

Changes in our team of Client Liaison Officers

Nausheena Kolia, our Client Liaison Officer (CLO) for the Southern Region, has been promoted and has taken up her new role within Discovery. We wish her all the best for her new opportunity and role! She handed over her responsibilities to her colleague, Mishka Martin, and reflected on her time with AMS, "I have really enjoyed working with everybody on my portfolio and will miss everybody. Thank you for making me feel a part of the AMS family."

Mishka has already started engaging with our employers and members. She joined Discovery in July 2021 as a call centre consultant, then moved to the Inhouse servicing team, where she impressed many of our members over the phone. We are excited to have Mishka as part of the AMS team, providing service and support to our members. "I am looking forward to the opportunity to work more closely with the AMS Scheme and members; and have already met so many wonderful people at my employer visits. Thank you all for the warm welcome", said Mishka.

Sanjay Omnath is still servicing the Central Region and Megan James, in the Eastern Region, will be going on maternity leave from June to October. Best wishes for a wonderful maternity leave with your new baby Megan! Jared Booth will be standing in for Megan. Jared has been working on the AMS team since we moved administration to Discovery. He has a comprehensive understanding of the AMS benefits and servicing requirements and will easily ensure continuity of service excellence until Megan is back.

Member information – where can I find ...?

We can't expect our members to know all the detail of their benefits, Scheme exclusions, Scheme Rules and how everything works. It's quite a challenge to stay on top of so much information, especially in an industry as complex as ours. That is why it is our mission to try and keep information as clear and easy to understand as possible, and make it available to all members 24/7. We know that you need to find answers the moment your health care needs change. In that situation, you will want to find out what the Scheme will fund and how to access the relevant benefits.

As our information sources are constantly expanding, we thought it might be helpful to guide you on 'where to find what'.

Web and App

You will have received a printed Benefit Guide, but the most comprehensive and up-to-date source of information is our Scheme website www.angloms.co.za. The website hosts publicly available content and a login area, where you will find information for members only, and/or information only for you. For this reason, you need to register and log in with your personal log-in credentials. Some of the web content and functionality is also available on the Anglo Medical Scheme app. The app is our youngest information tool, but will be the one that will be growing the most in the near future.

Whenever you are visiting www.angloms.co.za – have a look at the home page, where we place the most important and current announcements you should be aware of.

It would be too much to list all the information you can find online; the table on page 2 will show you the most frequently requested information and on which platform you will find it.

You can either use the magnifying glass in the top right corner of the website to search for information, or you can ask our Virtual Agent in the bottom right corner of the website and app. We are constantly teaching the Virtual Agent chatbot new answers. The more you ask, the better we can understand what information you need and add new answers as we go.

Meetings

In addition to our digital tools, we provide valuable information in member meetings, such as our annual AGM in May or the year-end presentation in November at your workplace or venues for pensioners. Employees can also meet our Client Liaison Officers at their workplace during the year.

SMS

We try to limit the SMSs we send, to time-sensitive information, or as a channel for members that didn't supply us with an email address. Please check if we have your current cell phone number and email address.

Email

If you provided us with an email address, you should receive your Daily Claims Notification, a monthly claims statement, MediBrief and other communication. If you don't receive these, please call us and verify your email address and check if you perhaps unsubscribed.

By law, we have to provide the unsubscribe option, but, unsubscribing means you might miss out on benefit, plan, and Scheme information. You can also email us at claims@angloms.co.za and member@angloms.co.za.

Call Centre

Of course you can still call us on 0860 222 633. We believe we have the best Call Centre team one could wish for, but even the best people need some time off. If you need assistance outside of office hours, you can email us, or visit the app or website.

New tools – work in progress

There will be many new developments in the digital space coming soon – watch this space for more information – but we would like to mention two of them:

Value Care Plan App

As this plan works differently to the Standard and Managed Care Plan, we are working on an app that will make it easier for our Value Care Plan members to access their network providers and benefits.

WhatsApp

WhatsApp is one of the most popular apps in South Africa. We are busy integrating a secure WhatsApp business solution with our administration systems so we can offer you assistance on this popular communication tool.

We will soon be inviting you to participate in a short communication survey, please participate and share your thoughts and suggestions on Scheme communication and information.

Most frequently requested Information	App	Web Logged-in	Web Logged-out
AGM information		My Scheme	My Scheme
Annual Financial Statements		My Scheme	My Scheme
Application forms – membership administration, financial documents, benefit and funding application forms and more	Home – Find Documents	My Documents	Info Centre
Benefit Guide – link to the pdf of your printed guide	Home – Find Documents	Plan & Benefits	Info Centre
Benefit information – comprehensive information about the benefits available on your plan and your personal tracker, indicating which benefits you have left for the year	Home	Plan & Benefits	Plans & Products
Chronic cover information – if you have registered a condition		Plan & Benefits	
Claims history – a record of all your past claims	Home menu	My Claims	
Contact details for all areas of the Scheme operations			Contact us
Health care provider search and network provider information	Home menu	Find a provider	
Hospital authorisations and claims – if applicable		Procedures & Admissions	
MediBrief articles – archived in our Knowledge Library		My Documents	Info Centre
Medical Savings Account balance (Managed Care Plan only)	Home menu	Home page	
Membership card – digital (your alternative to a physical membership card)	View membership card		
Membership card – order a new physical membership card		My Documents	
Membership certificate – proof of your AMS membership history and status	Home – Find Documents	My Documents	
Personal details, contact and banking details – please check and update them regularly online!	... More – your name	My Details	
Privacy information – what you need to know about your personal information with the Scheme	... More	Footer	Footer
Procedure information library – as preparation for an upcoming procedure	Home – Find Documents	Procedures & Admissions	
Query and complaints process – should you feel you need to escalate an issue		My Scheme	My Scheme
Recent interactions with the Scheme		My Plan & Benefits	
Scheme and industry information		My Scheme	My Scheme
Scheme Rules – the legal basis of all benefits and services to you		My Scheme	My Scheme
Secure inbox – containing your personal correspondence from the Scheme	Inbox	My Details	
Statement history – download your current or previous statements		My Claims	
Submit a claim – scan or take a photo and upload it!	Home – Claims	My Claims	
Tax certificates – download the summary or detailed information for your tax return	Home – Find Documents	My Documents	
Trustees and Scheme Management – information about the people behind the Scheme		My Scheme	My Scheme

Do you have further questions on the articles in this edition? Contact us on the numbers and addresses listed here:

Member Queries:

Value Care Plan: 0861 665 665 | anglo@primecure.co.za | Standard and Managed Care Plans: 0860 222 633 | member@angloms.co.za
 Claims: claims@angloms.co.za

Visit www.angloms.co.za to learn more about your Scheme and benefits. Find all previous MediBrief editions in the Info Centre > Knowledge Library.