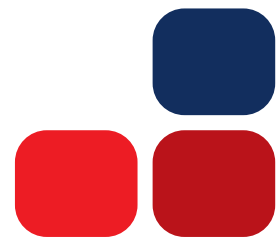


2026



MEMBER CARE PROGRAMME



WHAT IS THE MEMBER CARE PROGRAMME?

The Member Care Programme is a voluntary outpatient programme designed to coordinate the care of a selected group of members with complex medical conditions. The programme aims to provide high quality, planned, person-centred care and chronic condition management.

1 JOINING THE PROGRAMME

- Eligible members will be proactively contacted to offer enrolment based on clinical criteria.
- Participation is voluntary.
- You give verbal consent during a call.
- No extra cost; your contributions stay the same.
- Programme runs for 6 months with the option to extend.
- You can opt out anytime by sending an email with your request to MCP@malcormedicalaid.co.za.

2 HOW THE PROGRAMME HELPS YOU

- A dedicated Clinical Care Specialist (Nurse) supports you throughout the journey.
- Helps you understand your condition and how to manage it.
- Assists with navigating your medical scheme benefits.
- Support you and your family with practical guidance.
- Ensures seamless communication between all your healthcare providers.

3 YOUR CARE JOURNEY

- Full review of your health needs.
- Information about medications and risk factors.
- Advice to improve daily functioning.
- Coaching for you or your family.
- Sharing information with your healthcare providers for coordinated care.

4 YOUR PRIVACY MATTERS

- Your information is always kept confidential.
- Information is only shared with healthcare providers involved in your care.
- You may access or correct your information anytime.
- You can withdraw consent whenever you choose.



NEED HELP OR HAVE QUESTIONS?

Contact us

You can call us on **0860 100 698** or visit www.malcormedicalaid.co.za for more information.

Complaint process

You can lodge a complaint or query with Malcor Medical Aid Scheme directly on **0860 100 698** or address a complaint in writing directly to the Principal Officer. If your complaint remains unresolved, you can lodge a formal dispute by following Malcor Medical Aid Scheme's internal disputes process.

Members who want to approach the Council for Medical Schemes for assistance can do so in writing to: Council for Medical Schemes Complaints Unit, Block A, Eco Glades 2 Office Park, 420 Witch-Hazel Avenue, Eco Park, Centurion, 0157 or email complaints@medicalschemes.co.za. Customer Care Centre: **0861 123 267**, website: www.medicalschemes.co.za

