



Medical Aid Scheme



# WELCOME COMMUNICATIONS GUIDE

Administered by  
 **Discovery  
Health**



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## Purpose of this document

TFG Medical Aid Scheme gives members access to a digital platform which allows them to access to a **digital welcome pack** and is inclusive of their **electronic membership card**.

It is a **safe** and **convenient** way to store, access, download and view their membership details almost immediately after activation of their membership.

Health professionals can use the information on the electronic card to **identify members** of TFG Medical Aid Scheme and to **confirm their membership cover**.

## Benefits of the enhanced communication

- Boasting a new look and feel with an enhanced screen design
- Supporting environmental sustainability
- Giving our members access to digital communication anytime, anywhere
- Transition to a digital age and digital process
- Improving the reach of new business messaging
- Immediate access to an electronic membership card
- Providing members with a benefit guide supporting the new member on boarding journey for a better understanding of their benefits.

## Activation – welcome SMS

Once a member’s TFG Medical Aid Scheme membership has been activated, they will receive a welcome SMS. Below is the smart SMS, which includes a link to begin the journey.

| TEMPLATE ID           | SMS CONTENT   |
|-----------------------|---|
| New member            | TFG Medical Aid Scheme gives you and your family access to affordable, quality healthcare. We are pleased to welcome you and your dependants to the Scheme. Click <a href="#">here</a> to access your welcome pack. |
| Addition of dependant | TFG Medical Aid Scheme added dependants to your benefit plan from <DD-Month-YYYY>. We are pleased to welcome your dependants to the Scheme. Click <a href="#">here</a> to access your digital welcome pack.         |

