

Use your online profile to get access to:

- New member applications
- Benefit summaries
- View employer groups
- View claims
- Log a new query and view the status of your previous queries
- View members, member plan options, membership status, premiums and advisor commission
- Update brokerage details
- Online Application to submit new member applications and track the status of existing applications submitted
- Step 1: Visit the Bestmed website at www.bestmed.co.za
- **Step 2:** Click on the light green Member/Provider Login tile on the far right of your screen
- **Step 3:** Click on the "Advisor login" tile
- **Step 4:** A new window will open, if you have never registered a profile, click on "New user" or enter your username and password to sign in
- **Step 5:** If you are a new user you will need to have your advisor number handy
- **Step 6:** You will be asked to select your preferred verification method (SMS/email)
- **Step 7:** Once you have completed all the required fields you will receive a verification code. You will need to return to the log in screen to verify your profile
- **Step 8:** Once the verification process is complete you can log on with your username and password



How to complete an online application

Step 1: Go to portal homepage



Step 2: Click on Applications tab



Step 3: Select New Application



Step 4: Fill in applicant details



Step 5: Fill in dependents details



Step 6: Fill in previous scheme details



Step 7: Fill in contact details



Step 8: Fill in medical history



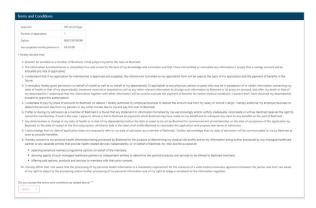
Step 9: Fill in banking details



Step 10: Upload supporting documentation



Step 11: Read and accept the terms and conditions



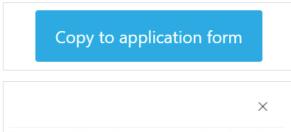
Step 12: Make sure that all tabs are at 100% before attempting to submit the application



Step 13: Select how you would like the onetime pin to be sent to your client to finalise the application submission. The password to send this request is the password you use to login to the advisor portal



Please note, you also have the the option of completing the application offline. To do this, please select OK. The process of completing your application offline is done when you press the "Copy to Application Form" button on the top right of the screen.



The purpose of this option is to transfer all the information captured on the online application form to an interactive .pdf application form and continue the application process offline. If you select this option, the online application form will be closed, and you will not be able to return to the current online form to complete any outstanding information. Are you sure you want to continue?

Cancel OK

Contact Us

086 000 2378

brokersupport@bestmed.co.za

台 012 472 6760

www.bestmed.co.za

@BestmedSocial

www.facebook.com/ BestmedMedicalScheme

www.linkedin.com/company/bestmed/

REGIONAL OFFICES

Cape Town:

92 Edward Rd, Bo Oakdale, Cape Town, 7530

KwaZulu-Natal:

Beacon Rock, 21 Lighthouse Rd, Umhlanga, Durban, 4319

36 Van Rensburg St, Sonheuwel Central, Mbombela, 1201

Ggeberha:

142 Cape Rd, Mill Park, Gqeberha, 6001

Tobara Place Unit 3, 9 Watermelon street, Outspan Dr, Bendor Ext 59, Polokwane, 0699

325 Staatsweg, Welkom Central, Welkom, 9460

WALK-IN FACILITY

Block A, Glenfield Office Park, 361 Oberon Avenue, Faerie Glen, Pretoria, 0081, South Africa

POSTAL ADDRESS

P. O. Box 2297, Arcadia, Pretoria, 0001, South Africa

HOSPITAL AUTHORISATION

Tel· 080 022 0106

E-mail: authorisations@bestmed.co.za

CHRONIC MEDICINE

Tel: 086 000 2378

Email: medicine@bestmed.co.za

Fax: 012 472 6760

CLAIMS

086 000 2378 Tel·

service@bestmed.co.za (queries) Email:

claims@bestmed.co.za (claim submissions)

ER24 (EMERGENCY EVACUATION)

084 124 Tel:

INTERNATIONAL TRAVEL COVER (EUROP ASSISTANCE)

0861 383 333 Tel:

Claims and emergencies: assist@europassistance.co.za Travel registrations: bestmed-assist@linkham.com

MATERNITY CARE

Tel: 012 472 6797

E-mail: maternity@bestmed.co.za

BESTMED HOTLINE, OPERATED BY KPMG

Should you be aware of any fraudulent, corrupt or unethical practices involving Bestmed, members, service providers or employees, please report this anonymously to KPMG.

Hotline: 080 111 0210 toll-free from Telkom

lines

080 020 0796 **Hotfax:**

Hotmail: fraud@kpmg.co.za

KPMG Hotpost at BNT 371 Postal:

> P. O. Box 14671, Sinoville, 0129, South Africa

