

Employer Guide Online Application Tool

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Purpose

The purpose of this document is to provide the **Employer*** with a guide as to how to initiate online applications on behalf of the employee. This guide also provides details regarding how to initiate, capture and track a health application as it moves through the Remedi application process.

***Note:** The term “**employer**” in this guide refers to the employer contact person or the payroll administrator.

Online application tool

There are many benefits to using the online application tool:

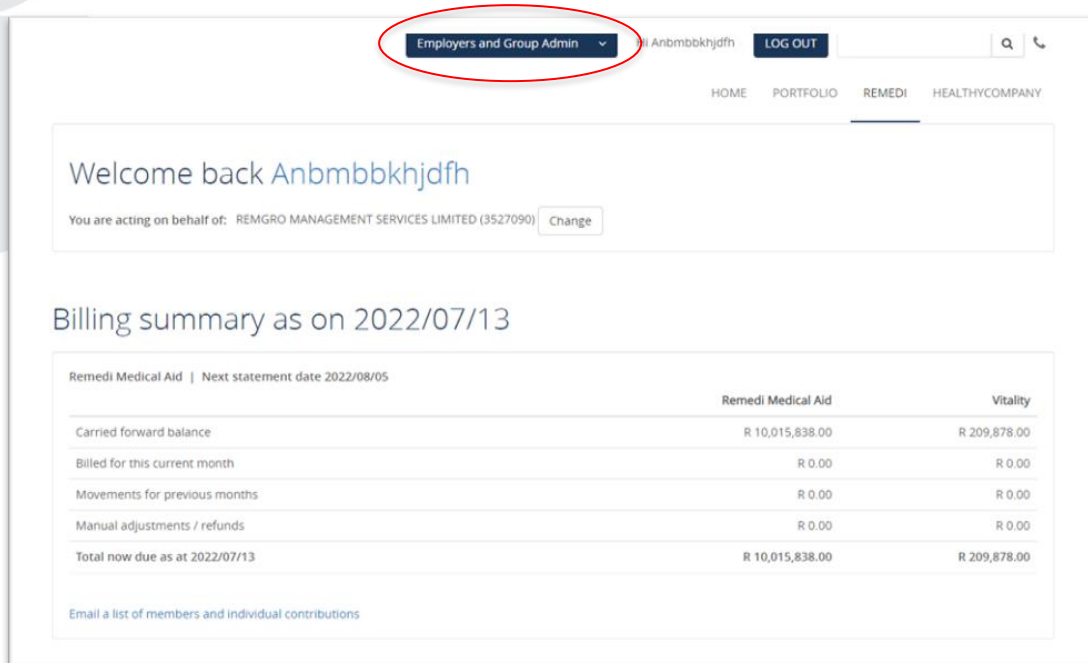
- As an employer you are able to track applications and ensure your employees select the right plans.
- When applying on behalf of an employee, you are immediately notified about missing information on the application form. This allows you to obtain the missing information from the employee in real time, saving you time and ensuring that cover begins on the date requested by the applicant.
- The Scheme is able to activate all memberships quickly and efficiently with less work required in billing.
- You receive an electronic copy of the application form for paperless and easy storage.
- Both you and your employees may capture the application allowing you, the employer, to approve it.

Employer online capture process

- Start the application for an employee and indicate whether you or the employee will be completing the application form.
- A username and password will be sent to the employee, should the employee be completing the application.
- You or the employee may log onto the website to complete the application form.
- Alternatively, you may opt to have a unique PIN sent to the employee once you have completed the application on the employee's behalf.
- Once complete, you may view a summary of the application in PDF format.
- You may select whether to approve the completed applications on behalf of your employer group.
- The complete application is automatically submitted to Remedi.

Logging in to the website

When logging in to the Remedi Medical Aid Scheme website www.yourremedi.co.za, you have the option to switch between your personal profile and the Employer and Group Admin profile. The **'Change'** button allows you to select a specific employer group.



The screenshot shows the user interface of the Remedi Medical Aid Scheme website. At the top, there is a navigation bar with a dropdown menu labeled "Employers and Group Admin" circled in red. To the right of the dropdown is the user's name "Anbmbbkhjdfh" and a "LOG OUT" button. Below the navigation bar are links for "HOME", "PORTFOLIO", "REMEDI", and "HEALTHYCOMPANY". The main content area displays a welcome message: "Welcome back Anbmbbkhjdfh". Below this, it states "You are acting on behalf of: REMGRO MANAGEMENT SERVICES LIMITED (3527090)" with a "Change" button next to it. The section is titled "Billing summary as on 2022/07/13". Below the title, there is a table with columns for "Remedi Medical Aid" and "Vitality". The table shows the following data:

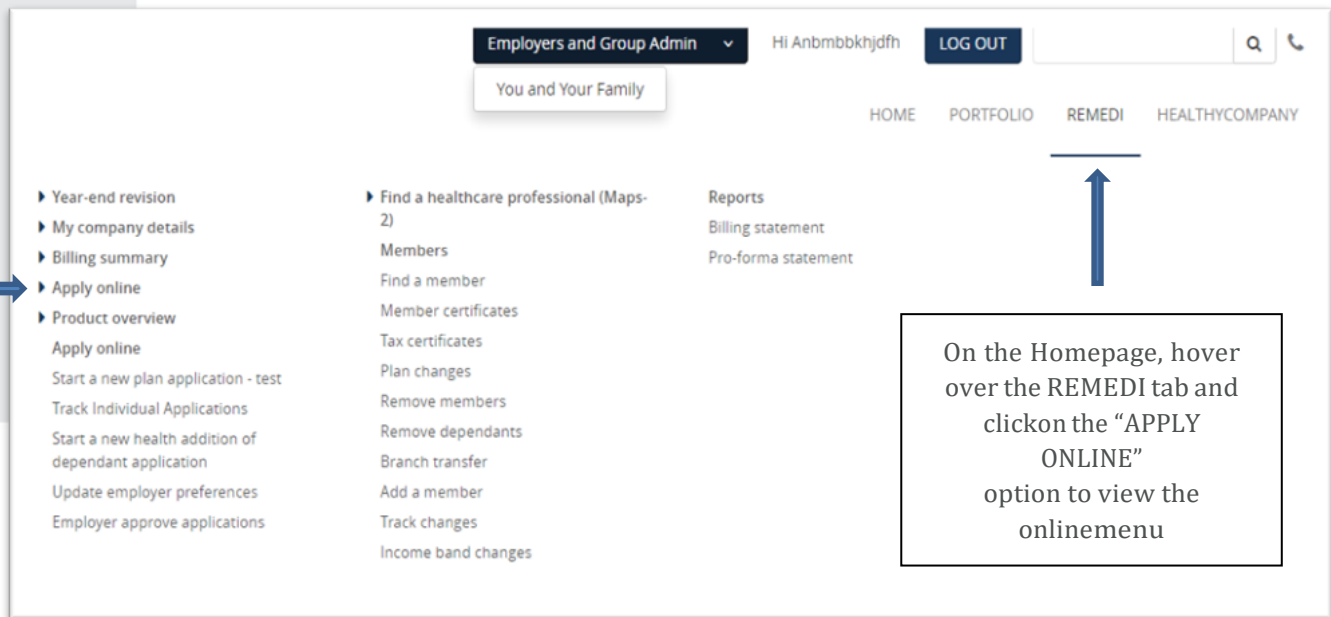
	Remedi Medical Aid	Vitality
Carried forward balance	R 10,015,838.00	R 209,878.00
Billed for this current month	R 0.00	R 0.00
Movements for previous months	R 0.00	R 0.00
Manual adjustments / refunds	R 0.00	R 0.00
Total now due as at 2022/07/13	R 10,015,838.00	R 209,878.00

At the bottom of the table, there is a link: "Email a list of members and individual contributions".

