



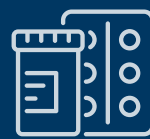
## MEMBER NEWSLETTER

ISSUE 3: JULY/AUGUST/SEPTEMBER 2023

The arrival of Spring brings with it an opportunity to update our routines for health and wellbeing, and most would agree that a digital inventory would also be most appropriate at this time. The PG Group Medical Scheme mobile app provides you with quick, efficient, individualised and around-the-clock access to digital healthcare and we unpack the features of this app in this issue. We also provide you with an update on the Scheme's Annual General Meeting (AGM), which was held on Thursday, 13 July 2023.

We welcome any suggestions that you may have on articles or member benefits you would like to see published in future newsletters. Please send your suggestions to the Scheme Manager, **Eugene Eakduth**, by email to [eugene.eakduth@momentum.co.za](mailto:eugene.eakduth@momentum.co.za).

## The PG Group Medical Scheme mobile app



The PG Group Medical Scheme mobile app allows for quick access to your medical scheme information in the palm of your hands, with no need to log onto a desktop or laptop.

One of the advantages of having the mobile app is that you get access to your information – faster and more efficiently. For example, you can view the status of your medical scheme claims and authorisations in real time, without having to hold on the line or wait on the assistance of a call centre agent.

You can even navigate the app offline as there is no need to have an internet connection to read through the medical scheme content that's stored on the app, even during load shedding. This also means that you can access your Scheme newsletters in the document library. The app gets updated to the latest version automatically, so you won't need to log in on a regular basis just to run updates, as you would if you were using your desktop or laptop.

### REMINDER:

Provisions of the Protection of Personal Information Act 4 of 2013 (POPIA), which came into effect from 1 July 2020, requires that all medical schemes communicate directly with dependants who are 18 years and older. Therefore, dependants aged 18 and older will need to give consent for the principal member to access or view their information on the Scheme's mobile app and member portal. Click to access the [member consent form](#) and submit the completed form by email to [info@pggmeds.co.za](mailto:info@pggmeds.co.za).

## Downloading the app

Download the PG Group Medical Scheme mobile app from GooglePlay or the AppStore.



You can use your existing username and password to log in (this is the same details that you would use to log in to the member portal). If you don't have a username and password, you will need to register for one by following the steps below or contacting the Customer Care Centre for assistance.

☎ 0860 005 037

📞 0860 005 037

✉ [info@pggmeds.co.za](mailto:info@pggmeds.co.za)

Click on **Register/Problem logging in?**

User Name  
Password  
☐ Remember Me  
**Login**  
[Register/Problem logging in?](#)

Select **Not registered yet?**

Not registered yet?  
Forgot Password?  
Change Password?

Complete all the required fields and select **\*Choose OTP Destination\***. Verify with the one-time pin (OTP) received by email or SMS to complete your registration.

**Register**

Membership Number  
Dependant Number  
Choose User Name  
Choose Password  
Retype Password  
\*Choose OTP Destination\*  
\*Choose OTP Destination\*  
Send to Email  
SMS to Phone  
**Register**



## Sign in to the app with your username and password or by using biometrics (fingerprint)

Enter your username and password to log in or choose **Authenticate using biometrics**.

1234567  
\*\*\*\*\*  
☐ Remember Me  
**Login**  
[Register/Problem logging in?](#)  
[Authenticate using biometrics](#)

If you choose to log in using your fingerprint, follow the prompts to confirm your fingerprint and verify your identity.

**Login using biometrics?**

Would you prefer to login using biometrics in future?  
☐ Don't show this again  
**No** **Yes**

**Please confirm fingerprint**

Touch sensor  
**Cancel**

**Verify your identity**  
Use your fingerprint to verify your identity.  
**CANCEL**

## Forgot your password?

Click on **Register/Problem logging in?** then select **Forgot Password?**

**Login**  
[Register/Problem logging in?](#)

Not registered yet?  
Forgot Password?  
Change Password?

**Forgot Password**

User Name  
\*Choose OTP Destination\*  
\*Choose OTP Destination\*  
Send to Email  
SMS to Phone  
**Submit**

Type in your username, then **\*Choose OTP Destination\*** as email or SMS and then click **Submit**.

## Want to change your password?

Click on **Register/Problem logging in?**  
then select **Change Password?**

Login

Register/Problem logging in?

