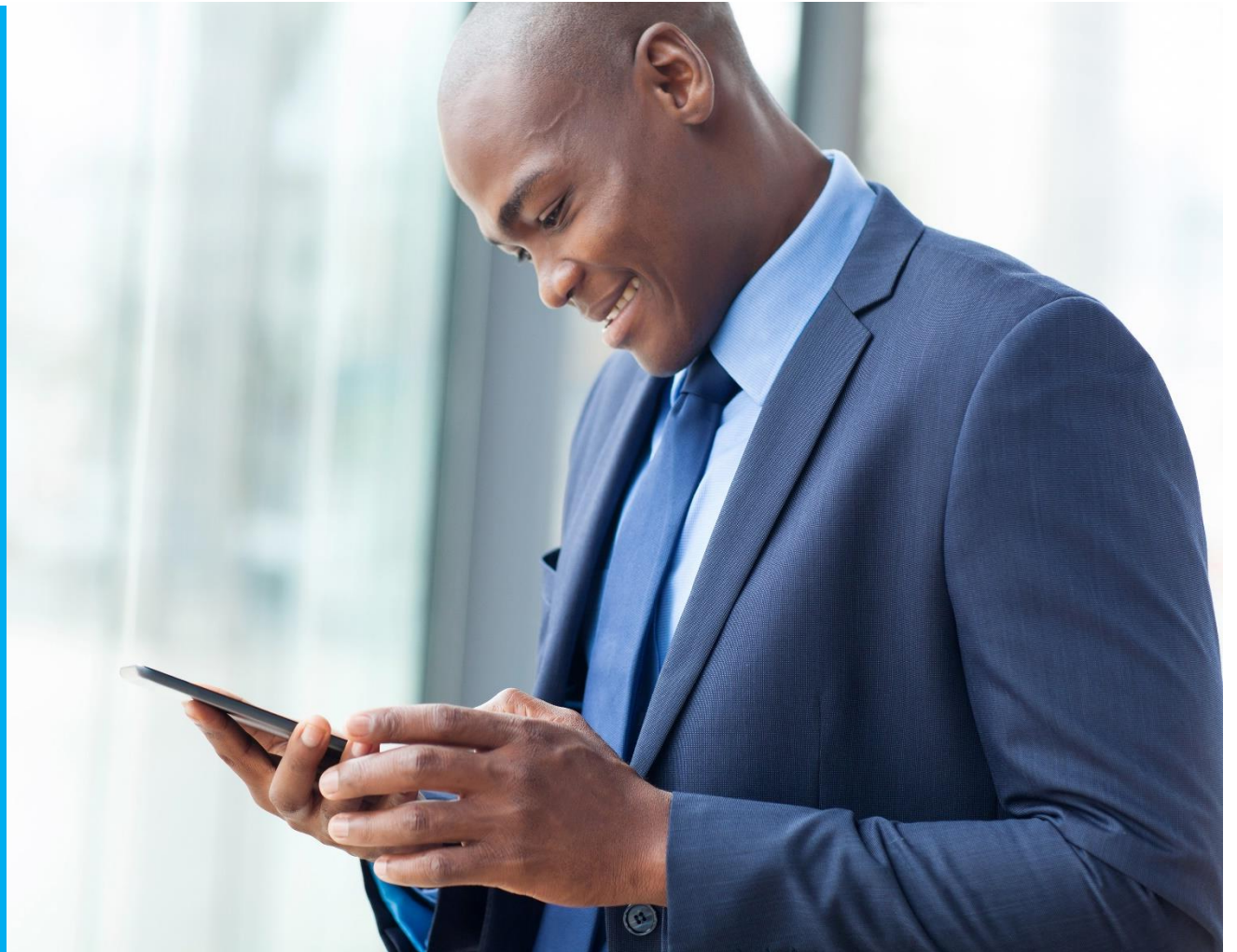


Bestmed Member Portal

Accessing the Bestmed Member Portal

8 June 2022





Accessing the Bestmed Member Portal

Accessing the Bestmed Member Portal

The screenshot shows the Bestmed website homepage. At the top left is the logo 'bestMed personally yours'. At the top right are links for 'Search', 'Login', and 'Menu'. The main content area features a large image of a person in a yellow sweater using a calculator and a smartphone. Overlaid on this image is a blue semi-transparent box with the text 'Tax Season' and a list of three bullet points: 'Tax season begins 1 July 2022', 'Keep an eye on your inbox for your tax certificate.', and 'You can also download the Bestmed app to access it.'. At the bottom right of the image area are two buttons: 'TAX SEASON >' and 'FIND A PLAN >'. A navigation dot indicator is visible at the bottom center of the image area.

Accessing the Bestmed Member Portal

bestMed personally yours

Search Login Menu

- PLANS AND OPTIONS**
 - Switch to Bestmed
 - Hospital Plans
 - Network Plans
 - Savings Plans
 - Comprehensive Plans
 - Compare Plans
 - Brochures Guides and Forms
- BENEFITS AND COVER**
 - Oncology
 - Prescribed Minimum Benefits
 - Radiology
 - Medicine and Chronic Benefits
 - HIV and AIDS
 - Diabetes
 - Maternity Care
 - Back and Neck
 - Pre-authorisation
 - Emergency Services
 - International Travel
 - Dialysis
 - Preventative care benefits
- RESOURCES**
 - Articles
 - Bestmed App
 - Documents
 - FAQS
 - Tax certificate
 - Contact Us
 - TEMPO WELLNESS PROGRAMME**
 - Join Tempo
 - Find a service provider
- ABOUT US**
 - Why Choose Bestmed
 - AGM / Annual Reports
 - BoT Elections 2022
 - How to submit a claim
 - Scheme Rules
 - Careers
 - Company Profile
 - Leadership Team
 - COVID 19
- MEMBERS**
 - Resources
 - Login
- ADVISORS**
 - Resources
 - Login
- HEALTHCARE PROVIDERS**
 - Resources
 - Login
- CORPORATE GROUPS**
 - Resources
 - Login

Register as a new user

bestMed personally yours

Member Sign In

