



September 2026 interim priority services: What you need to know

September 2026 is an interim priority support period. The full transition to Discovery Health still takes effect on 1 October 2026.

During September 2026, Discovery Health will support a defined set of interim priority services to help maintain continuity while SABMAS completes preparations for the full transition. Your SABMAS membership, benefits and monthly contributions remain unchanged.

At a glance

What happens in September 2026

Interim priority services only

Your cover continues

Use your new membership number

Full servicing starts in October 2026

What this means for you

Discovery Health will assist with specific urgent and essential services during September 2026.

Your membership, benefits and monthly contributions remain unchanged.

You need to use your new SABMAS membership number from 1 September 2026.

General Customer Care Centre servicing and the full transition begin on 1 October 2026.

1. Preparing for September 2026

- You will receive an SMS with your new SABMAS membership number, which you must use from 1 September 2026.
- Digital welcome packs will be issued in August 2026 and will include the information you need to continue using your benefits.
- Existing employees will be able to add dependants to their membership.



2. Contributions and continued cover

- Your September 2026 contribution will be collected to ensure uninterrupted cover.
- Your SABMAS membership structure remains unchanged.
- Your benefits remain unchanged.
- Your monthly contributions remain unchanged.

3. Claims, authorisations and managed care

- You will still be able to claim for medicine at pharmacies in real time from 1 September 2026.
- You will be able to contact Discovery Health for hospital authorisations.
- You can still go to your doctor or other healthcare professional or provider in September 2026. Processing and payment cycles for these claims will start in October 2026.
- You will be able to apply for enrolment for newly diagnosed conditions that need programme registration.
- Your existing benefit approvals will remain in place, including chronic, oncology and Prescribed Minimum Benefit (PMB) approvals.

4. Interim priority servicing support during September 2026

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 .

5. Important reminders

- General Customer Care Centre servicing will start on 1 October 2026.
- Claims payments will start at the end of October 2026.
- Healthcare professionals and providers are being informed of the September 2026 arrangements and the timing of claims payments.
- The full transition to Discovery Health remains planned for 1 October 2026.