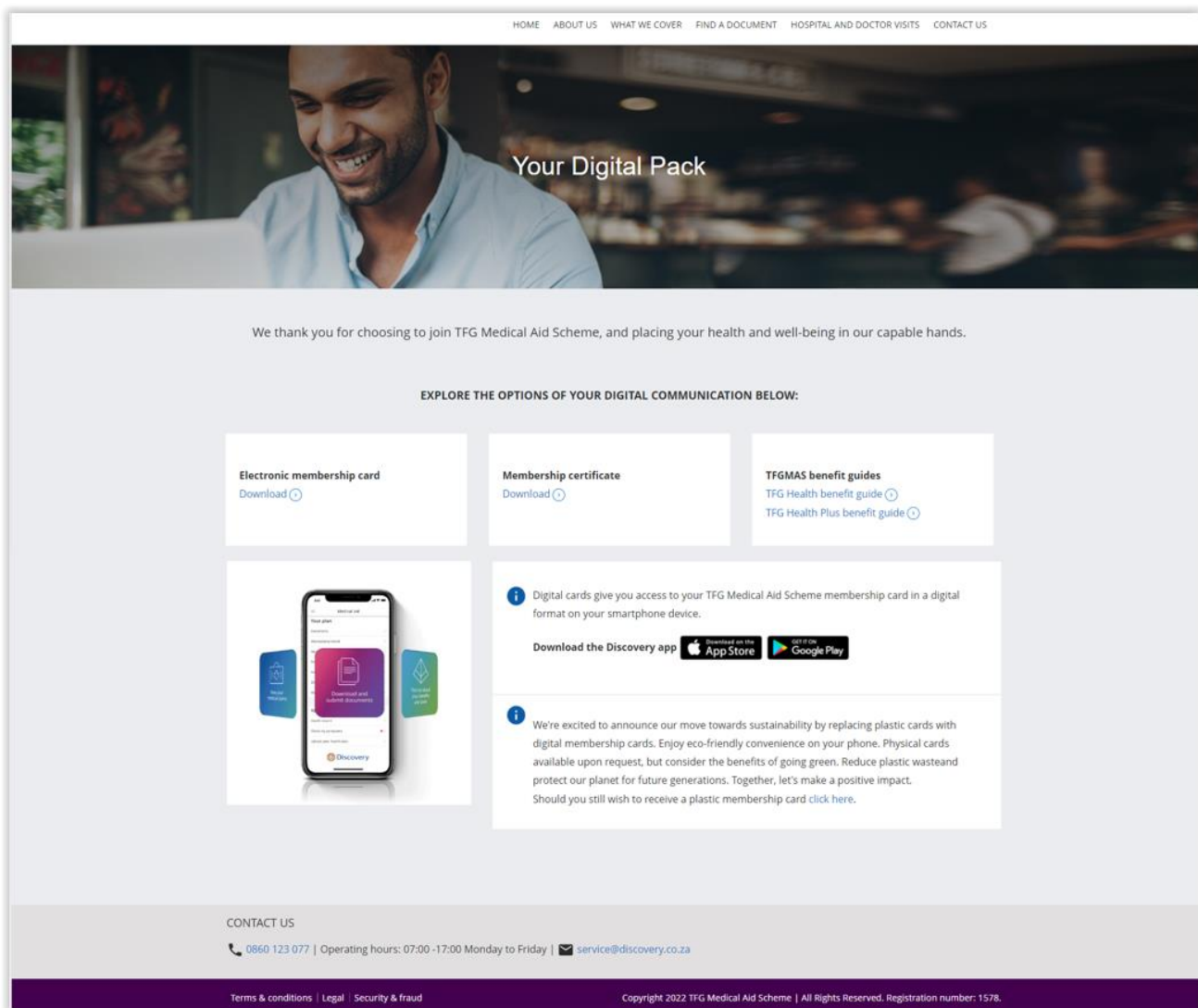
## Landing page following registration

Once the member has tapped on the link in the SMS, the landing page will populate which will give them access to:

- Electronic membership card
- Membership certificate
- TFGMAS benefit guides
  - TFG Health benefit guide
  - TFG Health Plus benefit guide
- Downloading the Discovery app

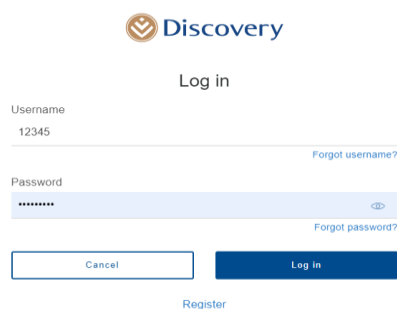
Note below are images of the web and mobile app.

### Web Image



### Website registration

The member will need to type in their South African ID number (or date of birth if a passport number was used for the application) to access the various documents available.



### Paradigm and workflow screens

The below screens reflect the audit trail with regards to the delivery of the digital pack.

### How to view and redeliver the activation SMS

The New Business agent desktop notification screens allow you to view the SMS that was delivered as well as the option to deliver it again (redeliver).

On the main application line, select the “Notification” icon.

The screenshot shows a desktop application window with a toolbar at the top and a main content area. The main content area is divided into a table on the left and a detailed view on the right.

| Process ID      | Entity       | Next Action   | PIN           | Pr |
|-----------------|--------------|---------------|---------------|----|
| 000009307835624 | LE PADIMA.RL | END OF PROCES | NB JHB PIN    |    |
| 000009329637965 | LE PADIMA.RL | END OF PROCES |               |    |
| 000009329733863 | LE PADIMA.RL | END OF PROCES | HS NB         |    |
| 000009329733874 | LE PADIMA.RL | END OF PROCES | HS NB         |    |
| 000009329733885 | LE PADIMA.RL | END OF PROCES | HS NB         |    |
| 000009329734146 | LE PADIMA.RL | END OF PROCES | BE NEW BUSINE |    |
| 000009340231101 | LE PADIMA.RL | END OF PROCES | MAHLANGU.GP.I |    |
| 000009392032223 | LE PADIMA.RL |               |               |    |
| 000009392061063 | LE PADIMA.RL |               |               |    |
| 000009392094511 | LE PADIMA.RL |               |               |    |
| 000009392112629 | LE PADIMA.RL |               |               |    |
| 000009444825673 | LE PADIMA.RL | END OF PROCES | VAN ATTENHOV  |    |
| 000009552497248 | LE PADIMA.RL | END OF PROCES | WSRVPR14      |    |
| 000009552497601 | LE PADIMA.RL | END OF PROCES | BEADM14       |    |
| 000009661697278 | LE PADIMA.RL |               |               |    |
| 000009661697281 | LE PADIMA.RL |               |               |    |

