



## Focus on the GP benefit

### GP benefit

GP visits (unlimited with Hello Doctor referral)	<p>There is no overall limit on the number of GP visits at a Network GP per member per year</p> <p>Hello Doctor pre-authorisation is required for every GP visit from the 4<sup>th</sup> GP visit onwards</p> <p>Network GP visits can either be face-to-face or virtual consultations</p> <p>3 GP visits at a Network GP per member per year</p> <p>2 Additional GP visits at a Network GP per member per year for members registered on the Maternity Benefit, Chronic Benefit or HIV Benefit programme</p> <p>Additional GP visits at a Network GP can be unlocked with pre-authorisation from Hello Doctor via a tele-consult</p>
GP in room procedures	<p>Minor medical procedures performed as part of a Network GP consult in rooms, such as stitching of wounds and nebulisation</p>
Acute medication	<p>Provided in accordance with the Network prescribed acute medication formulary</p> <p>Rules and protocols apply</p>
Basic pathology	<p>Unlimited when members visit their Network GP, and are referred by their Network GP, according to the Health4Me pathology list</p>
Basic radiology	<p>Unlimited cover for black and white x-rays when members visit their Network GP, and are referred by their Network GP, according to the Health4Me radiology list</p>



There is no overall limit on the number of GP visits that you can go for at a Network GP per year. You do, however, need to have Hello Doctor pre-authorization for every GP visit from your 4th Network GP visit onwards. Your Network GP visit can either be a face-to-face or virtual consultation. If you are registered on the chronic benefit, the HIV benefit or the maternity benefit programme, you will get an additional 2 Network GP visits per year that do not require Hello Doctor pre-authorization. You can request Hello Doctor pre-authorization via the Momentum More Health app or via USSD by dialing \*120\*1019#. Hello Doctor will have a telephonic or virtual consultation with you, and if required, authorise an additional Network GP visit.

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, MediRite or Pick n Pay 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. We will pay the account if the doctor is on the GP Network, and if the blood tests or x-rays you have done are on the approved list that we cover.

## **Hello Doctor**

### Hello Doctor

Unlimited access to telephonic consultations and online/mobile health information via Hello Doctor

Hello Doctor offers you easy to understand health and medical services, letting you talk to a GP in any South African official language, any time you need to for free. If you need to speak to a GP, simply dial \*120\*1019# from your cell phone and choose the relevant option to “ask a doctor to call you”. A registered GP will call you back within an hour. You can also download the free Hello Doctor app from the app store on your cell phone, or go to [hellodoctor.co.za](http://hellodoctor.co.za). The app and website will allow you the option of texting the GP instead of talking over the phone. You will also be able to access Hello Doctor via the Momentum More Health app.

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.

