



# I AM UMVUZO HEALTH

## INTERMEDIARY JOURNAL

YOUR CHANNEL TO UMVUZO HEALTH

**2023**  
LAUNCH

### UMVUZO SHINES AT THE GRO SHOW

#### 2023 BENEFITS LAUNCH

Colour, uniqueness, networking and fun.

On 4 October 2022, Umvuzo Health proudly presented the second instalment of The Gro Show, this time with a live audience at The Atterbury Theatre in Pretoria. Hosted by Umvuzo Health's Head of Marketing and Communication, Busi Roberts, the afternoon put forward live entertainment, an introduction to the Scheme's leadership and most importantly, the progressive and member-centric benefits that Umvuzo will put forward in 2023.

Roberts welcomed guests with a conclusion about the Scheme's great success since its inception in 2004. "We are unique, we are resilient, we are strong and healthy and we have proudly carried that for 18 years. We are always ready to make an impact wherever we go."

#### LEADERSHIP FOCUSED ON ACCESS

Roberts first welcomed Board Chairperson Frikkie Nqume, Deputy Chairperson Sibongile Mabuza, and Public Relations Manager Buzwe Tshisani to the stage. For Ms Mabuza, her story of being a member of Umvuzo Health started with the Scheme's focus on member needs and affordability: "Since the beginning, it was always affordable, with access for members, good service through constant means of communication like SMSes and WhatsApp to name but a few. There is engagement and contact at places of work as the client service team came into the factories offer members help and are still doing that."

Chairperson Nqume concurred and reiterated Umvuzo's identity being one that puts members' needs first, as they're a member-driven Board that listens to feedback on the ground. Tshisani confirmed how critical his role is as well to ensure he bridges the gap between the Board of trustees, Scheme management and members. With an introduction to Board member faces and voices, Roberts then introduced a video presentation by several Umvuzo Health employees and managers on the various changes to the Scheme's Options in 2023.

### HELPING MEMBERS

#### ACTIVATOR OPTION

Unlimited acute medication, a **98%** increase in dental benefits, a **0%** increase in child dependants and members can use all hospital groups and no longer just DSP's. Supplementary benefits include nurse visits, homoeopathy and more.

**2023** An average option increase of **8,5%**.

#### ULTRA-AFFORDABLE & ULTRA AFFORDABLE VALUE OPTIONS

Over-the-counter medication benefit per event, per beneficiary, increased by **23%**, the overall prostheses limit is removed, there is a **0%** increase in child dependants and members can use all hospital groups. Supplementary benefits include nurse visits, homoeopathy and more.

**2023** An average option increase of **8,9%**.

#### STANDARD

Over-the-counter medication benefit per event, per beneficiary, increased by **36%**, the overall prostheses limit is removed, there is a **0%** increase in child dependants and supplementary benefits include nurse visits, homoeopathy and more.

**2023** An average option increase of **8%**.

#### SUPREME

Over-the-counter and Optometry benefits per beneficiary now stand alone, and are not subject to Family Benefits. Crowns and Bridges are now available from the Family Benefit.

**2023** An average option increase of **7,9%**.

#### EXTREME

Over-the-counter medication benefit per event, per beneficiary, increased by **17%**, OTC and Optometry benefits per beneficiary now stand alone, and are not subject to Family Benefits.

**2023** An average option increase of **8,5%**

The average contribution increase for the Scheme is **8,35%** for 2023. Limits on all Options have been increased on average by **5,5%** with extensive benefit enhancements.

### BOLD BENEFITS AND GROWTH

After the Options overview for 2023 was concluded, Umvuzo Health Principal Officer Hugo Van Zyl highlighted the Scheme's consistency and growth despite challenges. "Grappling with the after-effects of COVID-19, we remained true to ourselves and our members. We wanted to stay relevant and have a look at our products and fine-tune them. There is a bursting interest now in where Umvuzo is headed, there is consistency through members and the youth is coming through."

Sales and Distribution Manager Suzelle de Kock agreed, "January to August, our **8,5%** growth is remarkable in this economic climate. The brand is becoming recognised, and it speaks to members' pockets and needs. Our **98%** customer retention rate is evidence of that. We will never forget the input of members and Umvuzo's dedication stands out."

### HAPPY AND LOOKING FORWARD

The launch concluded with a competition, a dance lesson with guests and a special mention from Roberts on the Umvuzo Running Club that is set to launch this coming December 2022 in Free State.

With some energy, fun and hope for continuous progress, another successful Benefits launch ended off.



**2023 UMVUZO HEALTH BENEFIT BROCHURES**

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**2023 UMVUZO HEALTH BENEFIT CHANGES**

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**WISHING YOU ALL A SAFE 2022 FURTHER AND TOGETHER WE AWAIT AN EXCITING 2023!**

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We hope you have found this newsletter informative and would like to hear from you should you have any queries or suggestions.

Suzelle de Kock  
082 828 9737  
suzelledk@medismart.co.za

Busi Roberts  
076 052 2091  
busir@medismart.co.za