



NEWSLETTER First Quarter of 2026

LETTER FROM THE PRINCIPAL OFFICER

The 2026 benefit year is underway and poses new challenges and opportunities for us all. From the Principal Officer's office, we wish all our members and their families a healthy and exciting year ahead.

The Board of Trustees, together with Scheme Management and the Scheme's actuaries, will be reviewing proposals for the annual contribution increases with effect from 1 July 2026 and will inform members of these as soon as they are finalised and approved by the Council for Medical Schemes. We will be doing our very best to minimise the extent of the contribution increase and its effect on the members of our Scheme.

Yours faithfully

Fred Meier
Principal Officer
Imperial and Motus Medical Aid



Read more about
the following in
this issue:

- Imperial Motus Med's mobile app and website
- Fraud awareness
- Claims process and payment run dates in 2026
- New WhatsApp number
- Important contact details



Imperial Motus Med's mobile app and website

The Scheme introduced an updated mobile app on 1 January 2026. The new Imperial Motus Med mobile app offers our members a seamless digital experience.

If you were registered on the website and mobile app prior to 1 January 2026, please note that you are now required to download the new Imperial Motus Med app and register new login credentials, since your current credentials are no longer valid. This will be a once-off requirement.

It is your choice whether you want to re-register on the app first and use the new credentials on the website or vice versa.

Click on the Apple iStore or Google Play links below to download the new app.



FRAUD AWARENESS



Fraud alert! Please check your monthly claims statements

Fraud affects all members of a medical scheme. When a service provider or member submits a claim for services that were not rendered and that claim is accepted as valid and paid by the Scheme, all members who pay monthly contributions to the Scheme are funding that payment. Fraud may lead to an increase in costs, higher contributions and reduced benefits.

Imperial Motus Med members receive an email claims processing notification for every claim that is submitted for payment, as well as a monthly claims statement. We urge you to check these claims processing notifications and your monthly claims statements to ensure that the services that were claimed for were provided to you or your dependants.

Any suspicious claims must be reported anonymously to our fraud hotline on **0800 000 436**.

How can you prevent fraud?

- Analyse your claims statements carefully. Check that you have received the services claimed for by the service provider.
- Keep your medical aid membership card in a safe place.
- Do not accept money from a service provider in exchange for submitting a false claim to the Scheme for a service or product you or your dependants did not receive.
- Report any suspicious behaviour you might be aware of.

Say NO to fraud, waste and abuse and report it anonymously to the fraud hotline on 0800 000 436.

Claims process and payment run dates in 2026



Please note that claims payments to providers and members are made twice in a month. These claims payments normally take place every second and fourth weekend of the month, depending on the number of weeks in a particular month.

■ Pay run 1 ■ Pay run 2

JANUARY

Sun	Mon	Tue	Wed	Thu	Fri	Sat
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

FEBRUARY

Sun	Mon	Tue	Wed	Thu	Fri	Sat
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15	16	17	18	19	20	21
22	23	24	25	26	27	28

MARCH

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29	30	31				

APRIL

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MAY

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31						

JUNE

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JULY

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AUGUST

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23	24	25	26	27	28	29
30	31					

SEPTEMBER

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20	21	22	23	24	25	26
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OCTOBER

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18	19	20	21	22	23	24
25	26	27	28	29	30	31

NOVEMBER

Sun	Mon	Tue	Wed	Thu	Fri	Sat
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22	23	24	25	26	27	28
29	30					

DECEMBER

Sun	Mon	Tue	Wed	Thu	Fri	Sat
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13	14	15	16	17	18	19
20	21	22	23	24	25	26
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New WhatsApp number

Please note that the WhatsApp number for the Imperial Motus Med Client Service Department changed to 031 574 3915 with effect from 1 January 2026. This number replaces the previous number (0860 005 037).

You can save the new number to your cell phone in one of two ways, depending on your preference:

- scan the QR code below to automatically add the number; or
- manually save the number to your contacts by typing in 031 574 3915.



031 574 3915

Important contact details

For administration queries, you may call the following numbers during office hours from 08:00 to 16:30, from Monday to Friday. Alternatively, send us an email or visit our website.

In an emergency, call AZOZA (previously known as Europ Assistance) at any time of the day, seven days a week.

CLAIMS ENQUIRIES, MEMBERSHIP CONFIRMATION AND REGISTRATION

Tel: 0860 467 374

Email: enquiries@imperialmotusmed.co.za

HOSPITAL PRE-AUTHORISATIONS AND ONCOLOGY PROGRAMME

HOSPITAL PRE-AUTHORISATION

Tel: 0860 467 374

Email: hpm@imperialmotusmed.co.za

ONCOLOGY PROGRAMME

Tel: 0860 467 374

Email: oncology@imperialmotusmed.co.za

MEDICINE RISK MANAGEMENT PROGRAMME

(Registration and amendment of chronic medication prescriptions)

Tel: 0860 467 374

Email: chronic@imperialmotusmed.co.za

AZOZA EMERGENCY SERVICES

(24-hour ambulance and professional health advisory line)

Tel: 0861 Rescue (0861 737 283)

MEDI CALL – MEMBER CARE LINE

Tel: 0860 105 221

Email: imperialmotusmed@medicall.co.za

Website: www.medicall.co.za

CEDAR HEALTHCARE – YOUR ACCREDITED BROKER

Tel: 0860 101 333

Email: cedarhealth@medicall.co.za

Website: www.cedarhc.co.za

HIV YOURLIFE PROGRAMME

Tel: 0860 109 793

Email: hiv@momentum.co.za

DENTAL AUTHORISATION

Tel: 0860 467 374

Email: dentalauths@imperialmotusmed.co.za

CONTRIBUTION ENQUIRIES

Contact your company's payroll/human resources department

THE ADMINISTRATOR'S WEBSITE

www.momentum.co.za

MEMBER SUGGESTION EMAIL BOX

Any suggestions to improve the Scheme

suggestions@imperialmotusmed.co.za

FRAUD HOTLINE

Tel: 0800 000 436

THE SCHEME'S WEBSITE

www.imperialmotusmed.co.za

THE COUNCIL FOR MEDICAL SCHEMES – COMPLAINTS DEPARTMENT

Tel: 0861 123 267

Fax: 012 431 0608

Email: complaints@medicalschemes.com