



welcome to
CareWorks Health Vouchering
affordable healthcare at your fingertips

frequently asked questions

NURSE & VIDEO-DR FAQs

What is the Nurse & Video-Dr Voucher?

Not feeling well and need to see a doctor?

Why not visit your nearest participating Dis-Chem or Medicare pharmacy clinic to see the Nurse & Video-Dr?

This voucher will give you access to a Nurse for a health check, and if needed, connect you to a Video-Dr for a consultation and certain select medication. You then pick up the medication at the same pharmacy.

What is included in the Nurse & Video-Dr Voucher?

First you see a Nurse for a health check, and if needed, you will be connected to a Video-Dr for a consultation.

The following tests are also included: blood pressure, temperature, oxygen saturation, glucose, BMI and urine dipsticks.

The Video-Dr can also provide you with a sick note or a repeat prescription if needed.

The voucher also includes specific select medicine that may be recommended by the Nurse or prescribed by the Video-Dr.

Please note that all medicine that you need might not be included in the voucher and you may have to make a co-payment at the pharmacy.

Where the Nurse is able to help resolve your condition and a Video-Dr consult is not required, you will be refunded a portion of the voucher price (R125) into your MoMo account.

What are some common conditions the Nurse & Video-Dr can assist with?

- Respiratory tract illnesses like colds and flu, cough, sore throat and/or earache
- Sexually transmitted infections (STI)
- Urinary Tract Infection (UTI)
- Skin conditions and allergies
- Gastrointestinal disorders like abdominal pain, nausea, vomiting, diarrhoea, constipation, heartburn, and/or reflux
- Pains and sprains
- Headaches
- Eye infection
- Minor burns and wounds
- Diagnosis of chronic conditions like hypertension, diabetes, and asthma (does not include medication for chronic conditions)

Please note that the cost of blood tests is not included

How do I redeem the voucher?

All you need to do is present your SMS voucher containing your voucher number at your local participating pharmacy clinic. The Nurse will redeem your voucher on the system, and you will have access to the Nurse & Video-Dr services.

Do I have to make an appointment before I visit the pharmacy clinic?

Some clinics may require you to make an appointment, while others will assist you as you arrive.

It is always a good idea to call or visit your nearest participating pharmacy clinic to determine their respective requirements.

For Dis-Chem, call 086 1117427

For Medicare, call 011 794 6602.

How do I locate my nearest participating pharmacy clinic?

Visit www.prepaidhealth.co.za to find your nearest participating Dis-Chem or Medicare pharmacy clinic.

What medication is provided as part of the voucher?

This voucher covers specific medication aiming to treat most common minor ailments.

The Nurse and Video-Dr know which medication is included as part of the voucher and will prescribe accordingly during your consultation.

There is a limit to the medication that is included. Please note that all medication that is prescribed will not necessarily be included and that you may need to make an additional co-payment at the pharmacy. Please speak to the Nurse or Video-Dr if you need clarity on what medication is covered on the prescription.

Can I choose any medication that I want as part of the voucher?

No. The Nurse or Video-Dr will prescribe the medication that you need based on the outcome of your consultation.

Will I ever have to pay extra for medication?

Yes. Our medicine list has been created to treat the most common acute conditions. However, there are certain medications that will fall outside of this list.

The Nurse and/or Video-Dr will inform you if prescribed medication falls outside of the voucher medicine list. You will need to pay separately for this.

There is also a limit to the medication that is included on the medicine list. The pharmacist will inform you if you need make an additional co-payment for an item.

At this point, you may choose whether or not to buy the extra medication.

How much is the refund if I do not need to be seen by the Video-Dr?

If you do not need to be seen by a Video-Dr, we will refund R125 into the purchaser's MoMo account. The refund may take up to 24 hours to reflect in the account.

Can I use the same voucher again if I did not need to be seen by the Video-Dr?

No. The voucher is valid for one clinic consultation with the Nurse and/or Video-Dr.

Can I buy this voucher for someone else to use?

Yes, you can!

Simply purchase the voucher on your MoMo App and forward the SMS you receive with your voucher number to the recipient. Make sure that you forward it to the correct person as the recipient will be able to use it as soon as they receive the voucher number. Please note that the voucher can only be used once.

What if I need help to buy a voucher on the MTN MoMo app?

Please call the MoMo Customer Care Centre on 083 135. Select Option 5.

I bought a voucher but did not receive an SMS with my voucher number?

