



Digital engagement and capabilities

Marketing and sales

- Electronic brochures and flyers available on *Complete Health*
- YouTube videos available on *Complete Health* for member education
- Communication platforms - Microsoft Teams, Skype, Zoom and WhatsApp for assistance and queries

New business Onboarding of groups

- Fillable PDF registration forms – *Company application form*
- Forms can be signed digitally using apps like “Adobe fill & sign”
- Excel *membership template* with employee and dependant details for bulk loading
- Electronic membership certificates *via the employer web portal*
- Digital membership cards

Member engagement

- *More4Me rewards* – Airtime or data to keep members connected
- Momentum More Health app to access benefit information and unlock benefits, as well as Employee Assistance Programme (EAP)
- Momentum More Health app to access Hello Doctor - a doctor on call 24/7 in all South African official languages
- Member call centre to assist with claims and queries
- Health4Me WhatsApp chat support line
- Electronic *member guides* for more information on benefits and how to use them
- Electronic *focus pages* for more detailed information on benefits such as chronic benefits, HIV benefits, maternity benefits, and more
- Provider searches to locate nearby GPs, dentists and optometrists

Employer servicing

- Health4Me WhatsApp business support chat
- Call centre to assist with queries
- Electronic *contact list* with details of support teams for queries
- *Employer web portal*, allowing you to manage your company profile online
- Internal Service Consultant allocated per company – will send *employer web portal user guide* via email for information on how to make membership changes, view your latest billing statement or access important product information and training material
- Account Executive available for virtual training on the employer web portal for groups with more than 50 members

Contact us

Sales and quote queries

The Health4Me sales team and Health BDMs support our various Momentum sales channels. For more information on how to access our documents, or if you need assistance with sales queries and quotes, you are welcome to contact your *corporate health consultant* via email or on their cellphone.

Call centre



0860 10 29 03



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momentum.co.za

Momentum Health4Me is not a medical scheme product, and is not a substitute for medical scheme membership.

Quality, affordable healthcare solutions