Not registered yet?

Forgot Password?

Change Password?

Change Password

User Name

Old Password

New Password











Retype Password

Change Password

Complete all fields and  
click on **Change Password**.

## App Features

On the **MAIN MENU**, you have access to the following features:

MAIN MENU	
 Info Feed	 Membership
 Document Library	 Benefits and Savings
 Self Service	 Network Provider Search
 Submit A Document	 Profile
	 Contact Us

### Info Feed

View all your interactions with the Scheme

### Membership

Digital membership card  
Membership card-sharing options  
Member quick-access menu

### Document Library

Access to brochures, leaflets and forms

### Benefits and Savings

Medical savings account (MSA) balance  
Medical savings account (MSA) refunds  
View benefits  
Chronic registration  
View authorisations  
View claims  
View underwriting exclusions

### Self Service

Network healthcare provider search  
Medical savings account (MSA) refunds  
Medication formulary look-up  
Chat to a doctor  
Submit a document  
Log a query  
Request new membership card  
Request membership certificate  
Edit your contact details

### Network Provider Search

Easy access to search for network healthcare providers in your area

### Submit a Document

Easily submit claims/documents

### Profile

Update your personal details on your profile

### Contact Us

Quick access to the Scheme's contact channels

## Page numbers

4

4

5

5 - 7

8 - 10

10

10

11

12



Info Feed

## View all your interactions with the Scheme

View past interactions with the Scheme (**only from 1 January 2023**), view or share the correspondence as a document or log a related query.

INFO FEED		
	<b>Tax Info Summary</b> 2023/07/04	Emailed Tax Info Summary to pgg@member.co.za.
	<b>Detailed Claim Statement</b> 2023/07/03	Emailed Detailed Claim Statement For A Member to pgg@member.co.za.
	<b>Card Letter</b> 2023/06/18	Posted Card Letter.
	<b>Claim Confirmation Email</b> 2023/06/12	Emailed Claim Confirmation Email For A Member to pgg@member.co.za.
	<b>Self Service</b> 2023/06/08	Email address and cellphone number changed by member via member app.
	<b>Member Claim Summary</b> 2023/06/02	Emailed Member Claim Summary to pgg@member.co.za.
	<b>Self Service</b> 2023/06/02	New member card requested by member via member app.

INFO FEED		
	<b>Tax Info Summary</b> 2023/07/04	Emailed Tax Info Summary to pgg@member.co.za.
	<b>Detailed Claim Statement</b> 2023/07/03	Emailed Detailed Claim Statement For A Member to pgg@member.co.za.
	<b>Card Letter</b> 2023/06/18	Posted Card Letter.
	<b>Claim Confirmation Email</b> 2023/06/12	Emailed Claim Confirmation Email For A Member to pgg@member.co.za.
	<b>Self Service</b> 2023/06/08	Email address and cellphone number changed by member via member app.
	<b>Member Claim Summary</b> 2023/06/02	Emailed Member Claim Summary to pgg@member.co.za.
	<b>Self Service</b> 2023/06/02	New member card requested by member via member app.

What would you like to do?

View Document

Log Query

Share Document

Select a document to choose what you would like to do with it.



Membership

## Digital membership card Membership card-sharing options Member quick-access menu

### Digital membership card

Select **Membership** to view your digital membership card.

Move from right to left to view the reverse side of the card with the Scheme's contact details.

<b>SAVINGS</b>		<b>MEMBER NO. 1234567</b>		
		<b>ACTIVE</b>		
<b>SURNAME: MEMBER</b>				
<b>BENEFITS</b>		<b>AVAILABLE SAVINGS: R13,000.00</b>		
DEP	NAME	ID NUMBER	JOIN DATE	INFO
0	PGG MEMBER	0000000000000	2008/04	Active Auths

Front of membership card

<b>PGG GROUP</b>	
<b>MEDICAL SCHEME</b>	
Client Services <b>0860 005 037</b>	
Hospital Pre-auth <b>0860 005 037</b>	
Chronic Medication <b>0860 005 037</b>	
Email <b>info@pggmeds.co.za</b>	
Website <b>www.pggmeds.co.za</b>	

Back of membership card

### Membership card-sharing options

Click on **Share** to send your digital membership card to your beneficiary, a doctor or pharmacist etc.

