December 2025

Dear Doctor and valued staff

Migration to enhanced administration and managed care platform

As part of our commitment to providing affordable healthcare services to the valued members of the medical schemes under our administration, we constantly strive to streamline processes within the business. With that in mind, please note that Fishing Industry Medical Scheme (Fishmed) will be migrating to the Momentum Thebe Ya Bophelo (TYB) platform – specifically the Policy Administration System (PAS) – with effect from 1 January 2026.

Please note that claims and queries related to services rendered prior to 1 January 2026 will continue to be managed by Momentum Health in line with the current process.

Claims submission

To ensure a smooth transition and uninterrupted service delivery, please liaise with your switching provider to confirm that all claims submitted from 1 January 2026 onward are correctly routed to Momentum TYB prior to the effective migration date. We will also be engaging directly with all switching houses on our records to assist in facilitating a seamless migration process and to ensure that all claims are accurately routed following the transition.

Remittances and bank references

The remittance advice for Fishmed will now have a fresh look and feel with the bank reference of Fishmed, followed by your practice number.

Contact details

The following contact information will be effective from 1 January 2026 for all Fishmed-related queries and correspondence:

Service	Email address	Telephone number
Client services	enquiries@fishmed.co.za	0860 104 121
Claims submission	claims@fishmed.co.za	0860 104 121
Hospital pre-authorisation	preauth@fishmed.co.za	0860 104 121
Hospital case management	casemanagers@fishmed.co.za	0860 104 121
Clinical audit	clinicalauditing@momentumtyb.co.za	0860 104 121
Disease management/HIV programme/Wellbeing	wellbeing@fishmed.co.za	0860 104 121
Oncology management	oncology@fishmed.co.za	0860 104 121
Chronic condition management	chronic@fishmed.co.za	0860 104 121

Momentum Health provider portal

Visit and register on the **Momentum Health provider portal** to view the 2026 benefits and important information for the medical schemes and health insurance products under our administration. For your convenience, our portal also includes a webchat functionality as an additional information resource, as well as real-time access to the Provider Management Team.

We appreciate your cooperation and partnership as we work together to implement this change efficiently.

Should you have any questions regarding this communication, please contact us by email at **contracts@momentumtyb.co.za** or at **drnet@momentum.co.za** for network contracting requests and queries.

Thank you for your continued support. Kind regards, Provider Management Momentum TYB