Accessing the online application tool

To access the online application tool, you are required to navigate to the **'APPLY ONLINE'** link on the Remedi tab.

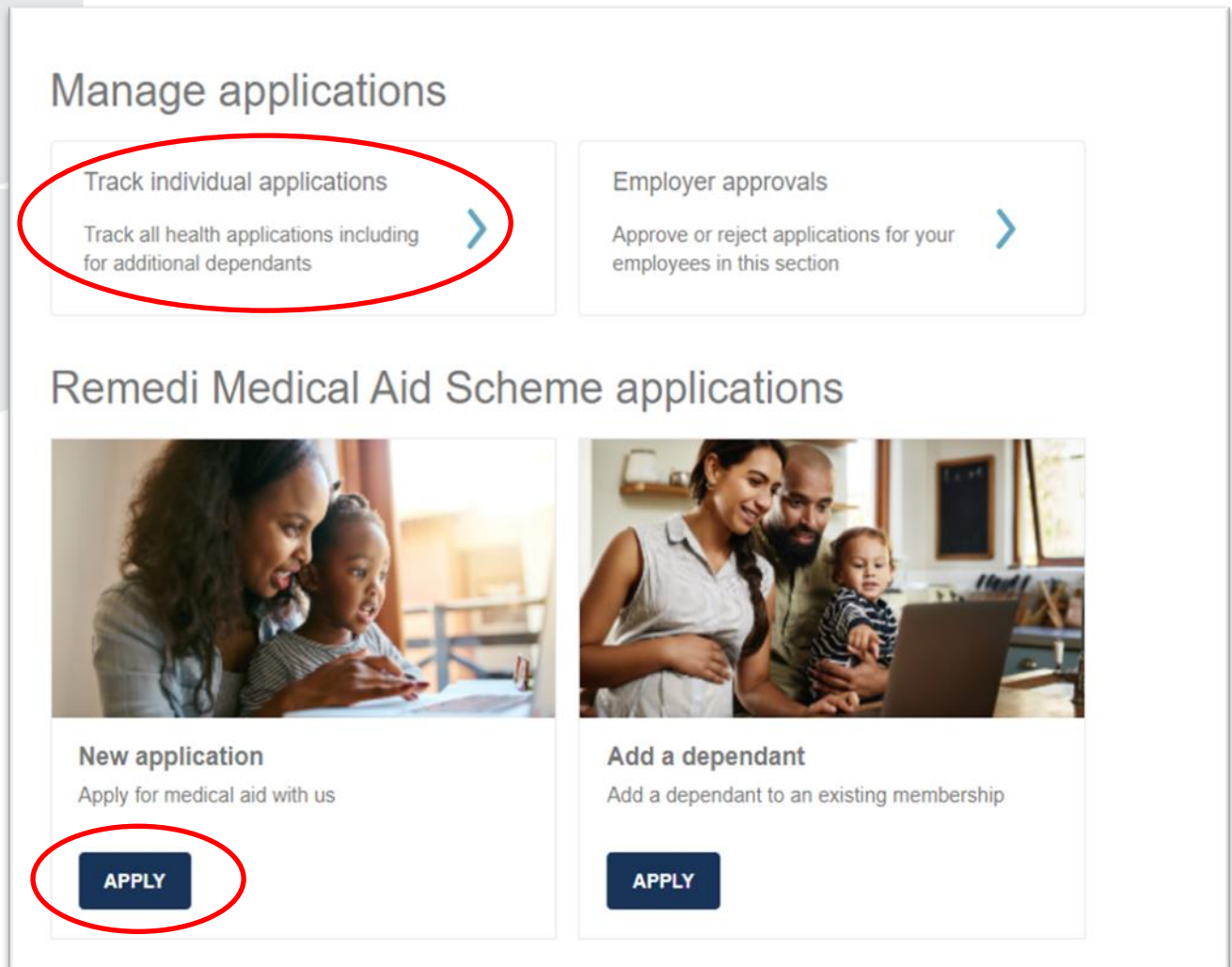
Once you have selected **'APPLY ONLINE'** the system will proceed to the online applications process menu.



The **'Online application process'** menu details all the online tool functionalities. As the Employer you may access any functionality by clicking on the various links.

Click on the **'Apply'** link to initiate a new application.

You are also able to track your applications from this screen.



The screenshot shows a web interface for managing applications. At the top, there is a section titled "Manage applications" with two cards. The left card, "Track individual applications", is circled in red and contains the text "Track all health applications including for additional dependants" and a blue right-pointing arrow. The right card, "Employer approvals", contains the text "Approve or reject applications for your employees in this section" and a blue right-pointing arrow. Below this is a section titled "Remedi Medical Aid Scheme applications" with two cards. The left card, "New application", features an image of a woman and child, the text "Apply for medical aid with us", and a blue "APPLY" button circled in red. The right card, "Add a dependant", features an image of a family, the text "Add a dependant to an existing membership", and a blue "APPLY" button.

Selecting the employer and billing category

As an employer contact you have the option to select the employer and billing category applicable to the employee for whom you are submitting the application form.

Kindly note that the employers listed on the drop-down menu will reveal employers linked to your employer contact profile.

Employers and Group Admin | Hi Anbmbbkhjdfh | LOG OUT

HOME | PORTFOLIO | REMEDI | HEALTHYCOMPANY

Reference: 819204345

Applying to become a member of Remedi Medical Aid Scheme

Thank you for choosing Remedi Medical Aid Scheme. The information requested in this application is needed for the Scheme to process the membership application and to help in the administration of the membership, as well as to better administer the affairs of the Scheme. This application form also contains terms and conditions applicable to the membership. Please make sure the terms and conditions are read and understood.

Employer details

Employer* ↓

REMGRO MANAGEMENT SERVICES LIMITED - 3527090

Employer branch* ↓

REMGRO - DHMS - 3527090

Billing option*

[508604] Remedi Medi Clinic

Selecting the capture method

You are required to nominate who will be completing the application by selecting one of the available methods:

- Complete an application on behalf of the employee using the unique PIN option
- Send the employee a username and password to capture the application themselves
- Complete the application on behalf of the employee and then upload a signed application form at the end of the online capture process.

The applicant will complete the application process

Click on 'The applicant will complete the application'

Completing the application

Who will complete the application?

I will complete the application on behalf of the applicant
 The applicant will complete the application

What you need to know when the applicant will be completing the application

When would you like cover to start?*

01 July 2022

The Applicant details screen will populate where you will need to complete basic member information. Kindly note, the cellphone number and email address are very important for the member to receive the link.

Applicant details

Who is the application for? ⓘ

South African ID Other

Title*
Select title

First Names*
Enter first names

Preferred Name
Enter preferred name

Surname*
Enter surname

Cellphone number*
+27 Enter cellphone

Email address
Enter email address

Is this membership a condition of employment?

NEXT

Once member information has been completed, select **'Next'**.

The Confirmation message with reference number is important for your reference.