### Member quick-access menu

Click on the member or beneficiary name to view the quick menu bar to access their profile or other details, such as authorisations, benefits and claims.

## NOTE!

Request a new membership card:


See Request new membership card on [page 9](#).

	<b>PGG MEMBER</b>
	Authorisations
	Benefits
	Profile
	Underwriting Exclusions
	Recent Claims
	Cancel





Click on the applicable icon to access and download a document.



## AFFIDAVIT FORM FOR DEPENDANTS OVER 21 YEARS

PLEASE COMPLETE FORM IN BLOCK LETTERS

### 1. PERSONAL PARTICULARS

**FAMILY MEMBERS**

Membership number			
Type	Name		
Full name and surname			
Parent's number	Contract number		
Residential address			
	Postal codes		

**DEPENDENT**

Name			
Type	Name		
Full name and surname			
PG/Person number	Contract number		
Parent's address**			
	Postal codes		

Residence of the Protector of Refugees Information Note 4 of 2013 (2013/4), which came into effect from 1 July 2013, requires that all dependants be accompanied by their guardian with registration on all PG forms and sites. Therefore, please provide the correct address for each applicable dependent on the form.

**\*If the dependent is not living with you, please provide their address.**

Type	Name		
Full name and surname			
PG/Person number	Contract number		
Parent's address**			
	Postal codes		

**2. DECLARATION**

**I, the undersigned, do hereby declare an oath and state that:**

- The contents contained herein are true and correct.
- I have provided this affidavit without fear of reward and under no coercion and/or for a reward.
- I am not a holder of false documents.
- I hereby declare that the above-stated dependent is/is considered family member within which I am liable for care and support as required by law.

☐ **Stating**  
Please provide proof of registration from an accredited welfare housing institution.

☐ **Physically or mentally challenged**  
Please provide a recent doctor's report confirming disability.

☐ **Unemployed**  
Please provide an affidavit stating that your dependent aged between 21 and 23 years, is unemployed and is financially dependent on you.

Page 1 of 2

PG GROUP-WORLDWIDE SERVICE | AFFIDAVIT FORM FOR DEPENDANTS OVER 21 YEARS

Click [here](#) to view a full list of the forms on the website. This includes membership, programme enrolment and authorisation forms.

[View underwriting exclusions](#)

**Appliance - Hearing Aids**  
R0.00 utilised out of a maximum of  
R32,900.00 (R32,900.00 remaining).





Benefits and Savings  
continued ...

## Chronic registration

Select **Chronic registration** to register a chronic condition.

BENEFITS AND SAVINGS	
SAVINGS	
	<b>Savings Balance</b> Current savings balance is R10,000.00. With savings advanced of R3,000.00. Available savings is R13,000.00.
	<b>Savings Refunds</b> > Refund claim co-payments and shortfalls from your positive savings balance.
BENEFITS	
	<b>View benefits</b> > View this year's remaining benefits.
	<b>Chronic registration</b> > Register for chronic benefits.
AUTHORISATIONS	
	<b>View authorisations</b> > View approved authorisations.
CLAIMS	
	<b>View claims</b> > View recent claims.
UNDERWRITING EXCLUSIONS	
	<b>View underwriting exclusions</b> > View underwriting exclusions.

Chronic Registration	
	<b>PGG MEMBER</b>
MEMBER INFORMATION	
Member Number: 1234567	
CHRONIC INFORMATION	
Provider Number:	<input type="text" value="Provider Number"/>
<input type="text" value="Search Diagnosis"/>	
<b>REMOVE</b>	
<b>REGISTER</b>	

Type in the treating doctor's practice number then choose your chronic condition/diagnosis, e.g. asthma.

Click on **Register** once all information has been provided.

Chronic registration request created successfully. Enquiry Number: 654321

You will see a confirmation message on the screen. Keep the **Enquiry Number** for further correspondence relating to your registration.

BENEFITS AND SAVINGS	
SAVINGS	
Savings Balance	
Please make a selection	
	<b>PGG MEMBER</b> Main member
<b>Cancel</b>	
View benefits View this year's remaining benefits.	

Choose to view documents related to you or your dependants' chronic conditions.

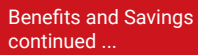
## View authorisations

Click here to view authorisations.