username

password

Sign In

Please note that whilst every effort is made to ensure that the information on this website is up to date and accurate at all times, we cannot guarantee the benefits, claims, premium or savings values as these are subject to change on an ongoing basis as members and healthcare providers transact with us.

[Forgot Password?](#) **[Register A User](#)** [Verify A User](#)

New User Registration

Membership Number *

Membership Number

Dependant No. *

Dependant No.

Username *

Username

Verification *

-Select-

Password *

Password

Confirm Password *

Confirm Password

Cancel

Register

Forgotten Password

bestMed personally yours

Member Sign In

Sign In

Please note that whilst every effort is made to ensure that the information on this website is up to date and accurate at all times, we cannot guarantee the benefits, claims, premium or savings values as these are subject to change on an ongoing basis as members and healthcare providers transact with us.


Forgot Password?


Register A User


Verify A User

Reset Your Password

Username *

Verification Method *

-Select-

Cellphone Number *

Cellphone Number

Reset >

Cancel

Verify your Account/User

bestMed personally yours

Member Sign In

🔍 username

🔍 password

Sign In

Please note that whilst every effort is made to ensure that the information on this website is up to date and accurate at all times, we cannot guarantee the benefits, claims, premium or savings values as these are subject to change on an ongoing basis as members and healthcare providers transact with us.

 [Forgot Password?](#)

 [Register A User](#)

 [Verify A User](#)

Verify Your Account

Username *

🔍 Username

One Time Pin *

One Time Pin

Verify Now >

Verify Later

Member Portal Homepage

Home

- My Family
- Communication
- Benefits
- Claims
- Contributions
- Electronic Health Record
- Provider Search
- Balances
- Document Library
- Log a Query
- Settings

Hi Mathew

Profile [Edit Profile](#)

Your Online ID
E

Member No
.....

