFED option as a **Flexible Savings Plan** where you can access Fedhealth Savings if and when you need it, but only pay for what you use (interest free, over 12 months).

If you choose the third option, namely to use your flexiFED plan as a Flexible Savings Plan, you will use your MediVault and Wallet to transfer funds as and when you need it.

How does the MediVault and Wallet work?

If you're on a flexiFED option and have opted to use it as a Flexible Savings Plan, you will be allocated funds for day-to-day medical expenses which will be available in your personal MediVault. This amount is based on your option and family composition, and is pro-rated according to your join date. To access these funds, you can transfer it in full

upfront, or in increments of R600, from your MediVault to your Wallet. Claims for day-to-day expenses will be paid from your Wallet.

You only have to pay back what you've transferred to your Wallet, interest free over 12 months, e.g. from June 2024 to June 2025. You can also choose a shorter repayment term.

How do I activate the MediVault and transfer funds to my Wallet?



Login to the **Fedhealth Family Room member portal** and follow the prompts.



Login to the **Fedhealth Member App** and follow the prompts.



Call our **USSD line** on *134*999*memberno# and follow the prompts.



Call the **Fedhealth Customer Contact Centre** on **0860 002 153** for assistance.

CONTACT DETAILS

For more information, please visit fedhealth.co.za, or use the Fedhealth Family Room, WhatsApp service or Fedhealth Member App. You can also call the Fedhealth Customer Contact Centre on **0860 002 153**.

Disease Management
0860 101 306

Europ Assistance
0860 333 432

MVA Third Party Recovery Department
012 431 9718

Fedhealth Baby
0861 116 016