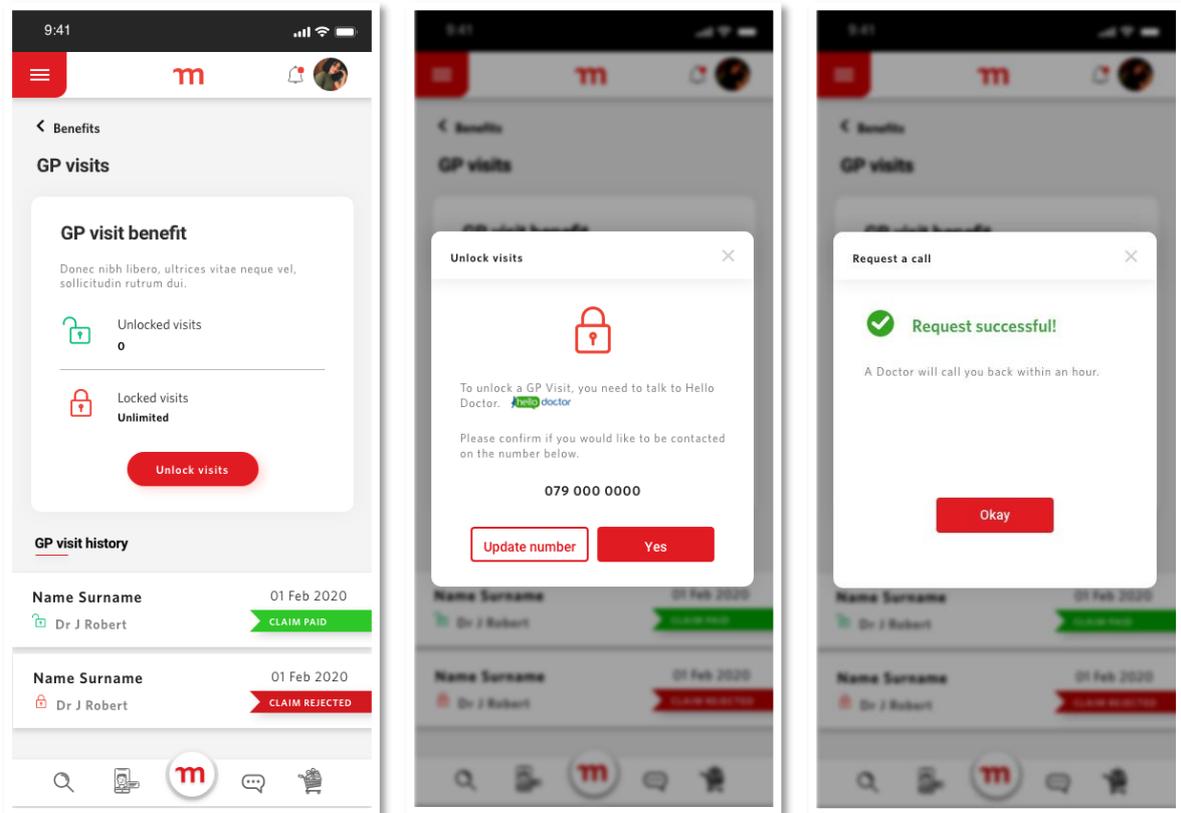


## Unlocking additional Network GP visits

You will have a number of unlocked GP visits and unlimited locked GP visits at a Network GP every year. To view your unlocked Network GP visits, download the Momentum More Health app from Google Play or the App store, and go to the GP visit benefit under Momentum Health4Me. If you have no more unlocked visits, click on the “unlock visits” button. A pop up message will ask you to confirm if the cell phone number we have for you on record is correct. You can update the cell phone number by clicking on the “update number” button, and then click on the “yes” button. Hello Doctor will call you back withing an hour on the cell phone number that you confirm.

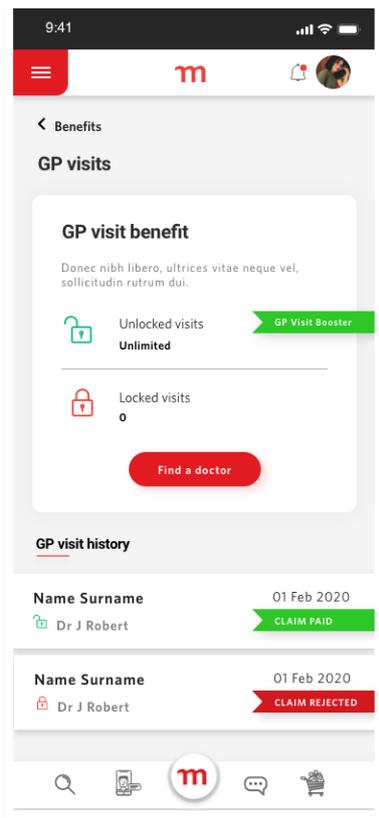
Hello Doctor will have a telephonic or virtual consultation with you, and if required, authorise an additional Network GP visit. If Hello Doctor authorises an additional Network GP visit for you, your unlocked visit and authorisation number will display on the app, and you will be able to consult with your Network GP.

It is important to note that the authorisation is only valid for three days, so you will need to see your Network GP within three days. If you do not visit your Network GP within three days, your authorisation will expire and your unlocked visit will no longer be available. You will need to follow this process for all Network GP visits once you have used all your unlocked visits.



## GP visit booster benefit

If you have the GP visit booster benefit, your GP visit benefit will show that you have unlimited unlocked Network GP visits. You will not be required to follow the process described above to unlock your Network GP visits. You can still use Hello Doctor if you need to speak to a registered doctor, any time you need to, for free. However, you do not need Hello Doctor to unlock your Network GP visits before you visit your Network GP.



**Please note** that the GP visit booster benefit is only available to members who have this benefit as an additional benefit on their membership. Please check on your Health4Me membership certificate if you and your family (if they are included on your membership) have the GP visit booster benefit.