Employers and Group Admin | Hi Anbmbkjhjdfh | LOG OUT

HOME | PORTFOLIO | **REMEDI** | HEALTHYCOMPANY

Confirmation

✓ Data successfully saved. The applicant will be notified

The application reference number is 8192128150

Completing the application on behalf of the employee

Completing the application

Who will complete the application?

I will complete the application on behalf of the applicant

The applicant will complete the application

What you need to know when completing the application on behalf of an applicant

When would you like cover to start?*

01 July 2022

NEXT

This drop down displays what information is required to complete the application.

Required applicant information

This section outlines the information required for the remainder of the application capture process. Having the specified information on hand will ensure that you (as the employer) do not delay the application as a result of outstanding information.

You may require the following information:

- ID or passport number
- Date of birth of all applicants
- Contact details
- Postal and residential address
- Previous medical scheme details
- Applicant's bank details where applicable.

Once you are comfortable that you have all the required information for the health application click **'Next'** to capture the remainder of the employee's personal and health information.

What you need to know when completing the application on behalf of an applicant

To apply on behalf of the applicant, all you need to do is complete this online Remedi Medical Aid Scheme application.

In this application you will need to answer personal and health-related questions about the applicant and their family members. Be sure to have the following information with you before you continue:

- Identity or passport numbers for all applicants
- Date of birth of all applicants
- The applicant's contact details, including phone numbers, postal and residential addresses
- All the details of the applicant's previous medical schemes

Complete all the required information and obtain consent from the applicant if they choose to accept the offer presented.

We will keep you up to date on how far this health application is.

Capturing the main member details

The online tool will validate captured information and inform you of any errors or outstanding details. Kindly note that the employment date and date of submission to become a Remedi member are restrictions as per your Employer rules.

Applicant details

Biographical details

<p>Who is the application for?* ⓘ</p> <p><input type="radio"/> South African ID <input checked="" type="radio"/> Other</p> <p>Gender*</p> <p><input type="radio"/> Male <input checked="" type="radio"/> Female</p> <p>Date of birth*</p> <p><input type="text" value="1992-01-01"/> ⓘ</p> <p>Passport number*</p> <p><input type="text" value="P123456"/></p> <p>Race ⓘ</p> <p><input type="text" value="Other"/> ⓘ</p>	<p>Title*</p> <p><input type="text" value="Ms"/> ⓘ</p> <p>First Names*</p> <p><input type="text" value="abc"/></p> <p>Preferred Name</p> <p><input type="text" value="abc"/></p> <p>Surname*</p> <p><input type="text" value="lmn"/></p> <p>Preferred language*</p> <p><input checked="" type="radio"/> English <input type="radio"/> Afrikaans</p> <p>Marital status*</p> <p><input type="text" value="Single"/> ⓘ</p>
--	---

'I'll do the rest later' is new to the journey and allows the application to indicate provisional contribution impact, without capturing all the applicant's details at this point.

Employment details

We need some details relating to the applicant's employment

Date of employment*

Employee number

Date of promotion

Tax number

Occupation

Is this membership a condition of employment?

Total monthly earnings* ⓘ

I'LL DO THE REST LATER

Capture the applicant's contact details to continue.

Applicant contact details

We need the applicant's contact details for communication during the application process, and to let the applicant know once their application has been accepted.

Cellphone number

Work telephone number

Home telephone number

Email address

Capture the address details. The online tool will assist you in ensuring that the applicants address details are in fact valid and correct through the use of the available **'search'** and **'clear'** menus.

Applicant address details

<p>Postal Address</p> <p>Address line 1 <input type="text" value="Enter line 1"/></p> <p>Address line 2 <input type="text" value="Enter line 2"/></p> <p>Province <input type="text" value="Select province"/></p> <p>City <input type="text" value="Select city"/></p> <p>Suburb <input type="text" value="Select suburb"/></p> <p>Postal Code <input type="text" value="Select Postal Code"/></p> <p style="text-align: center;"><input type="button" value="CLEAR"/></p>	<p>Physical Address</p> <p>Address line 1 <input type="text" value="Enter line 1"/></p> <p>Address line 2 <input type="text" value="Enter line 2"/></p> <p>Province <input type="text" value="Select province"/></p> <p>City <input type="text" value="Select city"/></p> <p>Suburb <input type="text" value="Select suburb"/></p> <p>Postal Code <input type="text" value="Select Postal Code"/></p> <p style="text-align: center;">↓</p> <p style="text-align: center;"><input type="checkbox"/> Same as postal address</p> <p style="text-align: center;"><input type="button" value="SEARCH"/> <input type="button" value="CLEAR"/> <input type="button" value="SEARCH"/></p>
--	--

Once you have saved the postal address details, the physical address details capture screen will pop up. You have the option of allowing the system to auto complete the details by selecting the **'same as postal address'** box, should they be the same as the postal address details.

Capturing banking details

- The banking details links for contributions and claims will only populate for billing categories 516102 and 516103, which require a portion of the contribution from the member.
- The banking details will not be required for billing category 516101 as the employer is responsible for all contributions.
- The banking details capture screen has built in validators which allow it to reveal an error message, should the captured details be incorrect.

Applicant bank details

Claims refund bank details ⓘ

Bank
Select bank ▼

Branch
Select branch number ▼

Type
Select account type ▼

Account number
Enter account number

Account holder
Enter bank account holder name

CLEAR

NEXT

Once you have captured all the required details click **'Next'** to continue.

Adding a dependant

The dependant details capture tab follows the same process as the main applicant capture screen.

Note the addition of the stepper below. This is new to the journey and gives an indication of where you are in the application and what's still to come. It also allows you to click back to a specific page, but note that you cannot click forward, the next button on the page will move you forward.

HOME PORTFOLIO REMEDI HEALTHYCOMPANY

Reference: 8192047075 [Cancel Application](#)

1 Applicant details 2 **Dependant details** 3 Plan selection 4 Previous cover 5 Medical questions 6 Provisional offer 7 Finalise application

Who else would you like covered?

With Remedi Medical Aid Scheme, the applicant can also add dependants to their membership. Dependants are family members, for example, spouse / partner and children.

Dependants

[BACK](#) [ADD DEPENDANT](#) [CONTINUE](#)

Select **'Add Dependant'** should you have dependant(s) to be added or continue should you not need this option.

Complete the details for your dependant and select **'Continue'** once completed.

Biographical details

Type of identification*
 South African ID Other

Sex*
 Male Female

Date of birth*
 2003-12-01

Passport number*
 P123455

Relationship to main member*
 Biological / natural child [Daughter]

Marital status*
 Single

Title*
 Ms

First Names*
 ghi

Preferred Name
 ghi

Surname*
 jkl

[BACK](#) [CONTINUE](#)

Capturing plan and benefit information

The screen below is the landing page for the health information capture.

Throughout the journey the reference number will be displayed in the top right-hand corner of the screen. In addition, there are **'tool tips'** (i) with information to assist. Simply click on the tool tip icon and information will be displayed.

Select benefit option, once selection has been made, a provisional membership contribution will populate, **'select plan'** to move to the next screen.

Reference: 8192047075 [Cancel Application](#)

Applicant details | Dependant details | **Plan selection** | Previous cover | Medical questions | Provisional offer | Finalise application

Select the right benefit option

Choose one of the following Remedi Medical Aid Scheme benefit options.