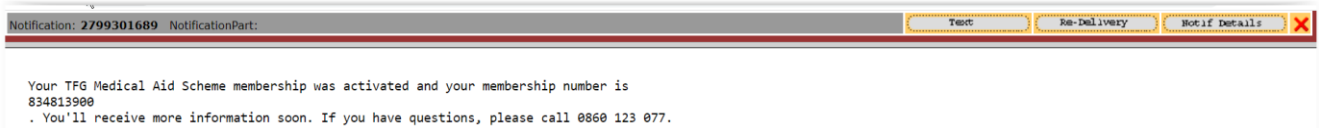
The detailed view on the right shows the following information:

- Base Class:** PRO
- Class/Pr Type:** LUC
- Version:** 1
- Process No:** A9uf2
- Root Type:** MAF
- Last Action:** 2 COMPLETE
- Next Action:** F 99999 END OF PROCESS
- Priority:** 0
- Entity No:** 1 091 693 927 LE PADIMA,RLP,MS
- Entity Role:** M HEALTH POLICY HOLDER
- Parent Ent No:** 1 197 817 750 JET DIVISION
- Meta Class:** 104 Health New Business
- Object Created:** 2023-01-24 11:26:41
- Environment:**
- Archive Phase:**
- Process Info:**
- Last Act Start:** 2023-02-01 16:50:29
- Act Due Date:** 2023-02-01 16:50:29
- Next User/Pool:** 999999 NOT APPLICABL
- Limbo User:**
- Total:** 16

To view the notification, ensure you are on the digital engagement welcome SMS line and click on the “View group” icon.

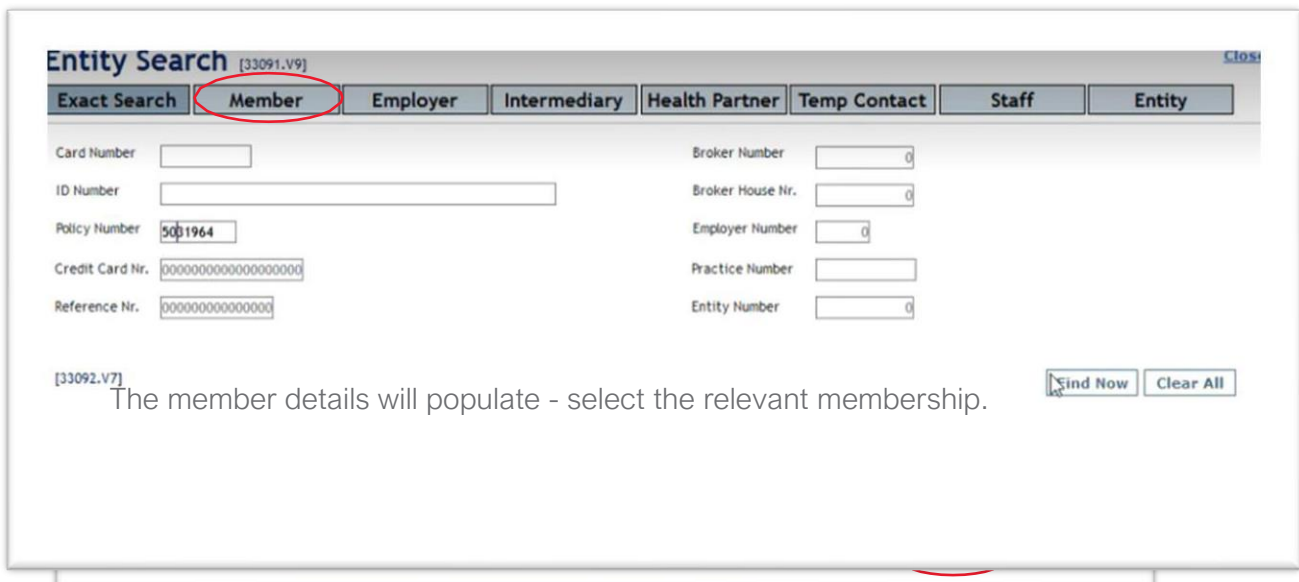


On the below screen, you can view or deliver the welcome SMS again (redeliver).

