

## Podcast launch on the 1st birthday of our AMS chat

It's already been one year since we started assisting members through our AMS chat, and we are excited to celebrate its 1st birthday!

Have you tried the "Ask AMS" chat on our website or on WhatsApp (011 292 8797)? Let us know how it's working for you. If you haven't used it yet, give it a try today! Our 24/7 automated chatbot answers FAQs like "How do I submit a claim?" or "How do I get pre-authorisation?" You can ask general Scheme questions as well as questions about your own membership and benefits. To receive personalised answers, simply register and log in so the bot knows who you are.

If the bot doesn't have the answer to your question yet, you can request to chat with one of our Call Centre Agents.

We will send you the first episode of our new podcast series, hosted by our Principal Officer, Julia le Roux. In this podcast, Julia shares her healthcare experience and passion, providing expert insights on your Scheme and benefits, along with interesting content on how to use them effectively. If you can't wait for the first episode to be sent to you, you can log in to the member area of the Scheme website and navigate to "My Documents" and find the Anglo Medical Scheme podcasts there.

## Register on our WhatsApp channel to receive the digital Benefit Guide

In January 2025, we will send a digitally improved Benefit Guide to our members that have registered on WhatsApp.

### How to register on WhatsApp

- Ensure we have your current cell phone number on our system.
- You need to be registered on our website as a member so you can link your cell number to your membership via a link that will be sent to you.
- If that is done, scan the QR code or save 'Ask AMS' with 011 292 8797 to your contacts.
- Then, send the word "register" to 'Ask AMS' on 011 292 8797. The chatbot will send you a link and assist you connecting your phone number to your membership.

Ask  
AMS on  
WhatsApp  
011 292 8797



Once you are registered, you will be able to receive the digital Benefit Guide and get personalised assistance and information about your membership and benefits. If you need assistance with the web or WhatsApp registration, please call our administrator's web support team on 0860 100 696.

## We are enhancing your online security!

As part of our ongoing commitment to enhance security and protect your personal information, we are pleased to announce the implementation of multi-factor authentication (MFA) on our website. Your privacy and data security are our top priorities. By implementing MFA, we aim to safeguard your account against unauthorised access and potential cyber threats.

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### What is multi-factor authentication (MFA)?

MFA adds an extra layer of security by requiring you to provide two or more forms of identification before accessing your online profile. This means that you will need to enter a one-time password (OTP) in addition to your regular login credentials.

### How does it work?

1. Visit our website at [www.angloms.co.za](http://www.angloms.co.za).
2. Enter your usual username and password.
3. You'll then receive an OTP via SMS or email (depending on your chosen preference).
4. Enter the OTP to complete the login process.

### When will this change take effect?

Once we launched MFA we will inform you via email or SMS. Then you will be prompted to set up MFA the next time you log in to your Anglo Medical Scheme profile.

### What do you need to do?

1. Ensure your contact details (email and cell number) are up to date on our records.
2. Familiarise yourself with the MFA process outlined above.
3. Be prepared to receive an OTP during your next login.

If you have any questions or need assistance, please don't hesitate to contact our Customer Services team on 0860 222 633 or send an email to [member@angloms.co.za](mailto:member@angloms.co.za).

## Our Designated Services Providers and what you should know about them

Medical schemes contract doctors, hospitals, health facilities, pharmacies, etc. as Designated Services Providers (DSPs), to provide diagnosis, treatment and care for one or more PMB and non-PMB conditions. If the Scheme appointed a DSP, it means that you need to use this DSP to avoid co-payments. Appointing DSPs brings multiple benefits for members and the Scheme, for example:

- **Cost savings:** Using DSPs can significantly reduce or eliminate co-payments for members. Medical schemes negotiate tariffs with DSPs, ensuring that members receive services at lower costs.
- **Quality of care:** DSPs are selected based on their ability to provide high-quality care. This ensures that members receive reliable and effective treatment.
- **Streamlined services:** DSPs often have established processes and systems in place for dealing with medical schemes, which can result in more efficient and hassle-free services for members.

### Who are the DSPs appointed by AMS?

The Value Care Plan is a network plan, and members can only use providers within the Prime Cure Network.

On the Standard Care Plan and Managed Care Plan, DSPs are used for the following benefit categories:

Benefit category: appointed DSP	SCP	MCP
Ambulance services: Netcare 911	✓	✓
Alcohol and drug treatment: SANCA and SANCA approved facilities	✓	✓
Cancer medication: Dis-Chem Oncology Courier Pharmacy, Medipost Pharmacy, MedXpress, MedXpress Network Pharmacy, Qestmed, Olsens Pharmacy or Southern Rx	✓	✓
Cancer treatment: At registered oncology facilities or accredited hospitals	✓	✓
Cataract surgery: Day clinics or accredited facilities	✓	✓
Dentistry benefits: Dental Risk Company providers	✓	-
Diabetes management: Centre of Diabetes and Endocrinology	✓	✓
Endoscopy: Gastroscopy, colonoscopy, sigmoidoscopy and proctoscopy - Network of day clinics or accredited facilities	✓	✓
HIV medication: Dis-Chem Direct	✓	✓
HIV care programme: Premier Plus GP	✓	✓
Hospitalisation: Scheme Hospital Network	✓	-
Hospital at home: Discovery Hospital at Home, Mediclinic at Home and Quro Medical	✓	✓
Management and Care Programmes*: Premier Plus General Practitioners		
* Mental Health Care Programme, Cardio Care Programme and Disease Prevention Programme	✓	✓
Services and medical and surgical appliances supplied by orthotists and prosthetists: Discovery Health Network of orthotists and prosthetists	✓	✓

### How to find a DSP?

Use the Provider search in the AMS app, in the member area of our website, or call us on 0860 222 633. You can find more information on our DSPs in your Benefit Guide, on our website, or from the Call Centre.

**Do you have membership or Scheme questions? Contact us on the numbers and addresses listed here:**

Value Care Plan: 0861 665 665 | [anglo@primecure.co.za](mailto:anglo@primecure.co.za) | Standard and Managed Care Plans: 0860 222 633 | [member@angloms.co.za](mailto:member@angloms.co.za) and [claims@angloms.co.za](mailto:claims@angloms.co.za)

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