Plan selection

Select benefit option*

Remedi Standard Option

Remedi Standard Option

Provisional health membership contribution ⓘ **R1 918 per month**
Total for 2 people

Note: the contribution does not take into account any employer subsidy

Key features of the Remedi Standard option:

- Private hospital cover subject to an overall annual limit of R625 000 per family per year up to a maximum of 100% of the Remedi Rate.
- Guaranteed cover in hospital for specialists on a payment arrangement and subject to an overall annual limit.
- Cover for certain day-to-day expenses from the Insured Out-of-Hospital Benefit (IOH), by Remedi's appointed DSP and Remedi standard option GP network healthcare providers.
- Cover for Prescribed Minimum Benefits (PMBs).
- Full cover for chronic medicine on our formulary for all Chronic Disease List (CDL) conditions obtained from a network pharmacy.

Refund Medical Savings Account claims at the:

Scheme Rate ⓘ

SELECT PLAN

Capturing previous medical scheme details

Ensure the applicant details are captured correctly, as this information may impact the members underwriting category. Also note that the withdrawal date from their previous Scheme may not be after the date of commencement selected at the beginning of the application process.

The online tool has a comprehensive list of medical schemes which you may access on the drop-down menu provided.

Select 'save' once completed to move to the next screen.

Previous Cover

Learn why previous cover matters? ▼

Have you or any of your dependants belonged to a registered South African medical scheme before?

YES NO abc lmn

Previous Cover 1 ▲

Name of Scheme * ▼ Membership number

What was the reason for ending this medical cover? * ▼ End date *

Start date *

Should the employee have more than one medical scheme for previous cover, you may click on the 'Add' button to capture additional medical scheme details.

Reference: 8192047075 [Cancel Application](#)

Applicant details Dependant details Plan selection **4** Previous cover Provisional offer Finalise application

Previous Cover

Learn why previous cover matters? ▼

Have you or any of your dependants belonged to a registered South African medical scheme before?

YES NO abc lmn

ANGLO MEDICAL SCHEME 2016-01-01 to 2016-02-29 Other ▼

YES NO ghi jkl

Once you have captured all previous medical scheme information in relation to the employee or applicant, select **'Next'** in order to continue with the application process.

Answering health questions

The health questions will populate depending on the underwriting rules. You are required to answer all medical questions before you may continue to the next screen.

If **'Yes'** has been answered for a particular health question, **'Select an applicant to add a diagnosis'** field will populate to select the applicant this diagnosis is applicable to.

Declaration of medical conditions

Please answer every question honestly and thoroughly
 Non-disclosure of medical conditions can result in waiting periods or permanent exclusions for the treatment of that condition. In some cases, non-disclosure may lead to disqualification from the Scheme.

Please ensure that any symptoms, treatment, diagnosis or ailment, for any of the applicants is declared here.

Progress

Is the main applicant, or any dependant in this application, currently suffering from, or ever experienced/ been treated for, any of the following symptoms, conditions or disorders?

YES **NO** Have you or any of your dependants been diagnosed with or received treatment for, any condition not mentioned in the questions above, in the last 12 months before this application?

Select an applicant to add a diagnosis

abc imn

pim zyx

NEXT

HIV and AIDS
 You do not need to disclose the HIV status of you or your dependant(s) on this form if you do not feel comfortable doing so. However, if you, or one or more of your dependants, are HIV-positive, you or they must call us on 0860 116 116 within seven working days from the date we activate your Remedi Medical Aid Scheme membership. We treat this information in the strictest confidence. If you, or one or more of your dependants, are HIV-positive, it is in your interest to register on the HIVCare Programme. A 12-month condition specific waiting period may apply to this condition. When you call in to register on the HIVCare Programme, please confirm these details. If you do not let us know about your HIV status within 7 days of your membership being active, we may end your Remedi Medical Aid Scheme membership.

Select **'Next'** to continue processing the application.

The description of the diagnosis box will populate where all fields have to be completed including the date of diagnosis and last treatment. Once all fields have been completed, select **'Save'** to continue with the application journey.

The online tool provides you with a comprehensive list of medical conditions related to each of the questions.

Use the drop-down menu to search for the condition

You may select **'Other'** as an option on the drop-down menu for an unlisted medical diagnosis, however you would be required to add a description or detail of the condition and diagnosis in the details box that pops up following your selection. This will assist with the underwriting of the employee or applicant.

Progress

Is the main applicant, or any dependant in this application, currently suffering from, or ever experienced/ been treated for, any of the following symptoms, conditions or disorders?

YES **NO** Have you or any of your dependants been diagnosed with or received treatment for, any condition not mentioned in the questions above, in the last 12 months before this application?

Select an applicant to add a diagnosis

abc lmn

Diagnosis

Symptoms/Medical diagnosis

Date first diagnosed/symptoms

Date of last symptoms, consultation and/or hospitalisation

Details

Has this person been on treatment in the last 12 months?

Treatments **ADD**

Currently no treatments listed

SAVE DIAGNOSIS

A summary of the completed health questions screen will populate which allows you to edit information where necessary.

Summary

Here is the summary of all the questions asked showing their answers. If you want to change anything, do it now.

YES NO	Tumours, growths and disorders of the skin	EDIT
YES NO	Heart and circulation conditions	EDIT
YES NO	Gynaecological and obstetrics conditions	EDIT
YES NO	Are you or any of your dependants pregnant or undergoing treatment/investigation for pregnancy?	EDIT
YES NO	Mental health	EDIT
YES NO	Metabolic and endocrine conditions	EDIT
YES NO	Abdominal conditions	EDIT
YES NO	Brain and nerve conditions	EDIT

Once all has been completed, select **'View Underwriting decision'**.

<input type="radio"/> YES	<input type="radio"/> NO	Kidney or urinary conditions including current or past dialysis	<input type="button" value="EDIT"/>
<input type="radio"/> YES	<input type="radio"/> NO	Blood conditions	<input type="button" value="EDIT"/>
<input type="radio"/> YES	<input type="radio"/> NO	Eye conditions	<input type="button" value="EDIT"/>
<input type="radio"/> YES	<input type="radio"/> NO	Ear nose and throat (ENT) and dentistry conditions	<input type="button" value="EDIT"/>
<input type="radio"/> YES	<input type="radio"/> NO	Are you or any of your dependants expecting to have medical investigations or surgery or planning hospitalisation or treatment in the next 12 months or have you been admitted to hospital in the last 12 months?	<input type="button" value="EDIT"/>
<input type="radio"/> YES	<input type="radio"/> NO	Have you or any of your dependants received or not yet received medical advice or treatment for symptoms, not yet diagnosed by a medical professional, in the last 12 months before this application?	<input type="button" value="EDIT"/>
<input type="radio"/> YES	<input type="radio"/> NO	Have you or any of your dependants been diagnosed with or received treatment for, any condition not mentioned in the questions above, in the last 12 months before this application?	<input type="button" value="EDIT"/>

Click **'View underwriting decision'** to proceed to the next screen.

Provisional offer

The **'Provisional offer'** screen will populate with a breakdown of the plan and key features, lives covered, projected contributions per month as well as the effective cover start date.

Reference: 8192072265 [Cancel Application](#)

✓

✓

✓

✓

✓

6

7

Applicant details
Dependant details
Plan selection
Previous cover
Medical questions
Provisional offer
Finalise application

Provisional offer

This application form may now be submitted to Remedi Medical Aid Scheme. After successful submission, you can view the application's status in tracking.

i This application may require further underwriting which may affect the decision. Please continue to submit your application so that a final decision can be made.

