



## STEP 1: Download the new Bestmed App

- To get the App, visit your smartphone's App store
- Search for the 'Bestmed' App
- Install and accept the terms to download the app



## STEP 2: Login to the App

To login to the App, you will require both the following:

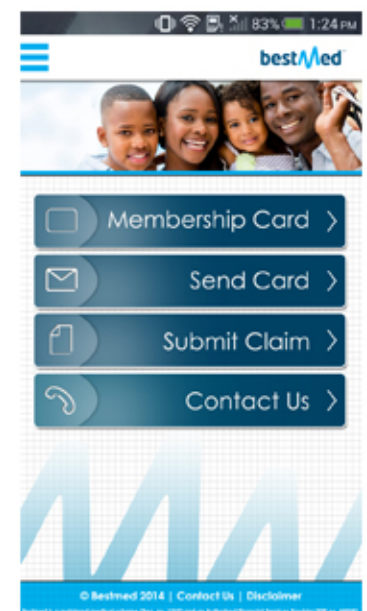
- Membership Number
- ID Number of Principal member

If you experience login problems, please contact [medsupport@bestmed.co.za](mailto:medsupport@bestmed.co.za) or our Contact Centre at 086 000 2378.

## STEP 3: Using the App

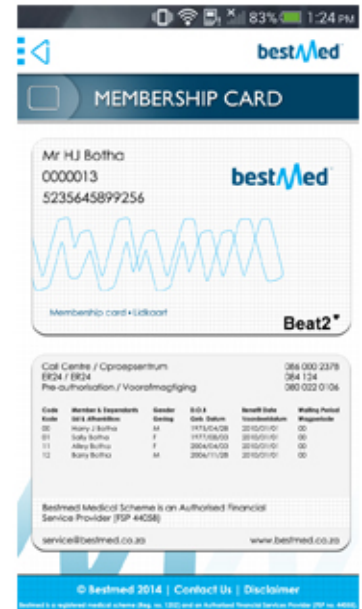
The App has four main menu items to choose from

- Membership Card
- Send Card
- Submit Claim
- Contact Us



## MENU ITEM 1: Membership Card

The Membership Card displays a digital replica of your Membership Card with the latest updated information.



## MENU ITEM 2: Send Card

Fill in the e-mail or fax number fields to send a digital replica of your Membership Card to any healthcare provider who requires membership verification.

Generate a QR code of your membership information for the healthcare provider to scan, should they have a QR code scanner.

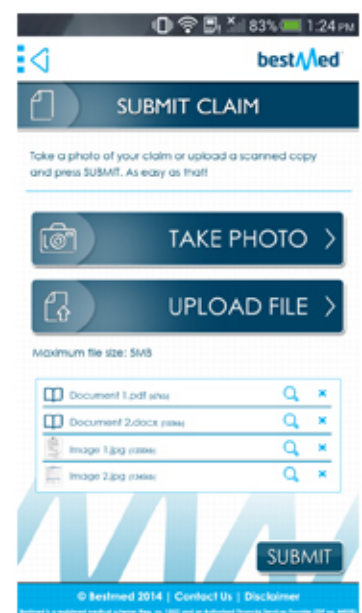


## MENU ITEM 3: Submit Claim

Submit a claim by taking a photo of it with your smartphone's camera.

Attach and upload a saved file from your smartphone to Bestmed for a direct claim submission.

\* Maximum file size is 5MB.



## Menu Item 4: Contact Us

Touch the interactive Contact Us menu to view the contact information of the Departments. Touching a number or e-mail address contained in the information will automatically dial / e-mail that number or e-mail address.

Touch the ER24 Emergency button to dial them directly for ambulance and emergency evacuation services.

Chat live to one of Bestmed's friendly Client Consultants during office hours.