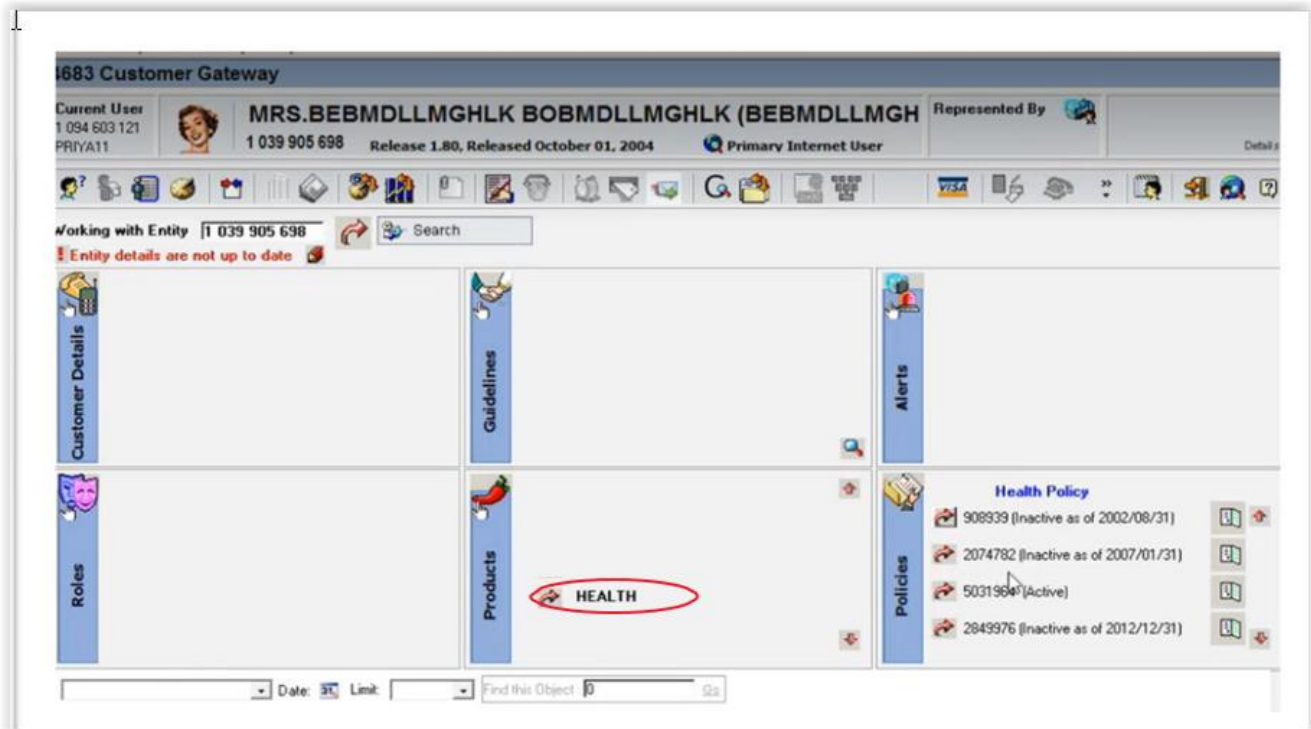


### How to access and view the history of the membership card (electronic/plastic)

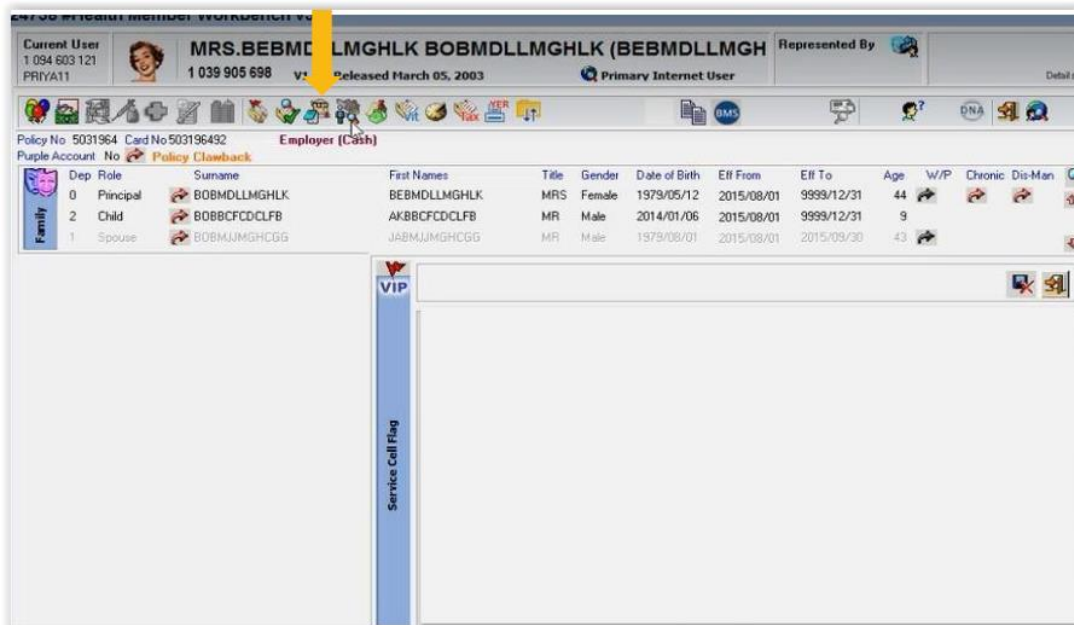
The following screens indicate how to access the audit trail of the membership card/cards that have been issued or requested. On the "Member tab", enter the membership number and select "Find Now" on the active side.



