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sasolmed

POSITIVE CHANGE IS ON THE HORIZON

Dear Member

When Sasolmed changed administrators in 2021, it was part of our never-ending drive to provide you, our valued members, with the best possible benefits and service.

Regrettably, this change was not as seamless as we had hoped. We recognise that the transition happened during the tumultuous period when the COVID-19 pandemic first started and that the administrator has endeavoured and successfully rectified many service issues. Yet, your member experience has not been what you rightly expect from us.

Scheme administration is a crucial component in providing a positive and efficient experience. It provides for benefit management, claims processes, managed care programmes and even the communication systems between our members, our Scheme and our healthcare providers.

Ensuring an excellent experience for our members will always be our priority, so the time has come to acknowledge that change is required.

The Sasolmed Board of Trustees has decided to part ways with Momentum Health Solutions and will embark on a closed tender process to appoint a new administrator effective from 1 January 2024 for our administration and managed healthcare contracts.

We will manage this process very closely. While the tight timeline and inherent hurdles of such a transition will have its fair share of adjustments and challenges for all of us, leading up to and beyond the appointment of our new administrator, we firmly believe this decision is in the best interest of the Scheme and your member experience in the long run.

Rest assured that your benefits will, and always have been considered and approved by the Sasolmed Board of Trustees to offer access to quality healthcare while ensuring the long-term sustainability of Sasolmed. We will keep you informed every step of the way, and we look forward to creating and embedding a strong base from which to restore the level of service that you deserve and expect from Sasolmed.

Yours sincerely,

Shantèl Smit
Principal Officer: Sasolmed

Heinrich Ernst
Chairperson: Sasolmed Board of Trustees