Status
ACTIVE

Move to the Beat

- My benefits**
View all benefits applicable under your medical option
- My family**
View and manage your family's information
- Communication**
Download your tax certificate and other communication
- Claims**
View your claims
- My contributions**
View your contributions
- Document Library**
View all scheme documents

Medical

Contributions

Total outstanding
R0.00

Current balance
R0.00

Savings

Balance
R1,146.04

Advanced
R5,250.00

Vested Savings
R18.49

Total
R6,396.04

My Family – Contact Details and Dependants

The screenshot displays a web application interface for 'My Family'. On the left is a dark blue sidebar with navigation icons and labels: Home, My Family, Communication, Benefits, Claims, Contributions, Electronic Health Record, Provider Search, Balances, Document Library, Log a Query, and Settings. The main content area is titled 'My Family' and features a 'Choose a dependant' section on the left and a 'Dependant Details' form on the right. The 'Dependant Details' form includes tabs for 'Personal Details', 'Contact Details', and 'Next of kin details'. It contains a profile picture placeholder with a 'Change photo' link and a form with the following fields:

Title	Name	Surname
MR	M	DEWEY
Eir		
ZE		
ID Type	ID Number	
RSA ID NO	*****	
Gender	Marital Status	
MALE	MARRIED	
Tax Deference		

Communication and Information Feed

The screenshot displays a web application interface with a dark blue sidebar on the left and a main content area. The sidebar contains navigation links: Home, My Family, Communication (highlighted), Benefits, Claims, Contributions, Electronic Health Record, Provider Search, Balances, Document Library, Log a Query, and Settings. The main content area is titled 'Communication' and has a sub-header 'Feed'. Below this, there is a 'Choose a dependant' section and a 'Feed' section. The 'Feed' section contains a list of communication items, each with a title, date, and a document icon:

- Self Service** (07-JUN-2022): Postal address, Physical address, Contact method updated via Member portal.
- Tax Info Summary** (07-JUN-2022): Emailed Tax Info Summary to [redacted]
- Member Claim Summary** (07-JUN-2022): Emailed Member Claim Summary to [redacted]
- Campaigns Document** (05-JUN-2022): Emailed Campaigns Document to [redacted]
- Campaigns Email** (05-JUN-2022): Emailed Campaigns Email to [redacted]
- Email Detailed Claim Statement For A Member** (03-JUN-2022): Emailed Email Detailed Claim Statement For A Member to [redacted]

Communication – Tax Certificates

The screenshot shows a web application interface with a dark blue sidebar on the left containing navigation icons and labels: Home, My Family, Communication, Benefits, Claims, Contributions, Electronic Health Record, Provider Search, Balances, Document Library, Log a Query, and Settings. The main content area is titled 'Communication' and has a breadcrumb trail: 'Feed > Communication > Tax Certificates'. Below the breadcrumb is a 'Search' section with a dropdown menu labeled 'Select year to view tax certificates for' and 'Tax Year 2021'. To the right, under the 'Tax Certificates' heading, there are two document cards: 'TAX INFO DETAILED For Tax Year 2021' and 'TAX INFO SUMMARY For Tax Year 2021', both with '2021' below the title and a right-pointing arrow icon.

A Breakdown of your Benefits

The screenshot displays the 'Benefits' section of the BestMed website. On the left is a dark blue navigation sidebar with icons and text for: Home, My Family, Communication, Benefits (highlighted), Claims, Contributions, Electronic Health Record, Provider Search, Balances, Document Library, Log a Query, and Settings. The main content area is titled 'Benefits' and features a search bar with the text 'Enter search criteria to view your family's benefits.' Below the search bar are filters for 'Year' (with '2022' selected) and 'Dependant'. The main display is a grid of six benefit cards for January 2022:

- ACUTE MEDICINE**: Savings account
- ALTERNATIVES TO HOSPITALISATION**: 100% Scheme tariff.
- APPLIANCES - IN HOSPITAL**: 100% Scheme tariff.
- BASIC RADIOLOGY - INPATIENT**: 100% Scheme tariff.
- BASIC RADIOLOGY AND PATHOLOGY - OUTPATIENT**: Savings account
- BIOLOGICAL MEDICINE IN HOSPITAL**: R0.00 utilised out of a maximum of R15,000.00 (R15,000.00 remaining). Subject to pre-approval. A green progress gauge shows 'Remaining: R15,000' between R0 and R15,000.

