



Transition to Discovery Health from 1 October 2026

Key transition information
for SABMAS members



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SABMAS will transition to Discovery Health (Pty) Ltd. (Discovery Health) as administrator from 1 October 2026. This guide explains what the transition means for you, what you may need to check now, and where to find support as we move to the new administration arrangements.

What you should know

- The Scheme recently learned that the current administrator will not be able to provide administration services from **1 September 2026**.
- The Scheme's Board of Trustees asked Discovery Health to see how they can help members access interim priority services for the month of September 2026, ahead of the planned 1 October 2026 implementation date.
- Read the section titled "Interim priority servicing support during September" carefully, to learn more.
- Although only interim priority services will be offered in September 2026, you can still use your available benefits and submit those claims from **1 September 2026**.

What you should do now

- Review your Letter of Confirmation (LOC) and tell us as soon as possible if any information is incorrect or incomplete.
- Check authorisation requirements before you plan a hospital admission, procedure, surgery or treatment event from 1 October 2026.
- Look out for information about digital access, contact channels and benefits in the communication we send to you.



1. Interim priority servicing support during September

Members who have an **urgent query** relating to one of the limited priority services below, should follow these instructions:

If you need help with	What to do
Hospital authorisations	Call 0860 002 133 so your request can be directed to the correct team.
Chronic and HIV benefit applications	Call 0860 002 133 so 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 .
Out-of-hospital PMB applications	Ask your doctor to complete the application form available on the Health Partner Zone and email it to ohpmbapplications@sabmas.co.za .

General Customer Care Centre servicing, including email replies to email addresses not mentioned in the interim priority servicing section above, will start on 1 October 2026.

2. What is changing

The administrator is changing from 1 October 2026. A transition of this scale requires careful alignment of membership information, benefit records, authorisations, claims processes, digital services and contact channels.

- Your membership number will change - use this new number when you access care from 1 September 2026.
- Your new membership card will reflect your new membership number, but we also sent you an SMS with the new number.
- The details for reporting fraudulent activity will change.
- Claims payments will start at the end of October 2026, and all healthcare professionals and providers have been informed of this.
- The menu options will be different when you phone the Customer Care Centre, so listen carefully before you make a selection.
- If you don't have an existing Discovery product, you need to create a new profile on the SABMAS website from 1 October 2026, to be able to access full functionality.



3. Authorisations

Please make sure you understand the authorisation requirements before receiving planned care from 1 October 2026. This is especially important for hospital admissions, surgeries, procedures and treatment plans.

Existing approved authorisations

- Approved authorisations will be transferred from the previous administrator and managed in line with the applicable benefit requirements.
- Call us on **0860 002 133** if you need to confirm the status of an existing approved authorisation.

Pending or declined authorisations dated before 1 October 2026

- If an authorisation request for admission before 1 October 2026 was submitted and you have not received a response, contact us on 0860 002 133 and select the option for servicing before 1 October 2026.

Planned care from 1 October 2026

- You can call us to confirm authorisation requirements if you're planning a hospital admission, surgery, procedure or treatment event. Remember to call us before the treatment date.
- We will guide you on what information we need and where to send it, if this is needed to finalise your authorisation.
- We may need to validate certain benefit limits, frequencies or claiming history before we can confirm existing available benefits. Examples may include ongoing treatment events linked to historical approvals, treatment cycles, psychiatric admissions, conservative spine treatment and similar cases.

Authorisation contact channels

- Call the existing Customer Care Centre number, 0860 002 133 during office hours for authorisation requests.
- Go to the closest hospital in an after-hours emergency. The hospital will help with authorisation on your behalf.



4. Check your Letter of Confirmation

Your welcome pack includes a Letter of Confirmation (LOC) with your membership information.

Please review it carefully and let us know as soon as possible if anything is incorrect or incomplete.

Please Check	Why this matters
Contact details	So important information reaches you.
Residential and postal addresses	To support accurate communication and delivery of documents.
Identity numbers	To support correct member and dependant administration.
Bank and accountholder details	To support correct payment, refund or debit order processing where applicable.
Dependant information	To help ensure dependants are reflected correctly on the membership record.

Important: Please send any LOC updates to sabmas@discovery.co.za

5. Membership cards and digital access

Membership cards

- Your welcome pack includes your new membership card and new membership number.
- Please give your updated membership number to your healthcare professionals so future claims are submitted correctly.
- If you receive a digital pack, a plastic membership card will be issued through your employer, or sent to your residential address on record if you are no longer working.



Digital services

- The revamped website will be available from 1 October 2026 at www.sabmas.co.za, with enhancements to content and functionality.
- If you already have a Discovery profile because you have another Discovery product, you can use your existing login details.
- If you do not have a Discovery profile, you will need to register online to access the website.
- From 1 October 2026, you will also be able to update your demographic details on the website.

6. Benefit information to note

Topic	What members need to know
Networks	From 1 October 2026, you can find information about applicable provider networks, including GP, specialist, hospital or pharmacy network arrangements on www.sabmas.co.za . Log in to the website, click on "Hospital and doctor visits" and then on "Find a Healthcare Provider".
Specialist referrals	Your claim for seeing a specialist must include the referring doctor's practice number, so that the claim can be paid from the correct benefit.
GP allocation	If you are an Essential member, your primary care GP will be allocated based on the first GP you consult post go-live. You will be asked to nominate a primary and secondary GP at a later stage.
Third party programmes	Third-party managed care or service providers remain unchanged.
Authorisations	Please contact us if you are unsure whether a planned procedure requires authorisation.
Benefit limits and prior utilisation	Benefit limits, frequency rules and past claims history remain relevant. Your prior benefit use will be considered when we confirm remaining benefits and available limits.
Medical Savings Account (MSA)	MSA balances will be transferred as part of the data transfer process during the transition.

7. Claims and service

Claims will follow the same submission process. All claims, irrespective of the service date, should be sent to claims@sabmas.co.za. Healthcare professionals have been notified of this process.

Initial service stabilisation period

During the initial transition period, call volumes may be higher than normal. Where digital service channels are available, please use them to avoid delays.

Important contact details

Contact Type	Details
Customer Care Centre	0860 002 133
Scheme website	www.sabmas.co.za
Queries	info@sabmas.co.za
Claims	claims@sabmas.co.za
Netcare 911 emergencies	082 911
Forensics hotline	0800 004 500
Forensics email	forensics@sabmas.co.za

Important note: This short guide notes only the most regularly queried membership and benefit related topics. For a more complete understanding of your benefits, consult the full 2026 Benefit Guide, and the Scheme Rules.