BENEFITS AND SAVINGS	
AUTHORISATIONS	
	<b>View authorisations</b> > View approved authorisations.
UNDERWRITING EXCLUSIONS	
	<b>View underwriting exclusions</b> > View underwriting exclusions.

AUTHORISATIONS	
PGG MEMBER	
<b>CHRONIC -(PMB) (#123456)</b>	
2023/07/31 - 2024/01/01 (Approved)	
J45: Asthma	






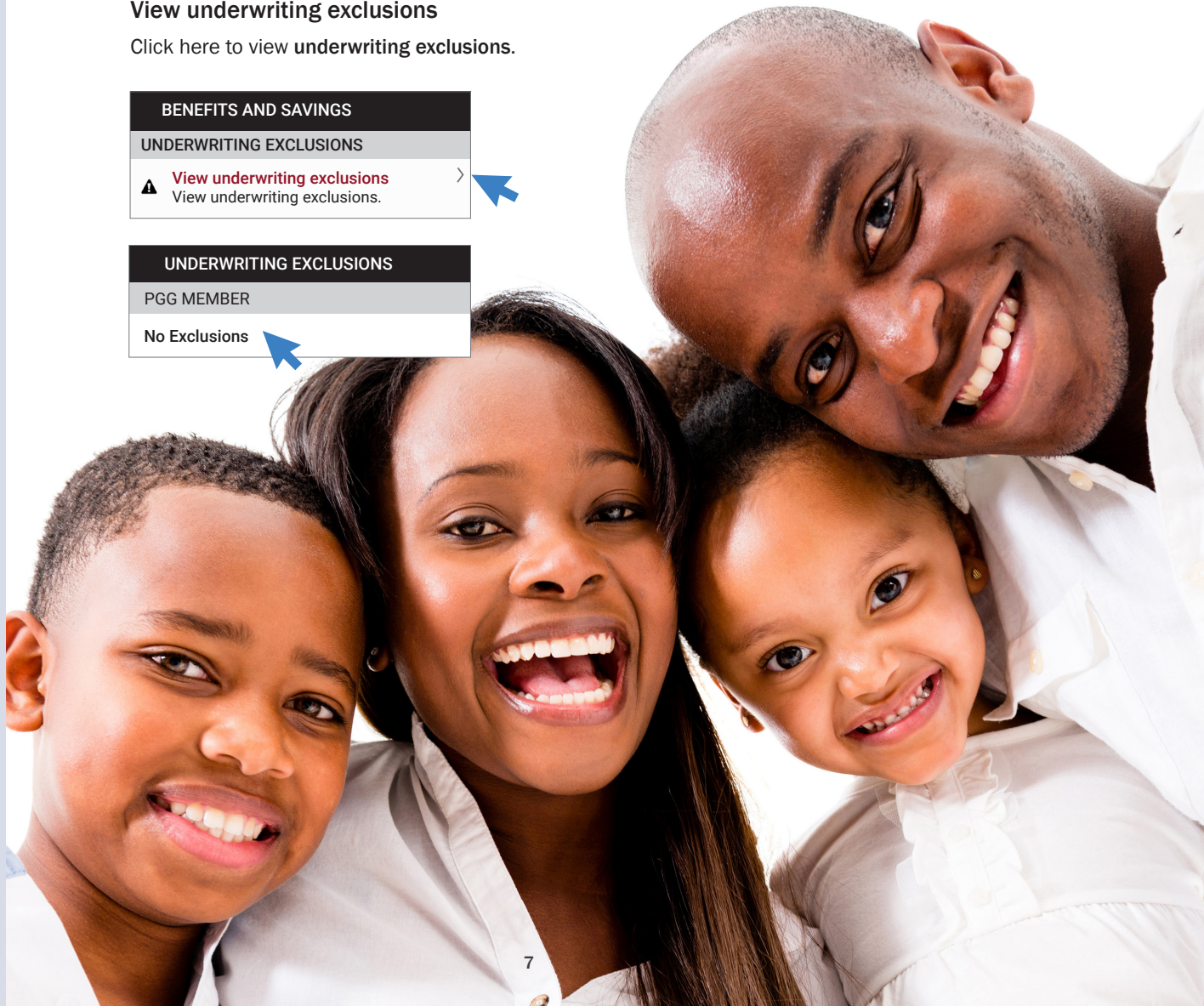
[Click here to view recent \*\*claims\*\* information or log a related query.](#)