Claims and Claims Search

- [Home](#)
- [My Family](#)
- [Communication](#)
- [Benefits](#)
- [Claims](#)
- [Contributions](#)
- [Electronic Health Record](#)
- [Provider Search](#)
- [Balances](#)
- [Document Library](#)
- [Log a Query](#)
- [Settings](#)

Claims

Query Criteria

< **2022** >

Jan	Feb	Mar
Apr	May	Jun
Jul	Aug	Sep
Oct	Nov	Dec

Select A Dependant

Choose Provider
-Select-

Select a date before choosing a provider

Service Provider

Enter the service provider's name, or the first few characters of it.

Reset
Search

Pending Claims

No claims found for given search criteria

Paid Claims

<p style="font-weight: bold; font-size: small;">PHARMACY AT SPAR WILLOW WAY</p> <p style="font-size: x-small;">Treatment Date: 02 June 2022 for MR GRAYCEN</p> <div style="display: flex; justify-content: space-between; align-items: center;"> 02-JUN-2022 318670 </div> <p style="font-size: x-small; margin: 2px 0;">Claimed : R198.59</p> <p style="font-size: x-small; margin: 2px 0;">Paid : R198.59 to Provider on 07 June 2022</p>	<p style="font-weight: bold; font-size: small;">PHARMACY AT SPAR WILLOW WAY</p> <p style="font-size: x-small;">Treatment Date: 02 June 2022 for MR GRAYCEN</p> <div style="display: flex; justify-content: space-between; align-items: center;"> 02-JUN-2022 R155.31 </div> <p style="font-size: x-small; margin: 2px 0;">Claimed : R155.31</p> <p style="font-size: x-small; margin: 2px 0;">Paid : R155.31 to Provider on 07 June 2022</p>	<p style="font-weight: bold; font-size: small;">PHARMACY AT SPAR WILLOW WAY</p> <p style="font-size: x-small;">Treatment Date: 02 June 2022</p> <div style="display: flex; justify-content: space-between; align-items: center;"> 02-JUN-2022 318670 </div> <p style="font-size: x-small; margin: 2px 0;">Claimed : R249.93</p> <p style="font-size: x-small; margin: 2px 0;">Paid : R249.93 to Provider on 07 June 2022</p>
<p style="font-weight: bold; font-size: small;">PHARMACY AT SPAR WILLOW WAY</p> <p style="font-size: x-small;">Treatment Date: 02 June 2022 for MR GRAYCEN</p> <div style="display: flex; justify-content: space-between; align-items: center;"> 02-JUN-2022 318670 </div> <p style="font-size: x-small; margin: 2px 0;">Claimed : R148.35</p> <p style="font-size: x-small; margin: 2px 0;">Paid : R148.35 to Provider on 07 June 2022</p>	<p style="font-weight: bold; font-size: small;">DR LUKAS SERFONTEIN</p> <p style="font-size: x-small;">Treatment Date: 02 June 2022 for MR GRAYCEN</p> <div style="display: flex; justify-content: space-between; align-items: center;"> 02-JUN-2022 1016331 </div> <p style="font-size: x-small; margin: 2px 0;">Claimed : R546.15</p> <p style="font-size: x-small; margin: 2px 0;">Paid : R546.15 to Provider on 07 June 2022</p>	<p style="font-weight: bold; font-size: small;">PHARMACY AT SPAR WILLOW WAY</p> <p style="font-size: x-small;">Treatment Date: 02 June 2022 for MR GRAYCEN</p> <div style="display: flex; justify-content: space-between; align-items: center;"> 02-JUN-2022 318670 </div> <p style="font-size: x-small; margin: 2px 0;">Claimed : R259.85</p> <p style="font-size: x-small; margin: 2px 0;">Paid : R259.85 to Provider on 07 June 2022</p>

Contributions Overview

- [Home](#)
- [My Family](#)
- [Communication](#)
- [Benefits](#)
- [Claims](#)
- [Contributions](#)
- [Electronic Health Record](#)
- [Provider Search](#)
- [Balances](#)
- [Document Library](#)
- [Log a Query](#)
- [Settings](#)

Contributions

Your recent contributions are shown below. All contributions are payable monthly.