The applicant has been accepted for the following plan:

Remedi Standard Option

Key features of the Remedi Standard option:

- Private hospital cover subject to an overall annual limit of R625 000 per family per year up to a maximum of 100% of the Remedi Rate.
- Guaranteed cover in hospital for specialists on a payment arrangement and subject to an overall annual limit.
- Cover for certain day-to-day expenses from the Insured Out-of-Hospital Benefit (IOH), by Remedi's appointed DSP and Remedi standard option GP network healthcare providers.
- Cover for Prescribed Minimum Benefits (PMBs).
- Full cover for chronic medicine on our formulary for all Chronic Disease List (CDL) conditions obtained from a network pharmacy.

Refund Medical Savings Account claims at the Scheme Rate

Projected health membership contribution ⓘ

R2 474 per month

Total for 2 people

Contribution is factored from:
Cover start date 2022-07-01

Note: the contribution does not take into account any employer subsidy

A further breakdown which displays the projected contribution per dependant. At any stage of the journey, you can cancel the application. You are also provided with the option to change the plan, change dependant or finalise the application.

Click on **'Finalise Application'** to proceed to Network Providers.

Lives covered

The people included on this application are the following:

<p>Ms abc lmn</p> <p>Relationship: Main Applicant Passport number: P123456 Gender: Female</p>	<p>Projected contribution: R1 889 per month</p> <p>Underwriting decision: Your client has been accepted on specific terms and conditions.</p>
<p>Ms plm zyx</p> <p>Relationship: Biological / Natural Child [daughter] Passport number: P654321 Gender: Female</p>	<p>Projected contribution: R585 per month</p> <p>Underwriting decision: Your client has been accepted on specific terms and conditions.</p>

CANCEL APPLICATION
CHANGE DEPENDANT
CHANGE PLAN
FINALISE APPLICATION

Selecting a General Practitioner (GP)

When capturing an application for an employee who has selected the Standard option, you will be asked to select a GP to link to the membership.

The online tool will provide options to locate a GP near the member's geographical location or by searching for a specific GP in the Remedi Network using the location or practice number.

This section will only appear for Remedi Standard Option, as they require a network doctor to be selected. Once you have selected the area and entered the practice number, click **'search'** to find the results then **'select'** from the list which populates.

HOME | CONTACT | ABOUT | HEALTH COVERAGE

Reference: 8192072265 [Cancel Application](#)

Applicant details ✓ | Dependant details ✓ | Plan selection ✓ | Previous cover ✓ | Medical questions ✓ | Provisional offer ✓ | Finalise application 7

Network Providers

Members who choose the Standard Plan must go to a General Practitioner (GP) in the Entry Plan GP Network which provides cover for day-to-day medical expenses and chronic benefits. Please choose a GP in the Entry Plan GP Network for each person on the application.

Find a Network Provider

Gqeberha, South Africa | 12345

[CANCEL](#) [SEARCH](#)

GP Search Results

DR PHBMDJLJKMGB MABMDJLJKMGB DR T MAMIALA & ASSOCIATES INC PRETORIA, PRETORIA Practice number: 0813990	111 111 1111	SELECT
DR JUBMDJLGLMJJ TRBMDJLGLMJJ DR M S MOOKADAM & ASSOCIATES KRAAIFONTEIN, CAPE TOWN Practice number: 0831956	111 111 1111	SELECT

Supporting documents

If you have any supporting documents, you can upload it at this stage of the application process. Click, 'Choose a file to upload'.

Applicant details ✓ Dependant details ✓ Plan selection ✓ Previous cover ✓ Medical questions ✓ Provisional offer ✓ Finalise application 7

Supporting documents

If you have any supporting documents, please upload them below. If not, please click NEXT to continue and they will be requested at a later stage.

Examples of supporting documents

Supporting documents

CHOOSE A FILE TO UPLOAD

Or

Drop a file here

(Accepted file formats: .TIF, .TIFF, .JPG, .PNG, .DOC, .DOCX, .PDF)

NEXT

Select 'Next' to continue with the process. To upload more documents, please select 'Add another'.

Applicant details ✓ Dependant details ✓ Plan selection ✓ Previous cover ✓ Medical questions ✓ Provisional offer ✓ Finalise application 7

Supporting documents

If you have any supporting documents, please upload them below. If not, please click NEXT to continue and they will be requested at a later stage.

Examples of supporting documents

Supporting documents

ADD ANOTHER

Or

Drop a file here

(Accepted file formats: .TIF, .TIFF, .JPG, .PNG, .DOC, .DOCX, .PDF)

Blank doc.html.pdf [0.02 MB]

NEXT

Accepting the terms of membership

You are able to accept the terms of membership on behalf of the applicant by simply uploading the signed application form or by entering the OTP which was sent to the member if requested.

Click on the permission link in the applicant information tab and select the relevant permission option, then click **'Save'** to proceed.

Applicant details Dependant details Plan selection Previous cover Medical questions Provisional offer Finalise application 7

Finalise application

Permission to process, disclose information and to communicate with the main member/dependants.

Please read the [health consent declaration](#) and [rules of membership](#)

You need consent from the main applicant to apply

How will you register that the applicant gives you consent?*

I will get consent using a one-time pin (OTP)

I have a fully completed and signed application form

Uploading signed application

Upload a file

Blank doc.html.pdf [0.02 MB]

ADD ANOTHER

Or

Drop a file here

(Accepted file formats: .TIF, .TIFF, .JPG, .PNG, .DOC, .DOCX, .PDF)

COMPLETE APPLICATION

OTP Option – a one-time pin will be sent to the main applicant’s cellphone number. The applicant will need to provide you with their OTP, insert the OTP below.

Click **'Validate OTP'** to continue to the final screen.

You need consent from the main applicant to apply

How will you register that the applicant gives you consent?*

I will get consent using a one-time pin (OTP)

I have a fully completed and signed application form

Permission from applicant

A one-time pin will be sent to the main applicant's cellphone number. The applicant will need to provide you with their OTP so that you can insert it below to proceed. Please note: Please remain on the screen to input the OTP sent to the applicant. If you move off this screen you would need to resend the OTP to the applicant.

[RESEND OTP](#)