CLAIMS		
ALL DEPENDANTS		
	Dis-Chem Pharmacy	2023/07/01
	MEMBER	
	Claimed: R136.00	Paid: R136.00
	Dis-Chem Pharmacy	2023/07/01
	MEMBER	
	Claimed: R26.50	PARTIALLY PAID
CLAIM INFORMATION		
	DIS-CHEM	2023/07/01
	MEMBER	
	Claimed: R136.00	Paid: R136.00
<div>Claim Details</div> <div>Invoice Reference</div> <div>#01234567</div> <div>Scheme Reference</div> <div>#76543210</div> <div>Payment Details</div> <div>Paid from savings: R136.00</div>		
<div>Payments</div> <div>R136.00 paid to provider on 2023/07/19</div>		
Log Query		View Statement

[illegible]

[Click here to view underwriting exclusions.](#)

BENEFITS AND SAVINGS	
UNDERWRITING EXCLUSIONS	
	<a href="#">View underwriting exclusions</a> View underwriting exclusions.





Self Service

Network healthcare provider search  
Medical savings account (MSA) refunds  
Medication formulary look-up  
Chat to a doctor  
Submit a document  
Log a query  
Request new membership card  
Request membership certificate  
Edit your contact details

**SELF SERVICE**

**TOOLS**

- Network provider search** >  
Find a nearby contracted general practitioner or specialist.
- Savings Refunds** >  
Refund claim co-payments and shortfalls from your positive savings balance.
- Confirm medicine formulary** >  
Electronically adjudicate a medicine provider's claim in real time against complex rules.
- Chat to a doctor** >  
Request a call and one of our Doctors will call you back within an hour to give you medical advice over the phone.

**CONTACT US**

- Submit a document** >  
Submit a document using your camera.
- Log a query** >  
Send us your query/enquiry.

**LETTERS/CARDS**

- Request new card** >  
Do you need a new card? Send us a request.
- Request membership certificate** >  
Do you need a membership certificate? Send us a request.

**EDIT PROFILE**

- Edit contact details** >  
Update your contact details.

### Network provider search

Easy access to search for network healthcare providers in your area. See **Network Provider Search** on [page 10](#).

### Savings Refunds

See **Benefits and Savings** on [page 5](#).

### Confirm medicine formulary

Click here to access the formulary medication lookup (via the Mediscor website) which helps you to choose generic medication and avoid or lessen co-payments.

Complete the lookup information and click on **Submit**. Use the **Reset** button if you want to clear all the details and start over.

Future Year ☐

Scheme: PG GROUP MEDICAL SCHEME  
Option: PGG  
Product: ☒ Condition: ☐  
Search: ACNETANE  
Product: ACNETANE 20 CAPS  
Search: ACNE  
Condition: All Conditions  
Submit Reset



Scheme	PG GROUP MEDICAL SCHEME
Option	PGG
Product	ACNETANE 20 CAPS
Reference Price	FRPPLUS
Date and Time	2023-08-21 06:56:10
Prescribed Quantity	

Click on the **active ingredient** to view alternative products available.

Product	NAPPI	Package Size	Active Ingredient
ACNETANE 20 CAPS	701656001	60	ISOTRETINOIN CAP 20 MG

Check if the medication appears on the formulary for the appropriate condition and whether a co-payment or levy applies.



**Chat to a doctor** >  
Request a call and one of our Doctors will call you back within an hour to give you medical advice over the phone.

### Chat to a doctor

Click here to access Momentum Hello Doctor for a free general practitioner (GP) consultation. Choose your name from the list of main member/dependants and ensure the telephone number is correct before clicking **Yes – Call me on the above number**.

**CHAT TO A DOCTOR**

Who should be called back?  
PGG MEMBER

A qualified doctor from Hello Doctor will give you a call within an hour and give you free advice over the phone.

Please confirm if you would like to be contacted on the number below or edit it before confirming.

XXX3456789

**Yes - Call me on the above number**





Self Service  
continued ...

## SELF SERVICE

### CONTACT US

**Submit a document**  
Submit a document using your camera.

**Log a query**  
Send us your query/enquiry.

### LETTERS/CARDS

**Request new card**  
Do you need a new card? Send us a request.

**Request membership certificate**  
Do you need a membership certificate?  
Send us a request.

## Submit a document

See **Submit a Document** on [page 10](#).

