



# MANUAL

## 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](#)



**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**

**PG GROUP**  
**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:

Page numbers

MAIN MENU	
 Info Feed	 Membership
 Document Library	 Benefits and Savings
 Self Service	 Network Provider Search
 Submit A Document	 Profile
 PG GROUP <small>MEDICAL SCHEME</small>	 Contact Us

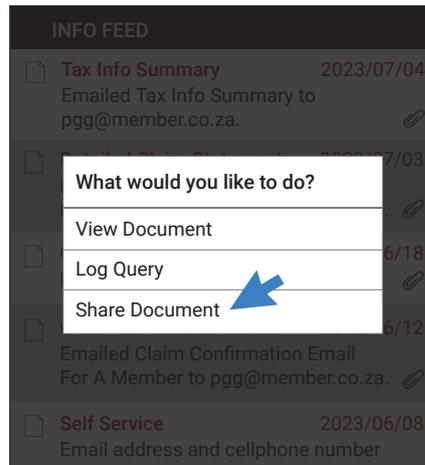
<b>Info Feed</b>	View all your interactions with the Scheme	4
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<b>Self Service</b>	Network healthcare provider search Medical savings account (MSA) refunds Medication formulary look-up Chat to a doctor Submit a document Log a query Request new membership card Request membership certificate Edit your contact details	8 - 10
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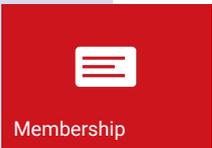
## View all your interactions with the Scheme

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.



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



## 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>
SURNAME: MEMBER					<b>ACTIVE</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

Client Services <a href="tel:0860 005 037">0860 005 037</a> Hospital Pre-auth <a href="tel:0860 005 037">0860 005 037</a> Chronic Medication <a href="tel:0860 005 037">0860 005 037</a> Email <a href="mailto:info@pggmeds.co.za">info@pggmeds.co.za</a> Website <a href="http://www.pggmeds.co.za">www.pggmeds.co.za</a>	

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](#).





Document Library

## Access to brochures, leaflets and forms

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

**DOCUMENT LIBRARY**

**2023 PGG DENIS Book**



2023 Affidavit for spouse or partner form



**PGG Affidavit for dependants over 21**



**PGG Application for Addition of dependants**



**PGG GROUP MEDICAL SERVICES**

**AFFIDAVIT FORM FOR DEPENDANTS OVER 21 YEARS**

PLEASE COMPLETE FORM IN BLACK LETTERS

**1. PERSONAL PARTICULARS**

**DEPENDENT MEMBER**

Residential address: \_\_\_\_\_  
 Title: \_\_\_\_\_  
 Full name and surname: \_\_\_\_\_  
 ID/Passport number: \_\_\_\_\_  
 Residential address: \_\_\_\_\_  
 Email address: \_\_\_\_\_

**DEPENDANT**

Provision of the Protection of Personal Information Act 67 of 2002 (POPIA), which came into effect from 1 July 2002, requires that all such information concerning the dependant be shared with dependants who are 18 years and older. Therefore, please provide the contact details for all dependants aged 18 or older.

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

Dependant's name: \_\_\_\_\_  
 Title: \_\_\_\_\_  
 Full name and surname: \_\_\_\_\_  
 ID/Passport number: \_\_\_\_\_  
 Postal address\*: \_\_\_\_\_  
 Email address: \_\_\_\_\_

**2. DECLARATION**

I, the undersigned, do hereby make an affidavit under oath.

- The contents contained herein are true and correct.
- I have provided this affidavit under oath and under no coercion and/or duress.
- I am an adult of full legal capacity.
- I hereby state that the above named dependant is my immediate family member for whom I am liable for care and support as he/she is incapable.

**Not Working**  
Please provide proof of registration from an accredited tertiary institution.

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

**Unemployed**  
Please provide an affidavit stating that your dependant aged between 21 and 25 years, is unemployed and financially dependent on you.

Page 1 of 2 PGG GROUP MEDICAL SERVICES | AFFIDAVIT FORM FOR DEPENDANTS OVER 21 YEARS

**DID YOU KNOW?**

All of the Scheme's application forms can be downloaded and completed electronically.

