



CHANGE OF ADMINISTRATOR

FREQUENTLY ASKED QUESTIONS



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Since our initial communication letting members know about the change in administration, work has commenced at a furious pace, to ensure a smooth transition for our members. We would like to provide some additional information based on questions that you may have.

1. What is changing and why

Does the move to Discovery Health as the administrator change the independence of SABMAS in any way?

No. The change in administrator will not change SABMAS' independence. We will remain a closed/restricted scheme, managed by the same Board of Trustees as recently announced, but we will have the added advantage of being able to offer members access to some of the value-added services that Discovery Health, as the administrator, has to offer.

What is the difference between Discovery Health Medical Scheme, Discovery Health (Pty) Ltd. as the administrator, and Discovery Vitality (Pty) Ltd.?

Discovery Health Medical Scheme is a not for profit open/unrestricted medical scheme. It is administered by Discovery Health (Pty) Ltd., who administers other schemes as well.

Discovery Health (Pty) Ltd. as the administrator (referred to as 'Discovery Health') is one of the companies in Discovery Limited. It is an administration and managed care organisation, contracted by several medical schemes to take responsibility for their day-to-day administration.

Discovery Vitality (Pty) Ltd. is a subsidiary of Discovery Limited. It operates the Vitality programme, which is a science-based behaviour-change programme that rewards members for living healthier lives. You will have access to the Vitality programme, with direct communication from Vitality, not from SABMAS.

Why is SABMAS changing administrators and why only from 1 October 2026?

SABMAS has appointed Discovery Health as its new administrator following a procurement process approved by the Board of Trustees in order to provide you, the member, with a significantly improved service. The full transition will take effect on **1 October 2026**. During transition planning, risks were identified that made an earlier implementation unachievable. SABMAS and Discovery Health, therefore, agreed on a revised implementation date of 1 October 2026 to support a smoother transition.

What does this change mean for me as a member?

- You will receive a new membership number, which you need to start using from **1 September 2026**.
- If we have a cellphone number on record for you, you will receive an SMS with your new membership number towards the end of August 2026.
- In addition, if we have your email address on record, we will email you a PDF document that will display the front and back of your new SABMAS membership card and an electronic membership certificate, reflecting your new membership number, so that you can start informing your doctors and other healthcare professionals of the change. You will also receive a Letter of Confirmation, which will contain all the details we have on record for you and for any dependants, and will ask you to update any details that may have changed and return the letter to us as soon as possible.
- Your physical card/s will be delivered to your employer address for further distribution, or your physical address if you are no longer employed.
- If you have not received details of your new membership number via SMS or email by 1 September 2026 please speak to your employer as they will have all the new membership numbers.
- From 1 September 2026 onwards, please ensure that you advise your doctor/s of your new membership number, so that it can be updated on their records and billing systems.

Do I need to complete any documentation for my details to be moved to the new administrator?

At this stage, this is not anticipated. The Scheme is currently in the process of transferring historical data - including membership, authorisation, and information about benefit use - from the current administrator to the new administrator.

You may be one of the members who receives a phone call from us in August, asking you to verify some information. This is purely part of ensuring that correct data is transferred to the new system.

We will also give you an opportunity to confirm your information after the move to the new administrator, so that we have the most up to date information on the new system. You will receive a Letter of Confirmation, which we will ask you to complete and send back to us so that we have your most recent contact information on record. This includes information about the dependants on your membership, if applicable.

What will happen to my Medical Savings Account balance?

Your available Medical Savings Account balance will be transferred and loaded onto the administration system as part of the transition process.

Will my benefits change in any way because of the move to the new administrator?

The benefits that SABMAS has already communicated to you for 2026 will not change as a result of the move to a new administrator.

Are my contributions going to change because of the move to the new administrator?

Your contributions will not change for 2026. The contributions are reviewed annually, effective 1 January of each year.

2. What happens during September 2026

Will there be a gap in administration in September 2026, because the current administrator, 3Sixty Health, will not provide wind-down services?

No. The Scheme and Discovery Health have agreed on a defined list of interim priority administration and managed care services which will be provided for the period **1 September to 30 September 2026**.

Will my medical aid cover continue during September 2026?

Yes. Your membership remains active and your cover continues uninterrupted during September 2026.

What interim priority services will I have access to?

