



2026  
**MATERNITY**  
CARE PLAN  
WELCOME  
BOOKLET



**UMVUZO**  
HEALTH  
REWARDING LIFE

# ABOUT THE MATERNITY CARE PLAN

## CONGRATULATIONS ON YOUR PREGNANCY!

This is a special journey — full of change, growth, and preparation for new life. While exciting, we know it can also bring challenges. That's why we've created the **Umvuzo Health Maternity Care Plan** — to support you every step of the way and ensure you receive the best possible care.

By registering on the plan, you unlock **additional maternity benefits** available only through this programme.

## To register:

- Complete the attached application form and include all required supporting documents.
- Email your application to **maternity@rxhealth.co.za**.

Once your registration has been processed, you'll receive an **SMS confirmation and a welcome letter** explaining your maternity benefits.

For any queries, contact our **Call Centre on 0861 083 084** or email **maternity@rxhealth.co.za**.

## MATERNITY BENEFITS DURING PREGNANCY

PLEASE SHARE THIS MATERNITY CARE PLAN AND YOUR SPECIFIC **UMVUZO HEALTH SCHEME OPTION MATERNITY BENEFITS** WITH YOUR TREATING DOCTOR — BOTH YOUR **GP AND GYNAECOLOGIST**. THIS HELPS THEM UNDERSTAND WHAT IS COVERED AND HOW TO CLAIM CORRECTLY DURING YOUR PREGNANCY.



### GP AND SPECIALIST VISITS DURING PREGNANCY

- » Covered according to Scheme tariff for consultations with your **GP and Gynaecologist**, based on your plan and pregnancy trimester.
- » **Ultra Affordable** and **Standard Options**: your GP will refer you to a Gynaecologist for further tests and scans.
- » When submitting your referral, include your **estimated due date** to ensure timeous authorisation.



### VITAMIN SUPPLEMENTS

- » **Prenatal vitamins** (iron, calcium, and folic acid) are covered according to the approved formulary.
- » Benefits are **pro-rated** based on your pregnancy stage at registration.



### VACCINATIONS

- » The Scheme covers the **inactivated Influenza (Flu) vaccine** during pregnancy.
- » These vaccines protect both mother and baby, providing passive immunity for the infant after birth.

**Please Note:** Antenatal classes and consultations with midwives are not covered under this Maternity Care Plan.



### ULTRASOUND SCANS

- » **Ultra Affordable, Standard & Activator Options**: Up to **2 scans** per pregnancy.
- » **Supreme & Extreme Options**: Up to **3 scans per pregnancy**



### PATHOLOGY AND BLOOD TESTS

- » The Scheme covers a predetermined list of essential pregnancy tests (e.g., glucose and urine dipstick tests).
- » Approved tests may vary depending on your **Scheme plan** and **pregnancy trimester**.

## DELIVERY BENEFITS



### HOSPITAL BOOKING

Most hospitals require expectant mothers to **book their hospital bed in advance** — usually a few weeks before delivery. Please confirm your hospital booking **directly with your chosen facility and inform Umvuzo Health** once your booking is complete.

Contact us on **0861 083 084** or email **maternity@rxhealth.co.za**.



### ELECTIVE CAESAREAN SECTION (C-SECTION)

An **elective C-section** must be **medically indicated**.

- » Covered from 39 weeks of pregnancy.
- » If done earlier, a doctor's motivation is required for approval.
- » Once authorised, the Scheme covers up to **4 days** in a general maternity ward at 100% of the Scheme rate.
- » **Exclusions:** Private rooms and isolation without medical motivation.



### PREMATURE BIRTH

If your baby is born **before 37 weeks**, cover applies according to Scheme rules and clinical guidelines.

- » Additional hospital days and NICU/High Care stays may be authorised if medically necessary and pre-approved.
- » Inform Umvuzo Health immediately of early delivery to avoid delays.



### NORMAL OR VAGINAL DELIVERY

- » Covered up to **3 days** in a general maternity ward at 100% of the Scheme rate.
- » **Pre-authorisation** is required once your delivery plan is confirmed or when labour begins.
- » **Exclusions:** Private rooms or isolation (unless medically necessary).

## AFTER DELIVERY



### NEWBORN REGISTRATION

- » Register your newborn as a dependant within **30 days of birth** to activate cover. Claims for your baby's care will only be paid once registration is complete.
- » If registration is not done within 30 days, a **three-month waiting period** applies before benefits can be accessed.
- » How to register:
  1. Register your baby at the **Department of Home Affairs (DHA)**.
  2. Inform your **HR department** and contact Umvuzo Health on **0861 083 084**.
  3. Provide:
    - The main member's **ID copy**, and
    - The baby's **DHA registration document**.