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

**BENEFITS AND SAVINGS**

**SAVINGS**

**Savings Balance**  
Current savings balance is R10,000.00.  
With savings advanced of R3,000.00.  
Available savings is R13,000.00.

**Savings Refunds**  
Refund claim co-payments and shortfalls from your positive savings balance.

**BENEFITS**

**View benefits**  
View this year's remaining benefits.

**Chronic registration**  
Register for chronic benefits.

**AUTHORISATIONS**

**View authorisations**  
View approved authorisations.

**CLAIMS**

**View claims**  
View recent claims.

**UNDERWRITING EXCLUSIONS**

**View underwriting exclusions**  
View underwriting exclusions.

### Savings balance

This displays all information relating to your medical savings account (MSA).

### Savings refunds

Click here to view which claims have been refunded to you from your MSA.

### View benefits

Get easy access to view family benefits with benefit limits and amounts remaining.

**Savings Refund**

	<b>DIS-CHEM PHARMACY</b> ALLERWAY TABS 30 (876543210)	2023/07/01	<b>Paid: R39.55</b>
	<b>DR ES CAPE</b> New and established patient: Consultation/visit of new or established patient of a moderately above average duration and/or complexity.	2023/06/14	<b>Paid: R230.00</b>

**BENEFITS**

**PER FAMILY BENEFITS**

**Alternative Medical Services**  
Pay from Member Savings.

**Alternatives to Hospital**  
Subject to pre-authorisation.  
Subject to Overall Annual Limit (OAL).

**Ambulance**  
Contact Netcare 911 on 082 911.

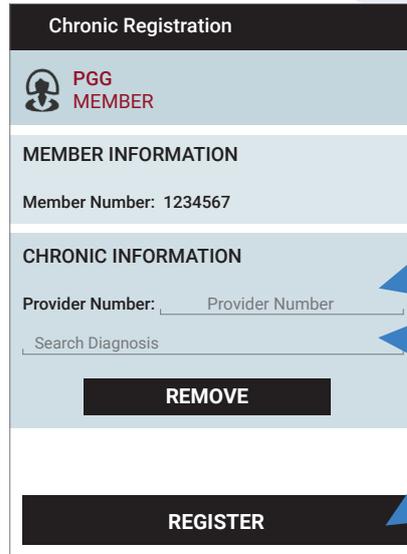
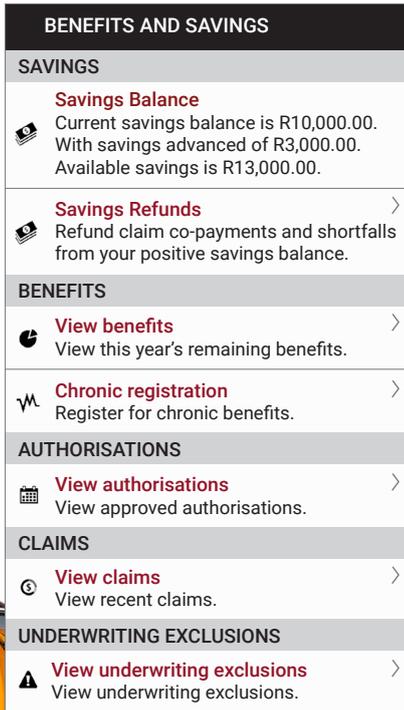
**Appliance - General**  
R550.00 utilised out of a maximum of R7,220.00 (R6,670.00 remaining).  
Subject to pre-authorisation.  
Subject to Overall Annual Limit (OAL).