Under the 'Products' tab, select "Health".

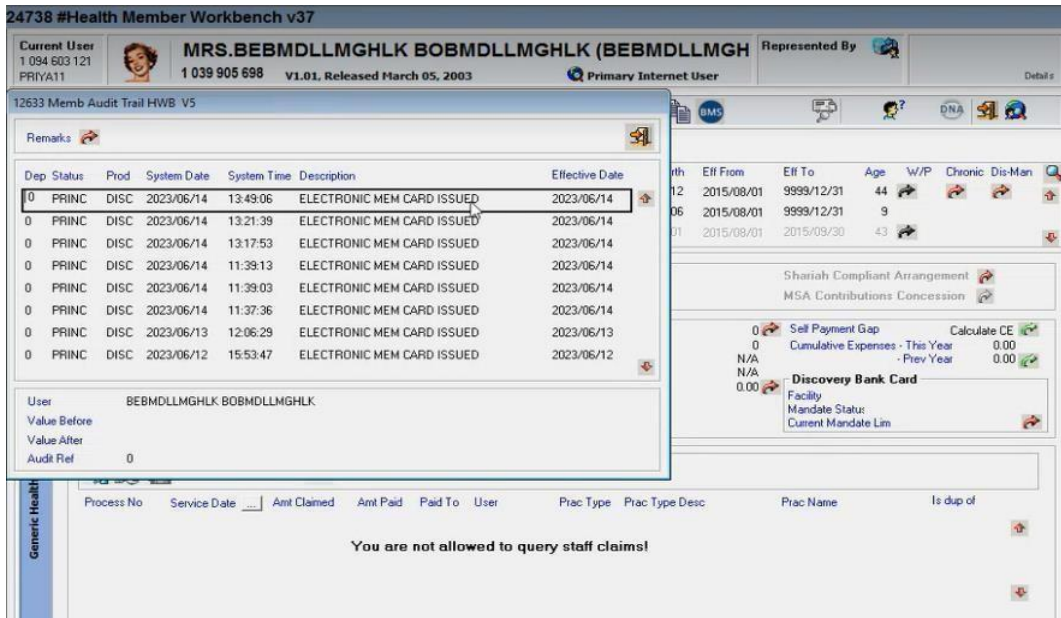


Select the "Audit trail" icon.



The card request history will populate. Please note, a policy letter will always populate with a card request.

2024



| Dep | Status | Prod | System Date | System Time | Description                | Effective Date |
|-----|--------|------|-------------|-------------|----------------------------|----------------|
| 0   | PRINC  | DISC | 2023/06/14  | 13:49:06    | ELECTRONIC MEM CARD ISSUED | 2023/06/14     |
| 0   | PRINC  | DISC | 2023/06/14  | 13:21:39    | ELECTRONIC MEM CARD ISSUED | 2023/06/14     |
| 0   | PRINC  | DISC | 2023/06/14  | 13:17:53    | ELECTRONIC MEM CARD ISSUED | 2023/06/14     |
| 0   | PRINC  | DISC | 2023/06/14  | 11:39:13    | ELECTRONIC MEM CARD ISSUED | 2023/06/14     |
| 0   | PRINC  | DISC | 2023/06/14  | 11:39:03    | ELECTRONIC MEM CARD ISSUED | 2023/06/14     |
| 0   | PRINC  | DISC | 2023/06/14  | 11:37:36    | ELECTRONIC MEM CARD ISSUED | 2023/06/14     |
| 0   | PRINC  | DISC | 2023/06/13  | 12:06:29    | ELECTRONIC MEM CARD ISSUED | 2023/06/13     |
| 0   | PRINC  | DISC | 2023/06/12  | 15:53:47    | ELECTRONIC MEM CARD ISSUED | 2023/06/12     |

### Printed card rules

If the member requested a printed card, the request for the card will appear on the audit trail. It can take up to 24 hours for the plastic card request to reflect on the audit trail.