Please call the MoMo Customer Care Centre on 083 135. Select Option 5.

What if the service provider I visit does not accept my voucher?

If you visited a participating pharmacy clinic, but did not receive service, we sincerely apologise for the inconvenience. Please let us have the details by completing the information at www.prepaidhealth.co.za.

What if my voucher has expired, is invalid or has already been redeemed?

Please contact the CareWorks Service Desk by visiting our website at www.prepaidhealth.co.za.
We will resolve your query as quickly as possible.

What if I do not receive my Video-Dr refund, or I receive the wrong amount?

Please contact the CareWorks Service Desk by visiting our website at www.prepaidhealth.co.za.
We will resolve your query as quickly as possible.

What if I am not happy with the service I receive from the healthcare provider?

We want all our customers to experience Hands on Health—Care that Works. If that has not been your experience, please contact the CareWorks Service Desk by visiting our website at www.prepaidhealth.co.za.

GENERAL FAQs

How do I access my MoMo account?

You can access and manage your account on the MoMo app or by dialling *120*151#, around the clock, 365 days a year.

What services does MoMo offer?

MTN MoMo has an ever-growing range of features to make your life easier:

- Buy MoMo Health vouchers
- Send and receive money to and from other MoMo customers
- Cash-in and cash-out at any MoMo agent
- Cash-out from ATMs
- Buy MTN airtime and bundles
- Pay for products and services from the many participating merchants and providers
- Buy prepaid electricity
- Pay your DStv account

Can I send a money voucher?

Yes - you can send a money voucher to anyone with a cell phone number. They can then cash-out at a MoMo agent or MTN store.

Can I use MoMo without airtime?

Yes - you do not need to waste any of your precious airtime to use MoMo.

How do I cash-in to my MoMo wallet?

There are 4 ways to cash-in to your MoMo wallet:

1. Cash-in from a bank card or account through the MoMo app or by dialing *120*151#
2. Visit any MTN store
3. Find a MoMo agent
4. Participating retail store

How do I cash-out of my MoMo wallet?

You can cash-out of your wallet by visiting your nearest MTN store or MoMo agent or into any South African bank account.

How do I become a MoMo agent or merchant?

Join our MoMo merchant network and/or agent network to accept MoMo payments and earn commission on airtime sales.
Call MoMo customer care on 083 135 (select Option 5) or email MoMo_BOSupport@mtn.com to sign up.

Do I need to be an MTN customer to use MoMo?

Not at all - you can use MoMo on any network if you're using the app. You'll need to be an MTN customer if you choose to dial *120*151# to manage your MoMo account.

I can't log in to my MoMo App?

Call Centre Icon on landing page of the MoMo app can be used.

I can't remember my password?

MoMo app landing page gives you're the option to reset your pin, under "Forgot Pin"

How do I buy a voucher?

You must be a registered MTN MoMo account holder to buy vouchers. You can buy vouchers either on the MoMo App.

How will I receive my voucher?

Once you have selected and paid for the voucher on the MoMo App, you will receive an SMS confirming your purchase and providing you with a unique voucher number. Make sure that you keep this number safe as once it has been used, the voucher will have been redeemed and is no longer valid.

How do I top up my voucher?

Select "top up voucher" on the MoMo app and make payment. You will receive an SMS with a new voucher number which will replace the voucher that you originally bought.

Nurse & Video-Dr Voucher price increases and top-ups:

Medical costs increase annually. As such we will have to increase voucher prices once a year in order keep providing you with the best health products and services. We negotiate hard with our suppliers to ensure that you can access healthcare at the most affordable price.

You will receive a notification at least 30 days before the increase alerting you to the coming increase so you can either:

- use your voucher at its current price or
- top it up to the increase value. If you top up, you will be immediately issued with a new (current) voucher that replaces your old voucher.

Unused vouchers that have not been topped up post the increase will not be accepted by a participating pharmacy clinic.

How long is the voucher valid for?

3 years. You will receive an SMS to alert you to the expiry date reminding you to use the voucher before it expires.

How do I get a receipt and a tax invoice?

The SMS that you receive after buying the voucher serves as your receipt. To receive a tax invoice by email, go to prepaidhealth.co.za and contact us to request a tax invoice.

Can I claim this consult from my medical aid?

We cannot guarantee this. Payment of your claim by your medical aid is subject to your medical scheme's rules, terms and conditions.