

# MOTO HEALTH CARE NEWSLETTER



ISSUE 1 JANUARY - MARCH 2026

## PRINCIPAL OFFICER'S NOTE

Dear Member/Employer

The importance of individuals having private medical coverage cannot be stressed enough. Over the past decade, Moto Health Care has evolved from being largely a medical funder to actively managing its members' healthcare needs, by employing holistically-based managed care initiatives. These initiatives focus on preventative care, patient advocacy and education, high-risk member management, and early identification and management of chronic diseases, and are aimed at managing a member's chronic condition from the start instead of waiting for a major hospital event to occur and then treating the patient.

In addition to medical interventions, lifestyle changes such as more physical activity, healthier eating and stress management are also promoted and shared with members and employers to ensure that members can get to the source of their challenges rather than just treating their symptoms. So, if you and your business are serious about healthier living, please reach out to Moto Health Care ([info@mhcmf.co.za](mailto:info@mhcmf.co.za)) and we will be honoured to embark on this exciting journey with you!

An invitation was extended by the Motor Industries Bargaining Council (MIBCO) to Moto Health Care (MHC) to brief staff on the benefits of joining the Scheme and the importance of having private medical cover. In attendance from the Scheme's side was Mr. Marwaan Davids who serves as a Trustee on MHC's Board as well as the Scheme's Principal Officer, Mr. Eugene Eakduth.

Warm regards

**Eugene Eakduth**  
Principal Officer



Marwaan Davids  
Industry compliance &  
training manager MIBCO



Letf to right: Naven Soobramoney - Kwazulu-Natal Acting General Secretary,  
Eugene Eakduth - Principal Officer, Moto Health Care, Marwaan Davids - Industry  
compliance & training manager MIBCO

If you have any suggestions for topics you'd like to see in future editions of our newsletter, please reach out to the Scheme at [news@mhcmf.co.za](mailto:news@mhcmf.co.za), and we will gladly consider your request.

# We Are Growing

Despite the challenges in the motor industry which are largely affected by global and local market conditions, there was a pleasant surprise in store for Moto Health Care in January 2026, when the Scheme found itself in a fortuitous position with a net growth of members. This unique occurrence reminds us of the importance of private healthcare cover, especially due to the disparity between public and private healthcare services in our country. In order to celebrate this momentous achievement, the Scheme's Chairman, Mr Barry Canning, the Principal Officer, Mr Eugene Eakduth, and the Scheme's Operations Manager, Ms. Terry Greeff, toasted Moto Health Care's success and are looking forward to repeating this feat throughout the year!



Barry Canning - Chairperson Moto Health Care



Eugene Eakduth - Principal Officer Moto health Care



Terry Gucher-Greeff - Operations manager Moto health Care

## Moto Health Care Membership Application Process



### STEP 1 Understand Your Membership Option

Make sure that you fully understand what your chosen option covers.



### STEP 2 Complete the Application Form

Complete the Membership Application form in totality, sign where you are required to sign, and tick where you are required to tick.



### STEP 3 Attach Supporting Documents

Attach the applicable documents (these documents are listed at the bottom of the application form for ease of reference).



### STEP 4 HR Verification & Submission

Ensure that your Human Resources representative has completed and signed their portion of the form, and then submit the application form to [membership@mhcmf.co.za](mailto:membership@mhcmf.co.za)

### What can I expect?

Once your application has been completed and submitted to the membership department, you will receive a reference number, which you may use to follow up on your application.

Once your application form has been processed, you will receive a SMS to welcome you to the Scheme as well as a confirmation of membership, which will confirm your membership number, the applicable underwriting, and the amount you will pay for your membership contributions.

Once you have received your membership confirmation and membership number, you can download the Moto Health Care App from the Moto Health Care website ([www.mhcmf.co.za](http://www.mhcmf.co.za)) as well as from Google Play; Apple App store and AppGallery. A digital membership card will be available in the app, giving you easy access to service providers. The app provides for claims payments, viewing your statements, access to your membership and tax certificates, a provider search function, and many more features which will help you on your health care journey.

You will receive a membership card in the mail, together with a summary of benefits, explaining the benefit options available to you.

# Emergency Medical Events: What You Need to Know

An emergency medical event can be a daunting. The thought of an emergency affecting your family is not pleasant. Moto Health Care is here for you! Many people believe that a visit to an emergency room automatically qualifies for full funding of the event.

While each of our options offer emergency benefits, it is important to note that not all emergency events qualify as a Prescribed Minimum Benefit (PMB) or a stabilisation event. Only conditions which meet the qualifying criteria will be paid in full, others will be paid at Scheme rates, depending on the benefits of your chosen option.

Because emergencies do not always happen near a hospital, your ambulance provider will take you to the closest hospital for treatment. If you go to the emergency room or a doctor's room and the diagnosis and test results show that your condition is not an emergency, Moto Health Care will fund the event from your applicable benefit at Scheme rates.

It is very important that you, as a member, work closely with your treating doctor and the Scheme to ensure that the Scheme receives sufficient clinical information (such as radiology reports, pathology reports, theatre notes, and photos, where applicable), and the correct diagnostic codes when you submit a claim to the Scheme.

## REMEMBER

Moto Health Care is not part of your consultation and does not know that an emergency occurred until we receive documentation, a request for authorisation or an account. Therefore, we often ask for information from the member and the provider to show us what transpired before, during and after an emergency event. Members are therefore encouraged to read their statements carefully as there may be information required from you, as the member, for the Scheme to pay your claims from the correct benefit. For more information on the funding of emergency events, please go to [www.medicalschemes.co.za](http://www.medicalschemes.co.za).