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



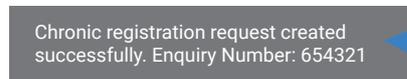
## Chronic registration

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

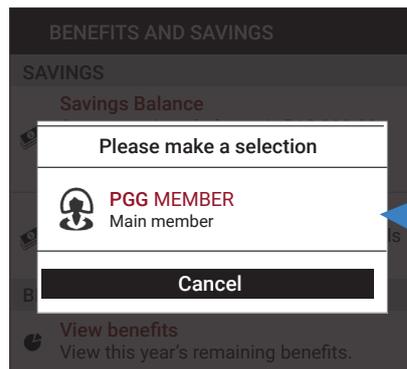
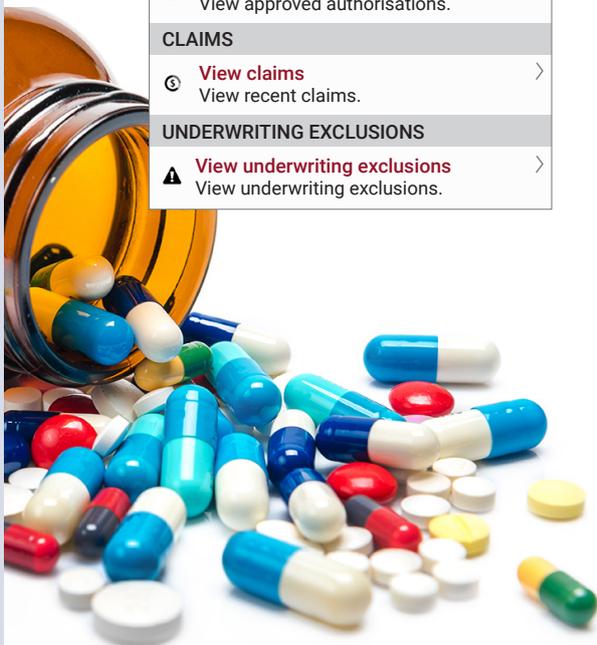


Type in the treating doctor's practice number then choose your chronic condition/diagnosis, e.g. asthma.

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



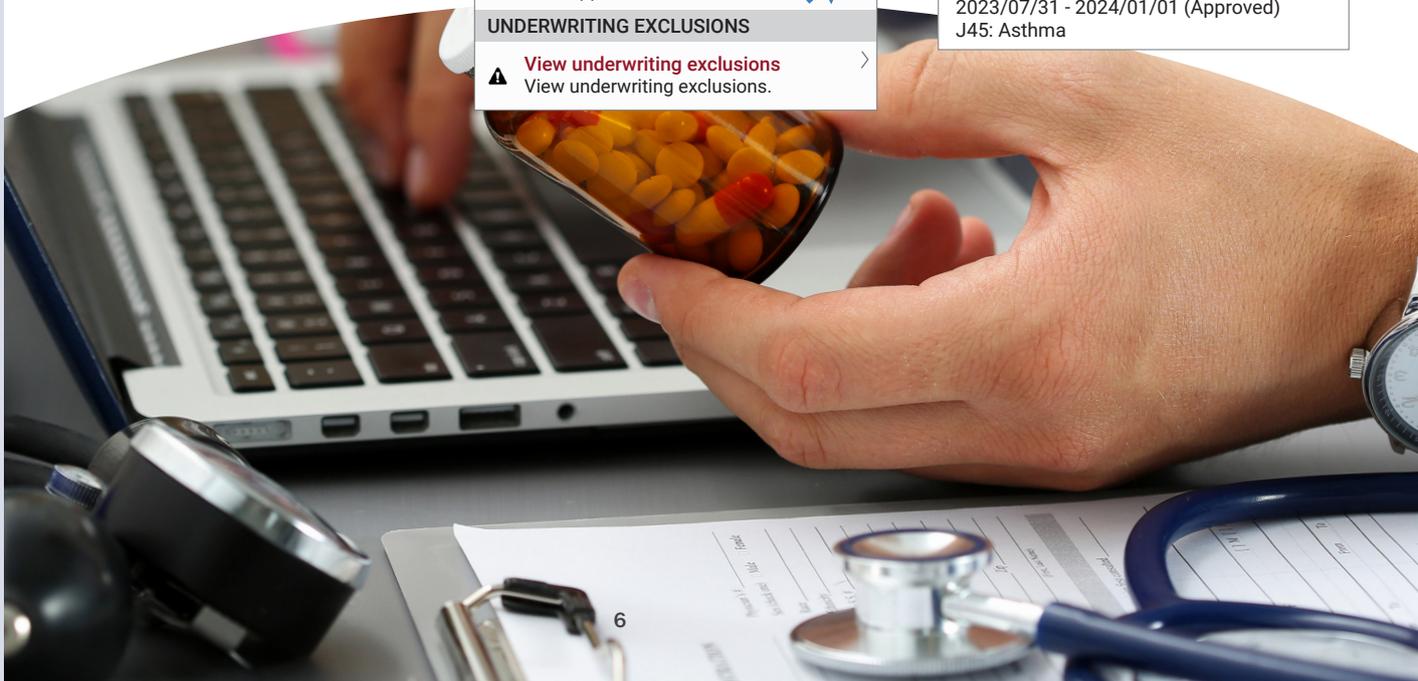
You will see a confirmation message on the screen. Keep the **Enquiry Number** for further correspondence relating to your registration.