## Log a query

Click here to log a query.

Type your enquiry, providing as much details as possible so we are able to assist you as soon as we can.

## LOG ENQUIRY

500 Characters Remaining

Type your enquiry here



## Request new membership card

Click on **Request new card** and follow the prompts to request your new membership card.

**Request new card**  
Do you need a new card? Send us a request.

### LETTERS/CARDS

#### New Membership Card

You are about to request a new membership card. Would you like to continue?

No

Yes

Update your contact details.

Membership card request successfully submitted.



On the **Info Feed**, you will be able to see that this request was successfully sent.

### INFO FEED

**Card Letter** 2023/06/18  
Posted Card Letter.

**Self Service** 2023/06/02  
New member card requested by member via member app.

## Request membership certificate

Click on **Request membership certificate** and follow the prompts to access, view and download your membership certificate.

**Request membership certificate**  
Do you need a membership certificate?  
Send us a request.

### SELF SERVICE

### CONTACT US

#### Membership Certificate

You are about to request a membership certificate. Would you like to continue?

No

Yes

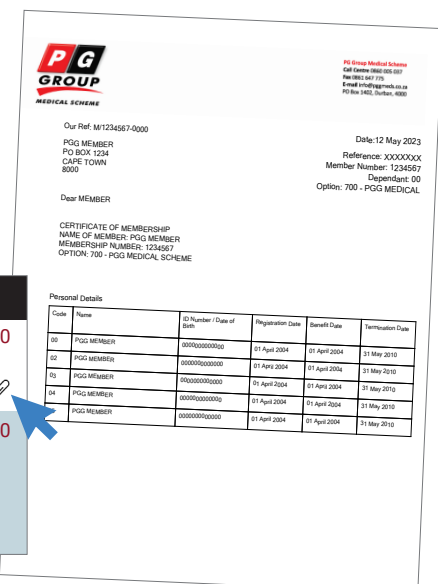
**Request membership certificate**  
Do you need a membership certificate?  
Send us a request.

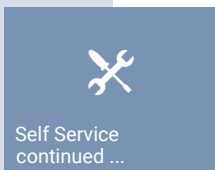
The membership certificate will be available to view, download and share from the **Info Feed**.

### INFO FEED

**Certificate of Member...** 2023/01/20  
Emailed Certificate of Membership to pgg@member.co.za.

**Self Service** 2023/01/20  
Membership certificate requested by member via member app. Document will be appear in your feed and be emailed to you.



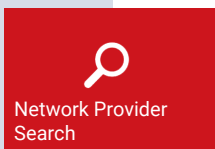


**SELF SERVICE**

**EDIT PROFILE**

**Edit contact details**  
Update your contact details.

**Edit contact details**  
See **Profile** on [page 11](#).



## Network Healthcare Provider Search

Easy access to search for network healthcare providers in your area.

**SELF SERVICE**

**TOOLS**

**Network provider search**  
Find a nearby contracted general practitioner or specialist.

Complete search criteria and click **Search**.

Select a healthcare provider to view their details, access the call function and the location of their practice.

**SEARCH NETWORKS**

Please choose a search type:

Please choose a discipline or group:

-SELECT OPTION-

Please choose a search range (optional):

-SELECT OPTION-

Practice number (optional)

Surname/Institution name (optional)

**SEARCH**

**PROVIDER SEARCH RESULTS**

**DR ABC SMITH**  
64 SKYVIEW PLACE, WIDNEY, 3456  
0.6 KM

**DR J DOE**  
267 GLASS LANE, WIDNEY, 3456  
0.8 KM

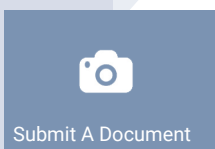
**DR J APPLE**  
4 SHATTERPRUFE LAN  
0.1 KM

**PROVIDER SEARCH RESULTS**

**DR ABC SMITH**  
64 SKYVIEW PLACE, WIDNEY, 3456  
0.6 KM

XXX-222-5555

64 SKYVIEW PLACE, WIDNEY, 3456



## Submit a document

Easily submit a document (this could be a claim or any document you would like to send to the Scheme). The document you upload will be available on the **Info Feed**.

