

# Medical scheme advice and support services

MedicAlert members get automatic access to the medical scheme advice and support services delivered by MedXpert, the client services division of Optivest Health Solutions.

What these services entail:

## **A Dedicated Medical Scheme Consultant**

You will receive assistance with queries relating to your health cover portfolio (Medical Scheme, GapCover, CoPay Cover, Health Cards, Loyalty Programmes, etc.)

## **Medical Scheme Support Services**

Help with any unpaid/incorrectly paid claims

## **Assistance with Registration and Activation of Chronic Medication**

Your MedXpert consultant will help you with your chronic medication application and registration with your Medical Scheme

## **Support during the yearly Benefit Option Selection**

MedXpert will inform you of the annual option and benefit changes

Your consultant will provide advice and support services on your request

To activate your MedXpert services, you only need to sign an appointment form which will allow the consultant access to your medical scheme information to assist you. There is no additional cost – it is already factored into your monthly medical scheme premium.

You can expect an introductory phone call / email from MedXpert, or if you need to start using the services urgently, mail MedXpert at [medicalalert@medxpert.co.za](mailto:medicalalert@medxpert.co.za)