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

## View authorisations

Click here to view authorisations.







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



Scheme	PG GROUP MEDICAL SCHEME
Option	PGG
Product	ACNETANE 20 CAPS
Reference Price	FRPLUS
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**

**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

1 2 3 4 5 6 7 8 9 0  
 q w e r t y u i o p  
 a s d f g h j k l  
 z x c v b n m  
 English (US)

### 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.

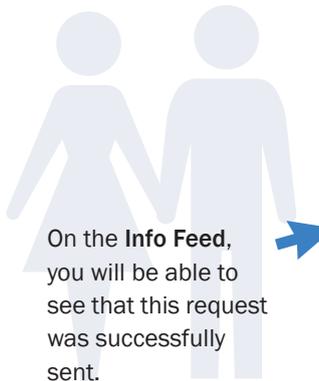
Membership card request successfully submitted.

PGG GROUP MEDICAL SCHEME

PO Box 2070, Bellville 7535  
 info@pggmeds.co.za

Customer care: 0860 005 037  
 Membership queries: 0861 222 664  
 DENIS dental management: 0860 104 939  
 PPN optical network: 041 065 0650  
 Netcare 911 (emergency and ambulance service): 082 911  
 Fraud hotline: 0800 000 436

[www.pggmeds.co.za](http://www.pggmeds.co.za)



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.

PGG GROUP MEDICAL SCHEME

Our Ref: M1234567-0000 Date: 12 May 2023

PGG MEMBER  
 PO BOX 1234  
 CAPE TOWN  
 8000

Reference: XXXXXX  
 Member Number: 1234567  
 Dependant: 00  
 Option: 700 - PGG MEDICAL

Dear MEMBER

CERTIFICATE OF MEMBERSHIP  
 NAME OF MEMBER: PGG MEMBER  
 MEMBERSHIP NUMBER: 1234567  
 OPTION: 700 - PGG MEDICAL SCHEME

Code	Name	ID Number / Date of Birth	Registration Date	Benefit Date	Termination Date
00	PGG MEMBER	999999999999	01 April 2004	01 April 2004	31 May 2010
02	PGG MEMBER	999999999999	01 April 2004	01 April 2004	31 May 2010
03	PGG MEMBER	999999999999	01 April 2004	01 April 2004	31 May 2010
04	PGG MEMBER	999999999999	01 April 2004	01 April 2004	31 May 2010
05	PGG MEMBER	999999999999	01 April 2004	01 April 2004	31 May 2010

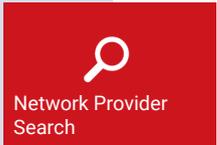


**SELF SERVICE**

**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

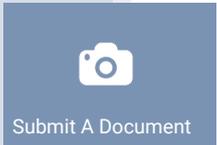
**DR J APPLE**  
4 SHATTERPRUFE LAN  
0.1 KM