R4,687.00
01 January 2022 to 01 January 2023

Option:	BEAT2
Additional adults:	1
Children:	1
Active:	Yes

R4,511.00
01 January 2021 to 01 January 2022

Option:	BEAT2
Additional adults:	1
Children:	1
Active:	Yes

Contribution Components

Date Range

Dependant	Contribution Component	Amount
	RISK COMPONENT	R1,792.00
	SAVINGS	R341.00
	Subtotal	R2,133.00
	RISK COMPONENT	R1,391.00
	SAVINGS	R265.00
	Subtotal	R1,656.00
	RISK COMPONENT	R754.00
	SAVINGS	R144.00
	Subtotal	R898.00
	Total	R4,687.00

1 - 6

Electronic Health Record

The screenshot displays the EHR interface for a user named MATHEW. The interface is organized into several sections:

- Left Sidebar (Navigation):** Includes links for Home, My Family, Communication, Benefits, Claims, Contributions, Electronic Health Record (highlighted), Provider Search, Balances, Document Library, Log a Query, and Settings.
- Profile Section:** Features a placeholder for a profile picture and a form with the following fields:
 - Name
 - Surname
 - Age: 35
 - Gender: Male
 - Member No.
 - Allergies: None
 - Update Allergies button
- Preferred General Practitioner:** A section indicating "You do not have a preferred provider".
- My Health - MATHEW (Main Content Area):** A grid of health metrics and medical history sections:
 - Height:** 186 cm
 - BMI:** 24.97
 - Weight:** 86.4 Kg
 - My Medication:** View all authorised and claimed medication
 - My Providers:** View all providers
 - My Hospital Visits:** View all hospital visits
 - My Conditions:** No conditions have been recorded
 - My Pathology Results:** No pathology results have been recorded

Provider Search

The screenshot displays a web application interface for a provider search. On the left is a dark blue sidebar with white text and icons for navigation: Home, My Family, Communication, Benefits, Claims, Contributions, Electronic Health Record, Provider Search (highlighted), Balances, Document Library, Log a Query, and Settings. The main content area is white and titled "Provider Search". Below the title is a "Search" section with a blue header. The search form includes the following fields: "Product" (set to "Beat2"), "Type of Provider" (dropdown menu, currently "- Select -"), "Provider Location" (text input, placeholder "Enter a Location Here..."), "Distance" (dropdown menu, currently "-Select-"), "Provider Surname/Institution Name" (text input, placeholder "Enter a Provider Name Here..."), "Practice Number" (text input, placeholder "Enter a Provider's Practice Number Here..."), and "Associated Practice" (text input, placeholder "Enter a Provider's Practice Number Here..."). At the bottom of the form are "Clear X" and "Search" buttons.