*Reference: [www.medicalschemes.co.za](http://www.medicalschemes.co.za)*

# AZOZA

Moto Health Care has partnered with AZOZA for emergency transportation services. Should you require emergency transportation, please contact **0861 009 353** or **0861 000 300** and press \* to be connected to AZOZA, who will assist you during the event.



# Living with Chronic Conditions and How We Support You

Your body is constantly communicating with you. The question is, are you listening? It is important to listen to your body and to make use of our wellness benefits which are available to all our members. View information about what is covered on your option on Moto Health Care's **website**. Regular screenings can help to identify health conditions early. This also helps your doctor to treat your specific health condition to keep you healthy.

Unfortunately, life happens, and sometimes a health condition is detected. Your doctor will prescribe treatment accordingly.

**"In most cases the treatment involves prescription medication. In these cases, the Scheme encourages you to register your condition on the chronic programmes available on your chosen option."**

Sometimes you are diagnosed with more than one health condition which requires treatment.

At Moto Health Care we care about you. One of the ways in which we take care of you is to assist you in managing your condition effectively. We have a dedicated team of clinical coaches who will be assigned to you, should you be identified as a patient who will benefit from the assistance of a clinical lifestyle coach or a clinical wellness coach.

These coaches will guide you on lifestyle adjustments which may benefit you while you take your medication regularly (this is called compliance). They will also guide you on the use of your medication. If you take your medicine regularly, your condition is likely to remain well controlled.

We encourage members to register on the appropriate programme to benefit optimally from their available benefits. Programmes which you may register on are:



**Moto Health Care  
Psychiatry Programme**



**Moto Health Care  
HIV Programme**



**Moto Health Care  
Oncology Programme**



**Moto Health Care  
Maternity Programme**



**Moto Health Care  
Chronic Conditions  
Programme**

To find out more on how to register for these programmes, please call us on **0861 000 300** or email us at **info@mhcmf.co.za**.

## Focus on Mental Health

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There is still a stigma connected to patients who suffer with mental illnesses. It is time to let go of the stigma accompanying these conditions over the years and get help. Now is the time to take action!

Statistically, mental health conditions affect one in four South Africans. Mental health is also a growing public health concern. A worrying trend is that mental health conditions are impacting all sectors of the motor industry, with more and more industry members requiring medication and therapy to cope with their circumstances, whether it is financial, socio-economic, or related to a general sense of uncertainty, which is often accompanied by increasing anxiety.

Mental illness significantly impairs overall health with the comorbidity of depression and anxiety being reported in numerous cases.

Poor mental health can affect anyone, irrespective of race, gender, sexual orientation, nationality, ethnicity, or social standing.

This has led employers to opt for Employee Assistance Programmes (EAPs) to provide support to employees faced with these and other concerns. Although the EAPs offer a range of services, it is also important for employees to belong to a medical scheme that provides benefits for mental health. It is very important for employees to choose the right cover for their conditions and any co-morbidities they may have.

Contact Moto Health Care on 0861 000 300 to find out what, where and how your chosen benefit plan covers the treatment you.



**References:** *Frontiers | The prevalence of probable depression and probable anxiety, and associations with adverse childhood experiences and socio-demographics: A national survey in South Africa | Mental Health Situational Analysis: South Africa*

Welcome to a healthier,  
stronger You!

**Your health. Know it. Own it.**

You're living in a time where every year counts - not just how long you live, but how well you live. Your healthspan matters just as much as your lifespan, and you deserve a future **free from disease and disability**.

That journey starts with **understanding where you are today** so you can shape the future you want.

And with Multiply by your side, you'll have the tools, guidance, and motivation to make small, consistent upgrades that lead to powerful, life-changing results over time - because every effort counts!



**Reasons you'll love Multiply**

**Score rewards from day one**

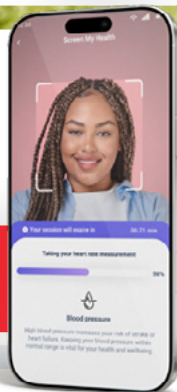
**Improve your rewards level in just 15 minutes** with a quick assessment on the Multiply app.

No waiting periods, no chasing points!

**Know your numbers**

**A quick assessment on the app** gives you a Healthy Heart Score and fitness level.

Become an active participant in your own health journey by knowing your numbers.



**Improve your numbers**

Build sustainable healthy habits and improve your mental and physical health with

Active Dayz

Recharge Dayz

Wysa, Multiply's mental wellness support

MultiplyCONNECT

**Get fantastic partner rewards**

Score up to **75%** from Multiply partners

**Get money back in your pocket,** rewards on your whole basket and big discounts from a wide variety of brands to help you on your wellness journey.



up to **50%**



up to **60%**



up to **10%**



up to **60%**



up to **75%**



up to **10%**



up to **40%**



up to **40%**

**Rewards for building healthy habits**

Score up to **R350** in partner vouchers per month.



Donate your Wins to make a real difference by supporting charities, communities and people who need it most.

**momentum**  
group | FOUNDATION

Did you know that **Medipost** now has a **WhatsApp** facility?

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**All Pharmacy. All Convenience.**

[info@medipost.co.za](mailto:info@medipost.co.za) <https://medipost.co.za/>

Call Centre: 0861 000 300 or email [info@mhcmf.co.za](mailto:info@mhcmf.co.za)

DOWNLOAD THE **MOTO HEALTH CARE** MOBILE APP TODAY!

[www.mhcmf.co.za](http://www.mhcmf.co.za)



Take note of our whistle-blower hotline number, 0800 200 564 or email tip-offs to [mhcmf@tips-offs.com](mailto:mhcmf@tips-offs.com). All reports are confidential.

**DISCLAIMER:** This information is for educational purposes only and is not intended as medical advice, diagnosis or treatment. If you are experiencing symptoms or need health advice, please consult a healthcare professional.