Interim priority services will be available for:

- **Hospital authorisations and Chronic and HIV benefit applications:**
 - Call **0860 002 133** so that your request can be directed to the correct team.
- **Oncology (cancer) benefit applications:**
 - If you have been newly diagnosed, send the blood test report that shows the diagnosis. If your doctor has asked you to send a treatment plan, you or your doctor can send it to **oncology@sabmas.co.za**
- **Prescribed Minimum Benefit (PMB) applications:**
 - If you are applying for certain qualifying out-of-hospital claims to be paid from the Prescribed Minimum Benefits (PMBs), you can ask your doctor to complete the application form available on the Health Partner Zone that they have access to, and email it to **ohpmbapplications@sabmas.co.za**

Can I contact the Customer Service Centre during September 2026?

A limited support model will be available during September for priority services (read the attached flyer for more information). **Full customer care servicing will start from 1 October 2026.**

Who can I contact for more information or support?

For any queries or support you can still contact SABMAS Customer Care Centre on 0860 002 133. Servicing will be limited in September 2026 and will focus mainly on members needing authorisations. Full servicing support will be available from 1 October 2026.



3. Benefits, authorisations and healthcare access

Will I still be able to get my chronic medicine?

Yes, you will be able to get your chronic medicine in the same way that you do today. You do not need to re-apply where you have already been granted an authorisation. This is true for all authorisations, including those for HIV and AIDS, oncology, and diabetes management. It also holds true for any authorisation granted for admission to hospital.

Will I still be able to go to my network doctor?

There may be some changes to healthcare professional and provider networks in your area. From 1 October 2026, you can find information about applicable provider networks, including GP and specialist arrangements on www.sabmas.co.za. Log in to the website, click on "Hospital and doctor visits" and then click on "Find a Healthcare Provider".

We have made sure to include all GPs currently being used in the new network

What happens to my existing approved benefits and authorisations?

Existing approved benefits and authorisations will remain valid and continue to be honoured. This includes approvals for chronic conditions, oncology, Prescribed Minimum Benefits (PMBs) and other approved managed care programmes.

Will hospital authorisations still be available?

Yes. SABMAS will continue to cover hospital stays as we have before. Please contact us for an authorisation through our Customer Care Centre. Arrangements will be made to transfer existing authorisations from 3Sixty Health to the new administrator, Discovery Health, before 1 September 2026.

What should I do if I am newly diagnosed with a condition that requires programme registration?

Discovery Health will provide support for members needing enrolment onto managed care programmes, including new programme registrations during September 2026.

What must I do if we need emergency care during the transition period?

3Sixty Health will continue to manage the SABMAS benefits until 31 August 2026, and members must follow the current process in case of an emergency until then.

From 1 September 2026, if you or your dependants require emergency care, you can still phone 082 911 for ambulance services or go straight to hospital, who will contact the Scheme with your details upon arrival.



4. Claims and payments

Can I still get healthcare services and submit claims in September 2026?

Yes. You can still visit your doctor and other healthcare professionals and providers in September 2026. Submitted claims will be processed, and will be paid with the first payment run at the end of October 2026. The email address for submitting claims electronically remains claims@sabmas.co.za. However, we are changing our postal address. If you have no other option but to submit by post, from 1 September 2026 please send to:

SABMAS
PO Box 652509
Benmore
2010

When will claims be paid?

Claims payments will begin at the end of October 2026. Healthcare professionals and providers are being informed of these arrangements.

Will I still get a claims statement when I submit claims?

Yes. We will continue to provide all the details you need to reconcile claims that you have submitted or that have been submitted on your behalf.

What about my historic claims that still haven't been paid or surcharges not deducted?

Give the Customer Care number a call, or submit your details via email, from 1 October 2026 and be sure to have a copy of your claim, invoices, any proof of payment and/or proof of submission of the claim/s ready, so we can help you resolve the outstanding claim query.

5. Communication channels and digital access

Will there be any change to the existing communication channels?

All SABMAS communication channels will stay the same. The only changes will be the postal address and the independent fraud hotline number, which will change to 0800 004 500. The menu options will be different when you phone the Customer Care Centre, so listen carefully before you make a selection.

Will I still be able to access the website?

The website address will not change. It remains www.sabmas.co.za. **Website functionality will go live from 1 October 2026**, however some content will be available for you to reference during the month of September 2026. Because of the change to a different administration system, **you will need to register a new username and password when logging in to the website for the first time from 1 October 2026**. If you have any existing Discovery products, you will use the same login details to access the SABMAS website.