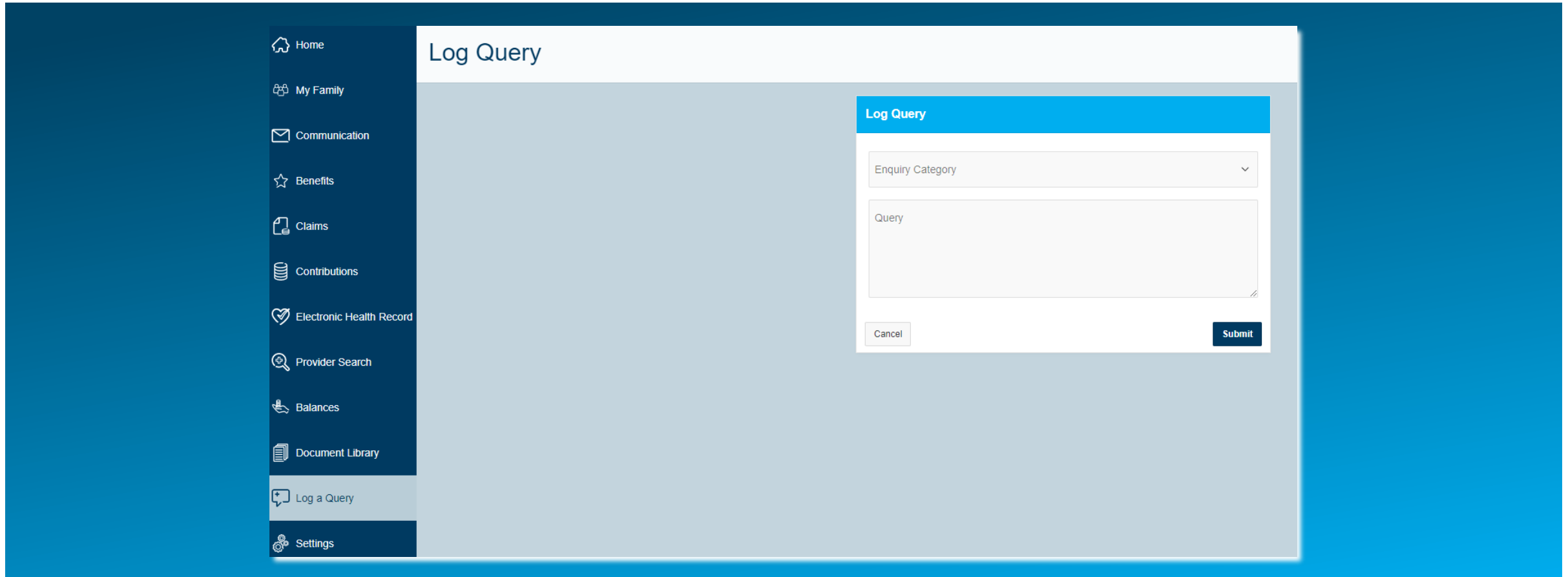
Savings and Contribution Balances

The screenshot displays a user interface for a medical scheme. On the left is a dark blue navigation sidebar with icons and labels for: Home, My Family, Communication, Benefits, Claims, Contributions, Electronic Health Record, Provider Search, Balances (highlighted), Document Library, Log a Query, and Settings. The main content area is titled 'Balances' and contains two tables. The first table, 'Contributions', shows all values as R0.00. The second table, 'Savings', shows a total balance of R6,396.04, composed of a current balance of R1,146.04, advanced payments of R5,250.00, and vested savings of R18.49.

Contributions	
Total outstanding	R0.00
Current balance	R0.00
Days 30	R0.00
Days 60	R0.00
Days 90	R0.00
Days 120	R0.00
Days 150 PLUS	R0.00

Savings	
Balance	R1,146.04
Advanced	R5,250.00
Vested Savings	R18.49
Total	R6,396.04

Log a Query for Assistance



The screenshot shows a user interface for logging a query. On the left is a dark blue sidebar with navigation options: Home, My Family, Communication, Benefits, Claims, Contributions, Electronic Health Record, Provider Search, Balances, Document Library, Log a Query (highlighted), and Settings. The main content area is titled 'Log Query' and contains a form with a blue header. The form includes a dropdown menu for 'Enquiry Category', a text area for 'Query', and 'Cancel' and 'Submit' buttons.

Log a Query for Assistance

The screenshot displays the BestMed user interface. On the left is a dark blue navigation sidebar with icons and labels for: Home, My Family, Communication, Benefits, Claims, Contributions, Electronic Health Record, Provider Search, Balances, Document Library, Log a Query, and Settings. The 'Settings' option is highlighted. The main content area is titled 'Settings' and features a modal window titled 'Change your password'. This modal contains three text input fields labeled 'Current Password', 'New Password', and 'Repeat New Password'. At the bottom of the modal are two buttons: 'Cancel' and 'Change Password'.

Thank you!