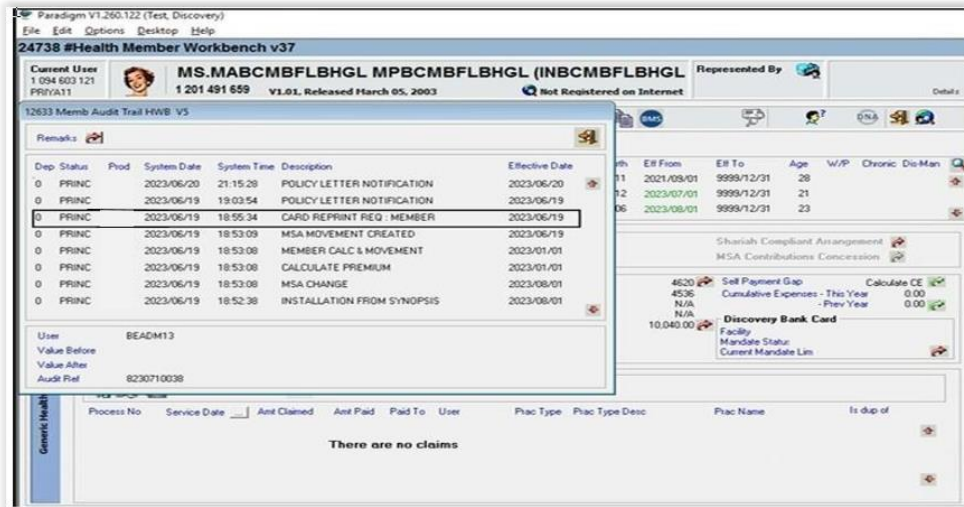
As a policy letter always accompanies a physical card there will be a policy letter notification on the system for a plastic card request as well.

If the member adds a dependant and their policy has been active for six weeks from the original print, the updated card will appear on the webpage, and the member may request an additional printed card.

### Member accessed link and requested a card:

The below screen indicates the card request after the member has accessed the webpage through the SMS activation link (Please refer to the Printed card rules for more information)





## Frequently Asked Questions

1. How long do I have to click on the welcome SMS link?

The link will be available for a week. If you have not clicked on the link during this time, we will default and print your physical pack.

2. Do I still get my car stickers and how will I get them?

Yes, you will still be able to get your stickers from your nearest service provider, a Discovery Store, or your financial adviser.

3. Will I also be able to download an electronic card if I add a dependant to my policy?

Yes, you will receive an SMS when adding dependants.

4. Is my digital card still available?

Yes, your digital cards are still available on the Discovery app.

5. I cannot log in to get my welcome pack. Why?

Ensure that you enter the correct details linked to your membership when registering to access your welcome pack.

6. Can the SMS be redelivered?

The SMS can be redelivered.

7. Can I access the webpage if I have a future cover start date?

You are now able to log in to the webpage with any cover start date.



## Contact details

Tel (members): 0860 99 88 77, Tel (health partners): 0860 44 55 66

Go to [www.tfgmedicalaidscheme.co.za](http://www.tfgmedicalaidscheme.co.za) to Get Help

PO Box 784262, Sandton 2146. 1 Discovery Place, Sandton 2196.

## Complaints process

You may lodge a complaint or query with TFG Medical Aid Scheme directly on 0860 123 077 address a complaint in writing to the Principal Officer at the Scheme's registered address. Should your complaint remain unresolved, you may lodge a formal dispute by following the TFG Medical Aid Scheme internal disputes process.

You may, as a last resort, approach the Council for Medical Schemes for assistance.

Council for Medical Schemes Complaints Unit, Block A, Eco Glades 2 Office Park, 420 Witch-Hazel Avenue, Eco Park, Centurion, 0157 / 0861 123 267 / [complaints@medicalschemes.co.za](mailto:complaints@medicalschemes.co.za) / [www.medicalschemes.co.za](http://www.medicalschemes.co.za).