

You can find all your benefit information online

Because it's safe and convenient, we send emails, connect with people through social media, work and even bank online. To make your life easier, we have put tools together so you can manage your Fund membership digitally through www.engenmed.co.za and the Discovery app.

You can do more online than claim. We tell you what to do if you struggle to log in, how to view your hospital authorisations and other important documents, and tell you about other features such as finding a doctor or pharmacist in our network. Use our digital tools to get the most out of your benefits.

Register on the website to use the app

To keep your information secure, you have to log in each time you use the app. Your username and password is the same as you use to log in to the website. If you haven't registered on the website yet, visit www.engenmed.co.za and click on **REGISTER** in the top-right corner. We guide you every step of the registration process so it's quick and easy.

Show doctors your digital membership card

You use the digital card on your smartphone the same way as your plastic card. The difference is that while it's easy to forget the physical card at home or lose it, you always have your smartphone – and your digital card – with you.

The digital card is your proof of your membership. To access the digital card on the app, select **Health** then go to **Membership card**, the card will appear with all the details on your plastic card.

Find a healthcare provider we pay for in full

Use our website or the Discovery app to find the closest pharmacy, hospital, specialist or GP who is part of our network. Choose **MY HEALTHCARE** then select **Find a healthcare professional** when you login to the website or navigate to **Medical aid > Find a healthcare provider** on the app. This helps you save money, since using a doctor we have an agreement with, means you won't have to pay part of the bill yourself as long as you have benefits available.

Track your benefits and medical spend

Do you want to know what benefits you have? Choose **MY CARE PLAN** then select **Benefits used** on the website or navigate to **Medical aid > Your plan > Medical aid details** and choose Plan type or **Medical Savings Account** on the app. This will show you your benefits, limits and how much you have left in your Medical Savings Account.

Find your tax certificate or other important documents

Need a copy of your medical scheme membership certificate, tax certificate, Chronic Illness Benefit decision letter or other policy documents? Request it on the website by logging in and selecting **FIND A DOCUMENT** or navigate to **Medical aid > Your plan > Documents** on the app.

View your authorised hospital admissions

You no longer have to worry about holding on to the piece of paper you wrote your authorisation number on. After you call us for authorisation for a hospital stay, you can check your authorisation on the app. Navigate to **Medical aid > Your plan > Hospital preauthorisation(s)**.

Access your health record

Want to view your medical history? View a full medical record of your doctor and hospital visits, prescribed medicine, blood tests and X-rays, as well as other health measures. Log in to www.engenmed.co.za > **MY CARE PLAN > My health record** or choose **Medical aid > Your health > Health record** on the app.

Give your doctor consent to access your medical records

Your doctor can request consent to view your medical records. They apply through their program and you only have to share the code we SMS you with the doctor. Once you have given consent, your doctor can use HealthID to access your medical history, gain insight into Engen Medical Benefit Fund benefits, refer you to other healthcare professionals, study your previous blood test results and write electronic prescriptions.

Submit and view your processed health claims

Use the app to claim online or to view claims already processed. You can also log in to www.engenmed.co.za > **MY CLAIMS**, to view your processed claims on the website or go to **Medical aid > Your plan > Claims** on the app.

Please note: For all Pre authorisations you need to contact: 0800 001 615