



A reminder to all members that the Centre for Diabetes and Endocrinology (CDE) is no longer the managed care provider for the AMS Diabetes Management Programme. Discovery Health has been appointed in its place and now oversees the delivery of diabetes care services to our members.

Through the Discovery Health Diabetes Care Programme, you will continue to receive high-quality, coordinated care aimed at helping you manage your condition more effectively. The programme offers access to a dedicated team of healthcare professionals, practical tools to track and monitor your health and Care Navigators who are there to support you every step of the way.

Why it matters

Diabetes is a serious condition, and if not properly managed, can lead to long-term complications. Our goal is to help you stay healthy and well-supported on your healthcare journey.

How to join

If you are already registered for diabetes as a chronic condition, you qualify for enrolment in the Diabetes Care Programme through a network healthcare provider.

Important reminder regarding changes to our Diabetes Care Programme

If you are not yet registered, speak to your healthcare provider about getting started.

Is your provider on our network?

To check if your healthcare provider is part of the network:

- Visit www.angloms.co.za and use the Find a Provider tool
- Call us on 0860 444 439
- Email Members_DCP@angloms.co.za

For any diabetes-related questions, call 0860 444 439 or email Members_DCP@angloms.co.za.

If you were previously registered with the CDE, MediKredit will manage the registration and authorisation of your current diabetes medication. You will be 'grandfathered' for the remainder of 2025, meaning your existing medication will be covered until the end of the year. However, if your prescription changes, please ensure that MediKredit is notified so that the changes may be authorised.

For newly registered patients, MediKredit will handle the registration of your diabetes medication, and the MediKredit diabetes basket of care will apply. Authorisation can be updated by calling 0860 222 633 and selecting the Chronic Department.

To avoid additional co-payments, we encourage you to use a pharmacy within the network. You can find one by calling 0860 222 633 or using the Pharmacy Network lookup tool.

AMS mental health support: A programme that cares for you

South Africans are carrying heavy emotional loads. The rising cost of living, daily safety concerns and an increasingly unpredictable global and local political climate all contribute to growing stress levels for individuals and families alike. Against this backdrop, it's no surprise that mental health has become a pressing concern.

According to the South African Depression and Anxiety Group (SADAG), one in three South Africans will experience a mental health condition during their lifetime. These conditions can impact your physical health, relationships and ability to earn a living. Adolescents and young adults are particularly vulnerable, but mental health challenges

affect people of all ages. To support members diagnosed with major depression, AMS offers a Mental Health Care Programme on the Managed and Standard Care Plans.

This programme gives you and your healthcare provider access to the tools needed to manage your condition effectively and ensure quality, coordinated care.

With your consent, your Premier Plus GP or network psychologist can enrol you in the programme which runs for six months and can be extended to 12 months where clinically appropriate.

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Once enrolled, you'll have access to:

- Three consultations with your enrolling Premier Plus GP
- Psychotherapy consultations, up to the annual benefit limit
- Antidepressant medication (covered from the non-PMB Chronic Medicine Benefit once your condition is registered)

If you or a loved one are struggling, speak to your Premier Plus GP or psychologist about the support available. For more information or to register your chronic condition, call us on 0860 222 633 or visit www.angloms.co.za.

Your wellbeing matters. We're here to help you take care of it.

A new chapter in member care: Welcoming Shantal Pothiah



Shantal Pothiah

After two years of dedicated service, we bid farewell to our Client Liaison Officer (CLO), Mishkah Martin. We are deeply grateful for the exceptional care and commitment she showed to the Scheme. Mishkah became a trusted point of contact for many, and her presence will be missed. We wish her all the very best as she embarks on her next chapter.

We are pleased to welcome Shantal Pothiah, who steps into the role with warmth, experience and a passion for service.

To help members get to know her better, we sat down with Shantal to learn more about her journey, what inspires her and how she hopes to support members in her new role.

Please tell us a little bit about yourself?

I'm originally from Durban and began my career at Discovery Health in 2016. Over the years, I've gained experience across various departments, including chronic and PMB services. I'm also currently studying towards a BEd degree.

What drew you to the healthcare or medical scheme environment?

I was drawn to the healthcare environment by the opportunity to make a real difference in people's lives. I've always been passionate about helping others, and working in this sector allows me to contribute to something bigger than myself. I'm inspired by the balance of compassion and precision that healthcare demands and I find it fulfilling to be part of a field that combines service, integrity and continuous learning.

What does the role of Client Liaison Officer involve and how do you see yourself making a difference for members?

As the Client Liaison Officer, I'm the main point of contact between members and AMS – making sure their needs are

heard, understood and taken care of with care and efficiency. I handle enquiries, help resolve concerns and aim to deliver a service that truly reflects the values of the Scheme. I hope to make a difference by being approachable, responsive and focused on finding solutions. By building trust and advocating for members, I want to help create a smoother, more reassuring experience – especially during times when they might feel uncertain or overwhelmed.

What do you enjoy most about working with people?

I enjoy the chance to connect, learn and make a positive impact. I see every interaction as an opportunity to offer support, share knowledge, or simply make someone feel heard. It is people that make every day different and meaningful – and that's what keeps my work engaging and fulfilling for me.

Outside of work, what are some of your interests or hobbies?

Outside of work, I enjoy spending time with family and friends, as well as exploring hobbies that help me unwind and stay inspired. I love reading and often take time to go for walks or spend time outdoors. I also enjoy cooking and baking for my family.

Do you have a personal motto or philosophy that guides the way you engage with others?

"Treat others the way you would like to be treated." I believe in showing respect, kindness and integrity in every situation.

What message would you like to share with AMS members as you step into this role?

I am here to support you with care, dedication and a genuine commitment to your wellbeing. I understand that navigating healthcare and medical schemes can sometimes feel overwhelming and my goal is to make that journey easier for you. I'm looking forward to getting to know you, listening to your needs and doing my part to ensure that your experience with AMS is a positive one.

We're delighted to welcome Shantal to the team and look forward to the care and energy she will bring to the role.

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 | Standard and Managed Care Plans: 0860 222 633 | member@angloms.co.za and claims@angloms.co.za

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