**SELF SERVICE**

**CONTACT US**

**Submit a document**  
Submit a document using your camera.

**SUBMIT CLAIM/DOCUMENT**

1. Click Take Photo to capture document.

2. Make sure entire document is clear and readable.

3. Click Send Photo to upload document.

**TAKE PHOTO** **SEND PHOTO**

**SUBMIT CLAIM/DOCUMENT**

The image of the claim or document will show here

If you are happy with the image, click on **SEND PHOTO**

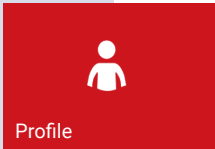
If not, click **RETAKE**

**RETAKE** **SEND PHOTO**

## NOTE!

This feature will soon be improved to include a commentary box when submitting claims.

The Scheme will inform you once this feature is active.



Profile

This shows your important personal information relating to your Scheme membership. Update your personal **contact details** on your membership profile. Don't forget to **SAVE** your changes.

PROFILE

**PGG MEMBER**  
Main member

PROFILE

**PGG MEMBER**

☒ Login with biometrics

Policy Information

Policy Option  
Savings

Monthly Premium  
R4,321.00

Membership Number  
1234567

Commencement Date  
2004/04/01

Personal Details

ID Number  
00000000000000

Birth Date  
1970/01/01

Next of Kin Details

Name  
Jane Doe

Relationship  
Sister

Telephone Number  
XXX1234567

Email  
janedoe@planet.co.za

Contact Details

Contact Telephone  
-

Cell  
XXX3456789

Email  
pgg@member.co.za

Physical Address  
123 SHATTERPRUFE LANE  
WIDNEY  
3456

Postal Address  
PO BOX 123  
GLASSVIEW  
6789

Banking Details

Claims Refund Account  
FIRST NATIONAL BANK  
\*\*\*\*\*0123  
250655  
CHEQUE

To edit your contact details, please click on the pencil icon as shown.

EDIT CONTACT DETAILS CANCEL SAVE

Contact Details

Contact Telephone

Cell

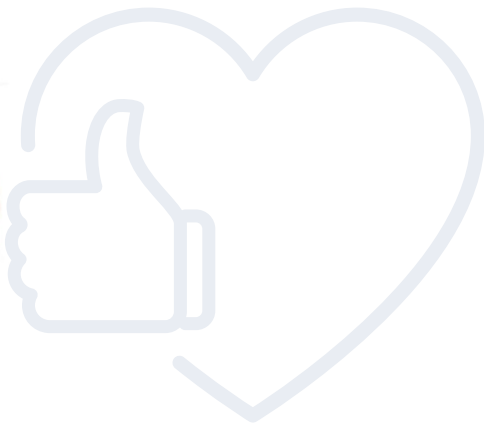
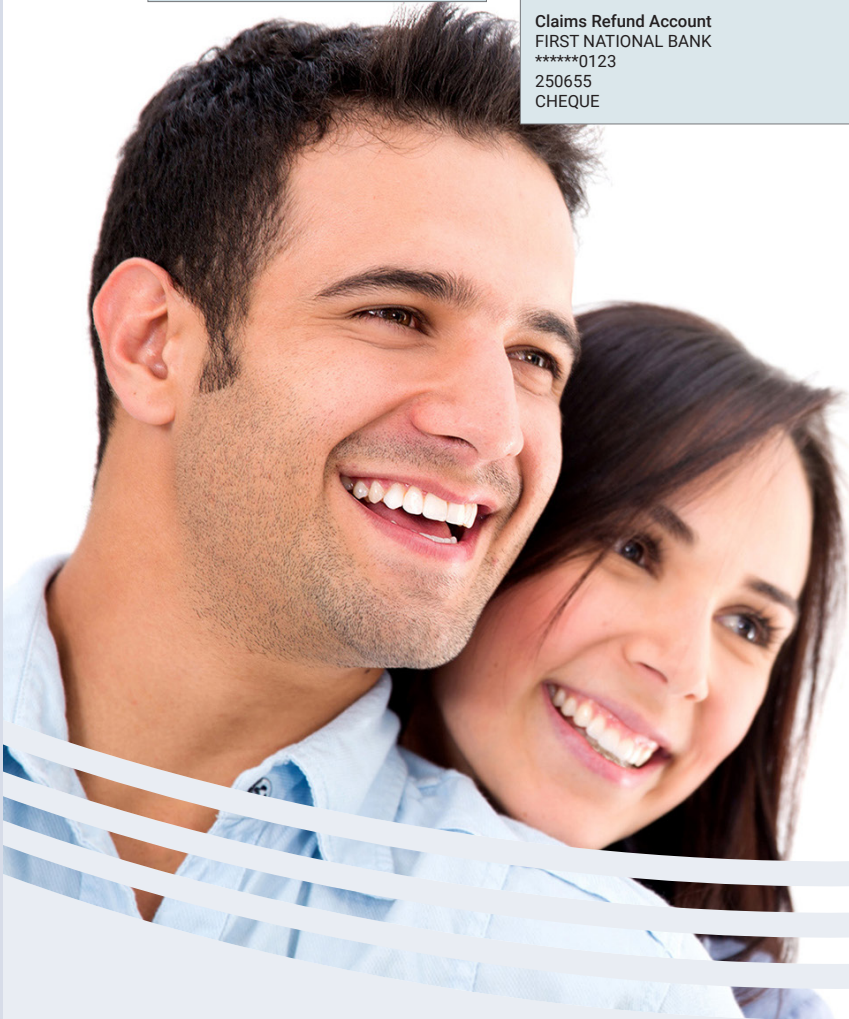
Email