### SPECIALIST DOCTORS FOLLOW-UP VISITS

- » Once your baby is registered within 30 days:
  - **Baby:** A **paediatrician consultation** after birth, paid from specialist visits (pre-authorisation required) or Family Benefits, depending on your Option.
  - **Mother:** A **gynaecologist consultation** within **6 weeks after delivery**, covered without pre-authorisation.



### MATERNITY BAG

- » Every registered expectant mother will receive a **Maternity Bag** filled with essential items for you and your baby.
  - Issued from **eight (8) months of pregnancy or later**.
  - Delivery or collection arrangements will be communicated closer to the time.
  - Please keep your contact details updated to ensure smooth delivery.
- » Our way of celebrating your journey and supporting you as you prepare to welcome your little one.



## WE'RE HERE FOR YOU

Your pregnancy and motherhood journey are special — and Umvuzo Health is honoured to walk it with you. Through every scan, appointment, and milestone, we're here to ensure you receive the care, guidance, and peace of mind you deserve.

If you have any questions about your maternity benefits, authorisations, or newborn registration, please contact us:

**0861 083 084**

**maternity@rxhealth.co.za**

**Together, we make every step of this journey a little easier, a little healthier, and a lot more supported.**

### IMPORTANT CONTACT INFORMATION

Alenti Office Park, Building D, 457 Witherite Road,  
The Willows, Pretoria, 0040  
PO Box 1463, Faerie Glen, 0043

24/7/365 Authorisation Call Centre: **0861 083 084**

|                                           |                                 |
|-------------------------------------------|---------------------------------|
| Medical emergency services (Netcare 911): | <b>082 911</b>                  |
| 24-hour Pre-authorisation Call Centre:    | <b>0861 083 084</b>             |
| Hospital and Specialist Please Call Me:   | <b>060 070 2352</b>             |
| Pre-authorisation email address:          | <b>auth@rxhealth.co.za</b>      |
| Chronic Disease registration:             | <b>chronic@rxhealth.co.za</b>   |
| Maternity Care Plan registration:         | <b>maternity@rxhealth.co.za</b> |

**www.umvuzohealth.co.za**

### HOW DO I GET A PRE-AUTHORISATION NUMBER?

- » Call us on **0861 083 084**
- » E-mail: **auth@rxhealth.co.za**
- » We will access your medical history immediately and assist you with obtaining any information you may need

### PLEASE BE READY TO SUPPLY THE FOLLOWING INFORMATION WHEN REQUESTING PRE-AUTHORISATION

To ensure there are no delays to your request, please ensure you have on hand the following:

- » Your membership number,
- » The referral letter from the doctor,
- » ICD 10 code (in other words the diagnosis code),
- » The name and practice number of your referring doctor,
- » The name and practice number of the specialist to whom you are referred, and
- » Any other related documents as may be required.

Once your request has been processed and approved, you will then be sent your authorisation number on your mobile by SMS and email where applicable.

Administrative and Client services are attended to during business hours from:

### MONDAYS TO FRIDAYS

08:00 - 17:30

### SATURDAYS

08:00 - 13:00

### PLEASE BE READY TO SUPPLY THE FOLLOWING INFORMATION WHEN CALLING UMVUZO HEALTH

- » Umvuzo Health membership number
- » Surname
- » South African ID number
- » Passport number (if you are from a neighbouring country)

|                                |                     |
|--------------------------------|---------------------|
| Client Service Call Centre:    | <b>0861 083 084</b> |
| Client Service Please Call Me: | <b>060 070 2095</b> |
| WhatsApp:                      | <b>060 070 2094</b> |

|                  |                                |
|------------------|--------------------------------|
| Head Office Tel: | <b>012 845 0000</b>            |
| Fax:             | <b>086 670 0242</b>            |
| E-mail:          | <b>info@umvuzohealth.co.za</b> |

### COUNCIL FOR MEDICAL SCHEMES

|          |                                                                           |
|----------|---------------------------------------------------------------------------|
| Tel:     | <b>0861 123 267</b>                                                       |
| E-mail:  | <b>support@medicalschemes.com</b><br><b>complaints@medicalschemes.com</b> |
| Website: | <b>www.medschemes.com</b>                                                 |



Find us on Facebook: Umvuzo Health