✔ OTP has been sent to main applicant

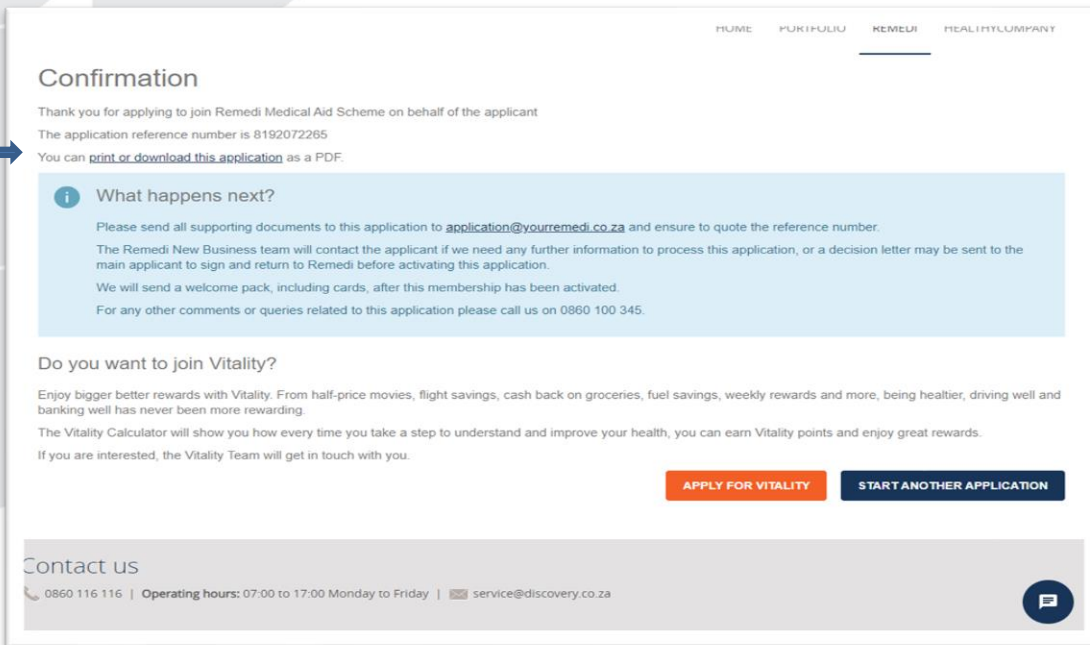
Enter OTP from Client

[VALIDATE OTP](#)

[COMPLETE APPLICATION](#)

Downloading the completed application form in PDF format

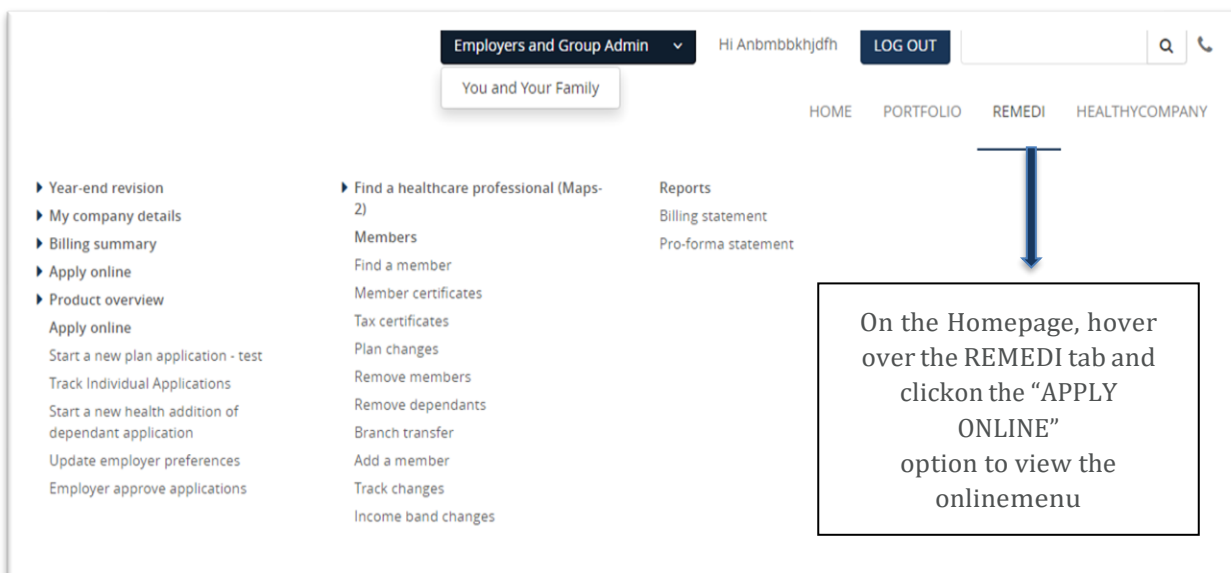
The application is now complete, and a PDF copy of the application is available for download by clicking on the **'print or download the application'** link.



Employer approved applications

You may access the employer approved applications via the online application process. Here there will be instances where a link is sent to a member to capture their application. This application could come back to the employer, should the employer request for this, and the employer will be required to approve the application.

Select **'Remedi'**, then **'Apply online'**.



Select 'Employer approvals'

Manage applications

Track individual applications

Track all health applications including for additional dependants

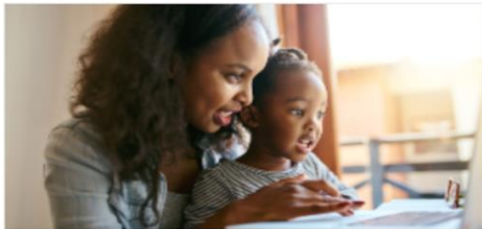


Employer approvals

Approve or reject applications for your employees in this section



Remedi Medical Aid Scheme applications



New application

Apply for medical aid with us

APPLY



Add a dependant

Add a dependant to an existing membership

APPLY

Application tracking

Once a reference number has been generated for the application, you may access the online tracking tool to track the status of the application.

Employers and Group Admin | Hi Anbmbbkhjdfh | LOG OUT

You and Your Family

HOME | PORTFOLIO | **REMEMDI** | HEALTHYCOMPANY

- ▶ Year-end revision
- ▶ My company details
- ▶ Billing summary
- ▶ **Apply online**
- ▶ Product overview
 - Apply online
 - Start a new plan application - test
 - Track Individual Applications
 - Start a new health addition of dependant application
 - Update employer preferences
 - Employer approve applications
- ▶ Find a healthcare professional (Maps-2)
 - Members
 - Find a member
 - Member certificates
 - Tax certificates
 - Plan changes
 - Remove members
 - Remove dependants
 - Branch transfer
 - Add a member
 - Track changes
 - Income band changes
- Reports
 - Billing statement
 - Pro-forma statement

On the Homepage, hover over the REMEDI tab and click on the "APPLY ONLINE" option to view the online menu

Manage applications

Track individual applications
Track all health applications including for additional dependants

Employer approvals
Approve or reject applications for your employees in this section

Remedi Medical Aid Scheme applications

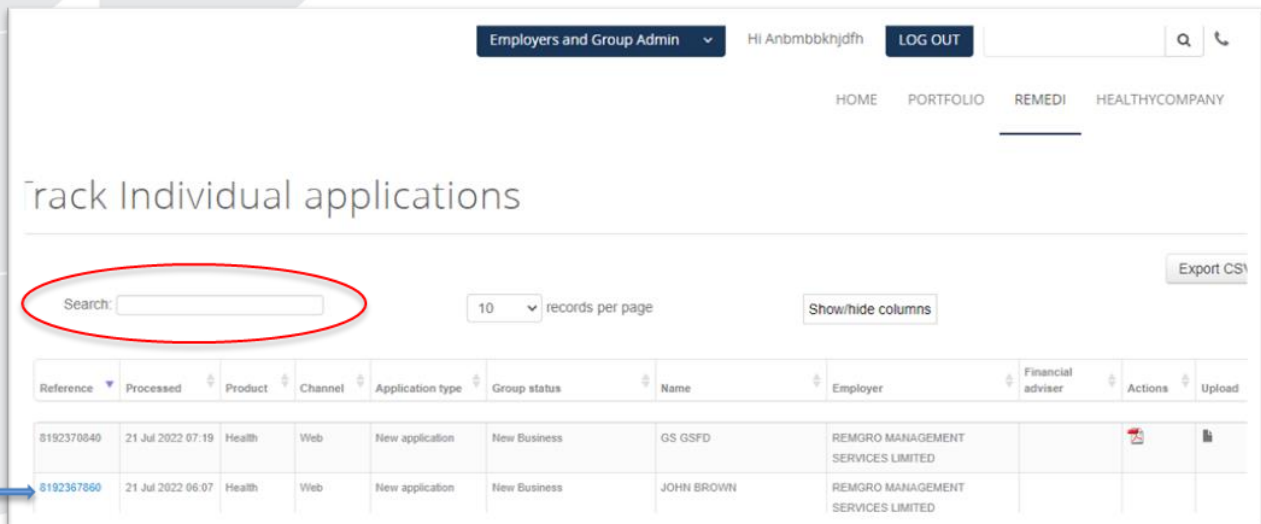
New application
Apply for medical aid with us

Add a dependant
Add a dependant to an existing membership

APPLY

APPLY

This will open a screen showing the status of all applications you have made. In the search box, enter the reference number of the application you need to update, then press enter on your keyboard.