Postal Address

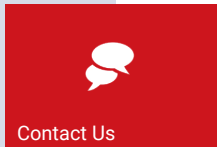
Physical Address

**NOTE!**

Please ensure that your latest contact details are updated so that you don't miss out on important communication from the Scheme.







## Contact Us

Quick access to the Scheme's contact channels.

**CONTACT US**

**PG Group Medical Scheme**

Parc du Cap  
7 Mispel Road  
Bellville  
7530

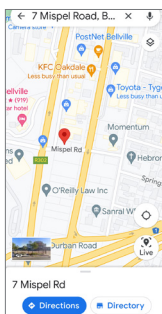
0860 005 037

info@pggmeds.co.za

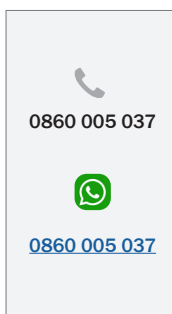
www.pggmeds.co.za

Holistic Insurance Platform (HiP) Mobile  
Powered by 2Cana Solutions

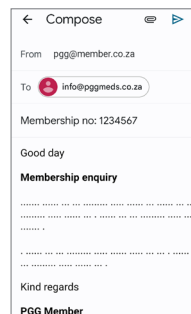
### Directions to our offices



### Call or WhatsApp the Scheme



### Send us an email

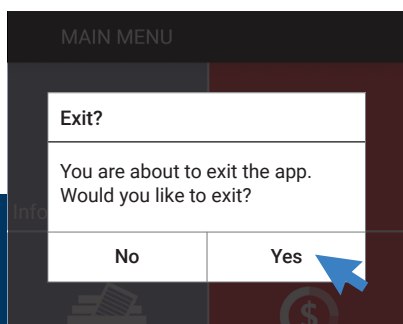


### Visit the Scheme's website



## Want to exit the app?

To **exit** the mobile app, click the back button on your smartphone and choose 'Yes' when you see this pop-up box. ➡



# Download

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## Annual General Meeting (AGM) Update

PG Group Medical Scheme held its Annual General Meeting (AGM) on Thursday, 13 July 2023 at their head office in Skeen Boulevard, Bedfordview. This was the first hybrid AGM since 2020 where attendees were present in person and online via Microsoft Teams.

The Scheme's Chairman, Mr Philip Edge, covered highlights of the Scheme over the past year in review. He reported that the Scheme continues to operate efficiently due to the sterling efforts of the Board of Trustees, the Audit and Risk Committee and the Principal Officer, Ms Chontal Dunstan.

The Scheme is also supported by its administrator, Momentum Health Solutions and other service providers, including NMG Actuaries, Preferred Provider Networks (PPN), Dental Information Systems (DENIS) and Netcare 911.

Members are encouraged to register for and attend future AGMs where possible. The Scheme would like to express their gratitude to all the parties who participated and contributed to the success of the 2023 AGM.



PG Group Medical Scheme stakeholders and members in session at the 2023 Annual General Meeting (AGM).