September 2026

Dear Healthcare Professional

Discovery Health will administer SAB Medical Aid from 1 October 2026

Discovery Health has been appointed as the administrator of SAB Medical Aid (SABMAS) from 1 October 2026.

We would like to update you on servicing from October onwards.

Membership numbers

Discovery Health has issued new membership numbers to all SABMAS members. Please do not use previous membership numbers when submitting claims to Discovery Health.

You can obtain the new membership number through HealthID and the Healthcare Professional Zone, which can be accessed here:

HP Zone: Tools >> Member validation and virtual quote. Please search using the member's ID number or passport number and first name.

HealthID: Practice >> Validate membership. Please search using the member's name, surname and date of birth or ID number/passport number.

Authorisations and application

Please continue to use the following servicing channels:

- **Preauthorisations:** Please use your existing platforms for treatment in both hospital and out-of-hospital settings, such as B2B. If you have queries, please call the SABMAS healthcare professional contact centre on 0860 002 113 (choose option 2).
- **Oncology Benefit applications:** Please email the relevant treatment plan, confirmation of diagnosis and supporting lab reports to oncology@sabmas.co.za.
- **Prescribed Minimum Benefit applications:** Please email application forms for out-of-hospital Prescribed Minimum Benefits to ohpmbapplications@sabmas.co.za.
- **Advanced Illness Benefit applications:** Please email application forms for the Advanced Illness Benefit to aib@sabmas.co.za.
- **Compassionate Care Benefit applications:** Please email application forms for the Compassionate Care Benefit to ccb@sabmas.co.za
- **Chronic Illness Benefit applications:** These are still managed through MediKredit. You can call MediKredit through the SABMAS healthcare professional contact centre on 0860 002 133 (choose option 2).
- **HIV benefit applications:** These are still managed through Aid for Aids. You can call Aid for Aids through the SABMAS healthcare professional contact centre on 0860 002 133 (choose option 2), or you can call Aid for Aids directly on 0800 227 700.

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Directors: Dr A Ntsaluba (Chairperson), Dr J Broomberg, F Chothia*, R Farber, B T P K M Gamedze, A Gore, N B Kader, F N Khanyile, Dr K D Klintworth, Dr R N Noach, N Pitje*, Dr R M Whelan*, (*Executive).
Company Secretary: A C Ceba.

Claims submission

Please continue to submit claims to Discovery Health through your existing vendor. Please make sure you submit all claims using the new SABMAS membership number.

SABMAS benefit rules have not changed. This includes all limits and exclusions. Any claim older than four months will be rejected as a 'stale claim'. While the Scheme benefits have not changed, differences in administrative processes may change how the Scheme rules are applied.

SABMAS has elected to change its healthcare professional tariff structure to the Discovery Health Rate. Please refer to the rate guides on our website or on your Trading Partner OneDrive for detailed rates by discipline. These rates will apply to any claim submitted to Discovery Health for processing.

Claims payment and statements

The first SABMAS claims payment cycle will take place during the last week of October 2026. There will be a slight delay of approximately two days between the EFT payment reflecting in your bank account and your first statement being issued.

Discovery Health will acknowledge and pend all claims received. When we receive the claim, you will get the following claims reason codes: "Will process and show on statement" and "Claim sent for manual assessment". Discovery Health will process these claims for payment during the payment cycle at the end of October.

To meet the payment and statement run at the end of October, Discovery Health will start releasing and processing all pended claims during the month of October. Your service provider may receive financial responses to these claims. However, the final financial view of these claims will appear on your first statement, available during the last week of October.

Claims queries

Claims submitted to the previous administrator before 1 September 2026
Discovery Health has received claims data from the previous administrator. We are creating claims extracts within the month of October based on remittance dates to help you to reconcile claims queries you may have. We will try to answer outstanding queries from the claims data available during the month of October.

Claims from the previous administrator will be clearly identified and addressed depending on the quality of the information available to Discovery. Our turn-around times will be longer than usual because of the data constraints. Discovery Health will acknowledge receipt of your claims query and will reply within 10 working days.

Claims not submitted to the previous administrator
Please submit these claims to Discovery Health through your existing vendors. Discovery Health will acknowledge receipt of these claims (see the process in the section above). Claims received and acknowledged will form part of the first payment cycle at the end of October.

Pharmacy claims

MediKredit is still the Scheme's appointed pharmaceutical benefit management service provider. All pharmacy claims will continue to be processed through MediKredit.

For pharmacy-related claims queries for SABMAS, you can call MediKredit through the SABMAS healthcare professional contact centre on 0860 002 133 (choose option 2).

The email address for the SABMAS healthcare professional contact centre is healthpartnerinfo@sabmas.co.za.

Thank you for your continued support and understanding.

Regards



Darren Sweidan
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Strategic Risk Management
Discovery Health