Employers and Group Admin | Hi Anmbbkhjdfh | LOG OUT

HOME | PORTFOLIO | REMEDI | HEALTHYCOMPANY

Track Individual applications

Search: | 10 records per page | Show/hide columns | Export CSV

Reference	Processed	Product	Channel	Application type	Group status	Name	Employer	Financial adviser	Actions	Upload
8192370840	21 Jul 2022 07:19	Health	Web	New application	New Business	GS GSFD	REMGRO MANAGEMENT SERVICES LIMITED			
8192367860	21 Jul 2022 06:07	Health	Web	New application	New Business	JOHN BROWN	REMGRO MANAGEMENT SERVICES LIMITED			

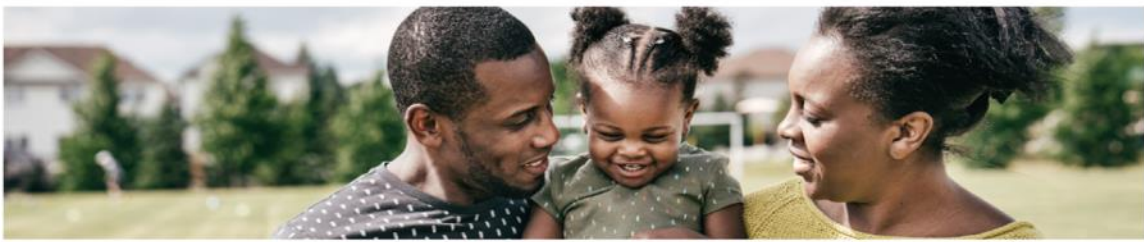
Click on the reference number that appears below the search box.

This will take you to a screen where you can:

- View and fulfil proposal returns on behalf of your client
- View and fulfil underwriting requirements on behalf of your client
- Digitally accept (upload a signed offer letter) the offer for membership.

Manage proposal returns

If information is missing or incorrect, an explanation of what we need will be shown on the dashboard. If we don't need any information updates, the dashboard will be empty. Click **'Enter Online Application'** to continue.



Reference: 8192004314

We need more information from your client

This dashboard gives an overview of the information we need to complete the application.

Missing or incorrect information

Some details were either not fully completed, we could not read it or we could not confirm it on our system. Please go through your application to make sure that all your information is correct. We've highlighted the sections that need your attention.

Plan details

- Confirm the health plan type


To complete the missing information, please enter the online application.


ENTER ONLINE APPLICATION

Documents we need


PROVIDE

✉


This will take you to the application. Look for the  symbol to see where updates are needed and enter the information requested (as shown in the example below).




Getting started




Applicant details




Dependant details



Plan selection




Previous cover



Finalise application

Select the right health plan

 Confirm the health plan type ✕

Choose one of the Remedi plan options. To view the different plans available to you, [click here](#)

To view the Designated Service Providers, [click here](#)

Plan selection

Select benefit option*

Remedi Standard Option ▼

Click the **NEXT** button to move to the next screen, complete any missing information, and keep going until you get to the Provisional offer screen.

Getting started — Applicant details — Dependant details — Plan selection — Previous cover — **6** Finalise application

Provisional offer

This application form may now be submitted to Remedi Medical Aid Scheme. After successful submission, you can view the application's status in tracking.

i This application may require further underwriting which may affect the decision. Please continue to submit your application so that a final decision can be made.

The applicant has been accepted for the following plan:

Remedi Standard Option

Key features of the Remedi Standard option:

- Private hospital cover subject to an overall annual limit of R625 000 per family per year up to a maximum of 100% of the Remedi Rate.
- Guaranteed cover in hospital for specialists on a payment arrangement and subject to an overall annual limit.
- Cover for certain day-to-day expenses from the Insured Out-of-Hospital Benefit (IOH), by Remedi's appointed DSP and Remedi standard option GP network healthcare providers.
- Cover for Prescribed Minimum Benefits (PMBs).
- Full cover for chronic medicine on our formulary for all Chronic Disease List (CDL) conditions obtained from a network pharmacy.

Refund Medical Savings Account claims at the Scheme Rate

Projected health membership contribution ⓘ

R1 889 per month

Total for 1 person

Contribution is factored from:
Cover start date 2022-07-01

Note: the contribution does not take into account any employer subsidy

You will see the following options at the bottom of your screen:

- Cancel application
- Change dependant
- Change cover start date
- Change plan
- Finalise application

Once you have made any changes and are ready to finish the application, click the 'Finalise Application' button.

Lives covered

The people included on this application are the following:

Mr DAVID HILTON


Relationship: Main Applicant
Passport number: FGFH577583
Gender: Male

Projected contribution: R1 889 per month

Underwriting decision: Your client has been accepted as a member without any waiting periods.

CANCEL APPLICATION
CHANGE DEPENDANT
CHANGE PLAN
FINALISE APPLICATION

View and fulfil PR or underwriting requirements



Reference: 5192004314

We need more information from your client

This dashboard gives an overview of the information we need to complete the application.

Documents we need

Please send us the bank statement for january

PROVIDE

Tip: If you hover over the information icons for underwriting requirements, you will see who should complete the requested information (for example, the applicant or their doctor).

We need more information

GUILD, JOSH

Motivation for minor joining as Main member ⓘ

PETERS, AMELIA

Please submit the extra information and documents we need. ⓘ

Please submit the results of the two-hour modified glucose tolerance test (test measuring how your body handles sugar). ⓘ To be completed by a doctor

Click the **PROVIDE** button.


Download any forms that must be completed. Complete them and upload the completed forms.

We need a medical report


PETERS, AMELIA

Please submit the results of the two-hour modified glucose tolerance test (test measuring how your body handles sugar).
 This test must not be done if the member has been diagnosed with Diabetes.
 Rate: R220.0 ⓘ

Please download the form below to take it to the appropriate medical professional for completion.
 Once this form has been fully completed, please upload the documents below.

 [DOWNLOAD FORM](#)

Upload supporting documents

 [CHOOSE A FILE TO UPLOAD](#)

Or

Drop a file here

(Accepted file formats: .TIF, .TIFF, .JPG, .PNG, .DOC, .DOCX, .PDF)

Once you have answered all the questions and uploaded the documents that we asked for, click the **SUBMIT** button.

We need a document


PLEASE SEND US THE BANK STATEMENT FOR JANUARY


[ADD ANOTHER](#)

Or

Drop a file here

(Accepted file formats: .TIF, .TIFF, .JPG, .PNG, .DOC, .DOCX, .PDF)

Blank doc.html.pdf [0.02 MB] 

[BACK](#)  [SUBMIT](#)

Once you have answered all the questions and uploaded the documents that we asked for, click the **SUBMIT** button.