**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**

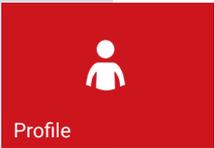
If not, click **RETAKE**

**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

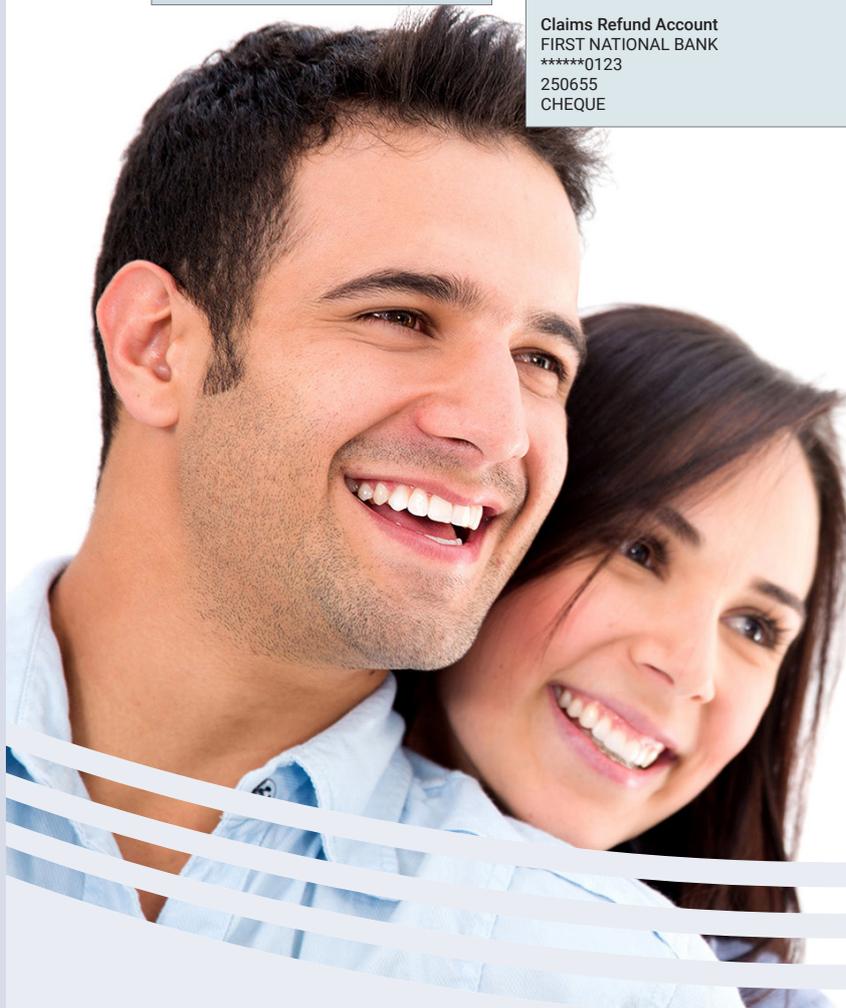
Email

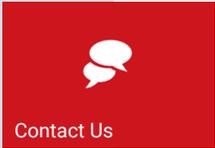
**Postal Address**

**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

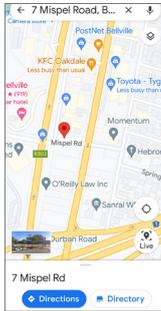
0860 005 037

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

0860 005 037

0860 005 037

### Send us an email

Compose

From: pgg@member.co.za

To: info@pggmeds.co.za

Membership no: 1234567

Good day

Membership enquiry

Kind regards

PGG Member

### Visit the Scheme's website

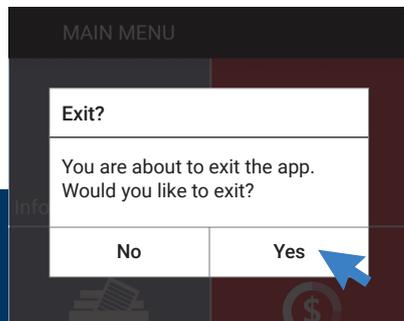
pggmeds.co.za

PG GROUP MEDICAL SCHEME

Need *medical advice* or to get *in touch with us* *urgently*

## 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

## the PG Group Medical Scheme mobile app today!



*Quick, efficient, individualised and around-the-clock access to digital healthcare*

Should you require any assistance navigating through the mobile app, please do not hesitate to contact the Customer Care Centre for assistance and guidance.

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