The dashboard will show that **'All requirements have been submitted'**.

Accept the offer for membership

Once we've made an offer for membership, you can:

- View the offer letter
- Ask us to reconsider the membership conditions
- Upload a signed offer letter
- Accept the offer digitally
- Change the plan type or start date
- Note any changes to the health of the applicant (client) or their dependants since they applied

Remedi Medical Aid Scheme | Accept your offer letter -MailRef#2337076376#-

remedimedicalscheme@discovery.co.za

↩ Reply
↩ Reply All
→ Forward
📎
⋮

To ● Priyanka Bindra Thu 30/06/2022 21

Your reference: 8190858259

Dear MR T KEY

You're one step away from joining Remedi Medical Aid Scheme

Thank you for your application to join Remedi Medical Aid Scheme. Your letter with the terms of membership is ready! To activate your membership, [view and accept your letter](#).

ACTIVATE YOUR MEMBERSHIP NOW

This offer is valid for 30 days from the date of this email. Please email us at application@yourremedi.co.za or call 0860 100 345 for assistance with your activation.

Regards

Select **'Activate your Membership Now'**.

Enter your identity or passport number and click, **'Continue'**.

At this stage of the application journey, you can change your health plan or start date. You will also have to indicate if your health or that of any dependant(s) has changed.

Should you wish to change your plan and have selected 'yes', the following screen will populate where you will need to indicate your preferred health plan.

Complete all fields and select **'Continue'**.

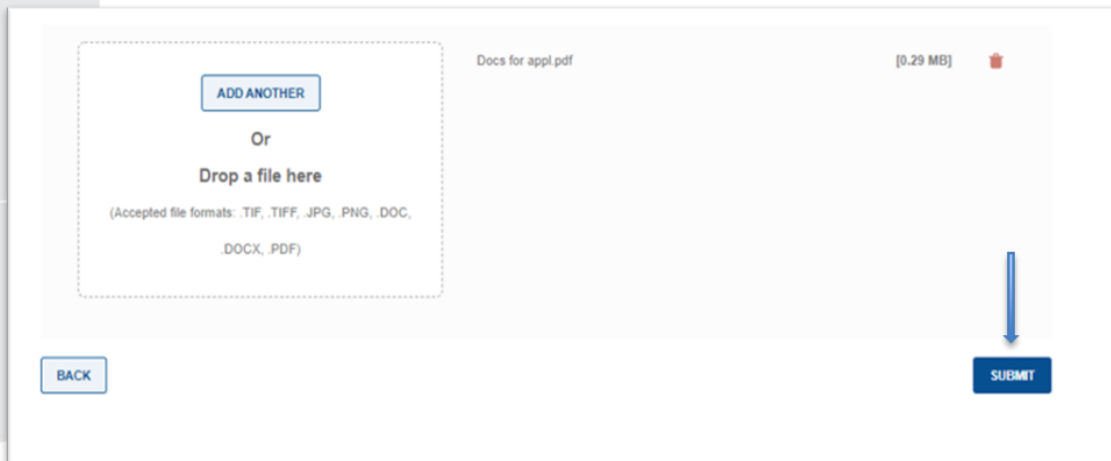
To upload the signed offer letter

Note: You cannot upload a signed letter if the client has already done so.

Click **'Choose a file to upload'**.

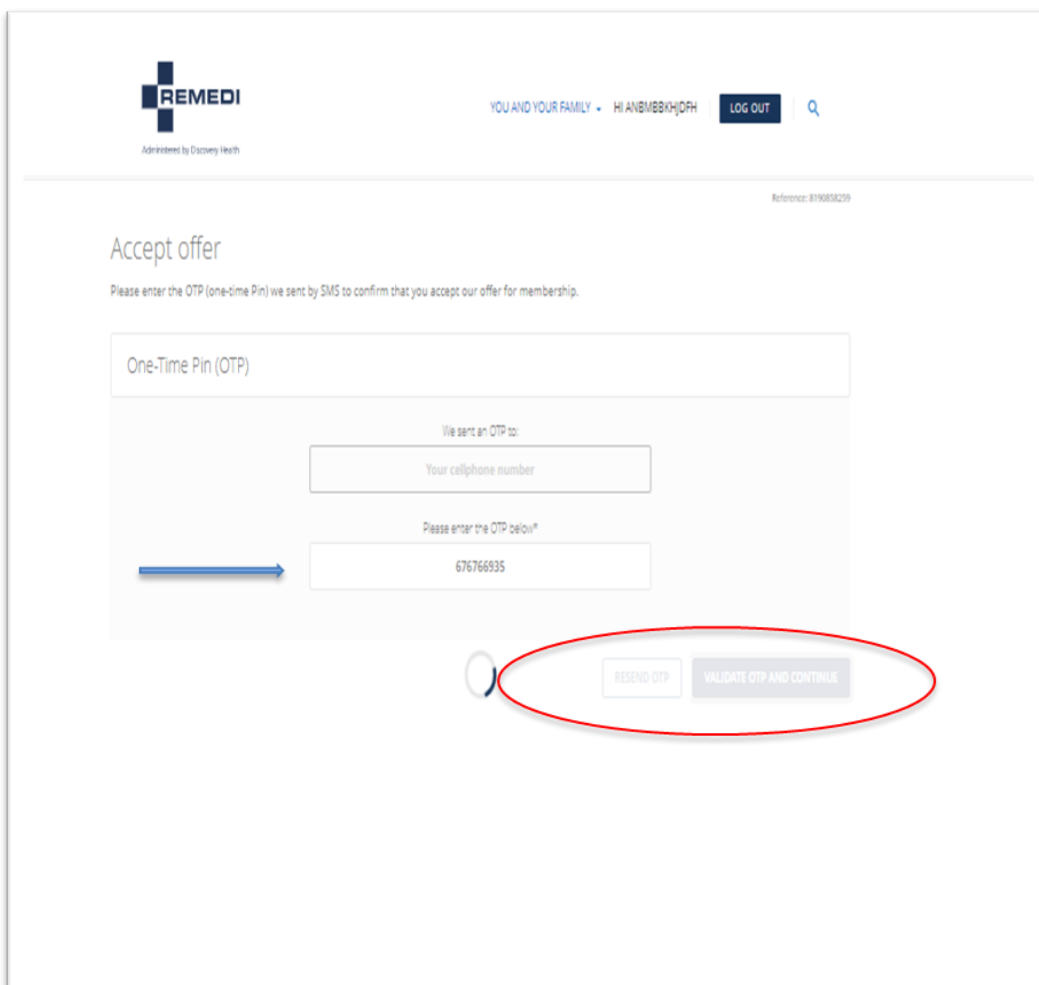
Upload the file from your folders or drag and drop it into the box shown below:

Click the **'Submit'** button to continue.



To accept the offer digitally

- Enter the OTP sent to your client.
- Click the Validate OTP and Continue



You'll see a status message confirming that you have accepted the offer.

Thank you for accepting our offer



We'll be in touch once the membership starts. If you need any help, please call us on 0860 10 03 45.

Online tool support channels

Operating hours:

Monday to Friday 07:00 – 20:00

Saturdays 08:00 - 13:00

Contact number: 0860 116 116

Email: service@discovery.co.za

Web: www.yourremedi.co.za