Medical savings account explained

Plans with a savings account offer you a convenient credit facility the moment you join. You have access to the total savings contributions for the year in advance. Unused funds carry over to the next year and earn interest.

How savings accounts are compiled

MedAdd Elect, MedAdd: **15%** of your monthly contribution goes into a savings account

MedSaver: **25%** of your monthly contribution goes into a savings account

MedPrime Elect, MedPrime, MedElite: **10%** of the contribution goes into a savings account

Please note: If you resign before a year is over and have used more of the credit facility than you have paid in, you will need to pay Medihelp back.

NEW - How to choose what is paid from your savings

Choices can only be made from **1 January 2026**

MedAdd Elect, MedAdd, MedSaver

SavingsNow gives you the flexibility to choose how your savings account funds are used for certain in-hospital claims and specialised radiology co-payments, both in and out of hospital.

MedPrime Elect, MedPrime, MedElite

SavingsBase is the savings account used to pay claims before insured day-to-day benefits come into effect. A defined list of claims are paid from **SavingsBase**, so you cannot choose what claims are paid from this account.

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SavingsNow preferences

By default:

- All eligible **day-to-day out-of-hospital medical services** are paid from SavingsNow.
- Specialised radiology is not included in this automatic payment.

Your choice:

- Pay **in-hospital specialised radiology** co-payments and shortfalls from SavingsNow.
- Pay **out-of-hospital specialised radiology** co-payments and shortfalls from SavingsNow.
- Pay **all other in-hospital co-payments** and **shortfalls** (excluding specialised radiology) from SavingsNow.

If you do not indicate your preference, these costs will not be paid from your **SavingsNow** account until you give us your instruction.

You can change your preferences on the Member Zone at any time.

SavingsGrow becomes available when you carry over unused **SavingsBase** funds from the previous year. **SavingsGrow** gives you the flexibility to choose how your savings account funds are used for certain in-hospital claims and specialised radiology co-payments, both in and out of hospital.

SavingsBase and SavingsGrow preferences

By default:

- All eligible **day-to-day out-of-hospital services** on the defined list are paid from your **SavingsBase account.**
- All other day-to-day out-of-hospital services (not on the list) are paid from your **SavingsGrow account.**
- Specialised radiology is not included in these automatic payments from the **SavingsGrow account.**

Your choice:

- Pay **in-hospital specialised radiology** co-payments and shortfalls from **SavingsGrow.**
- Pay **out-of-hospital specialised radiology** co-payments and shortfalls from **SavingsGrow.**
- Pay **all other in-hospital co-payments and shortfalls** (excluding specialised radiology) from **SavingsGrow.**

If you do not indicate your preference, these costs will not be paid from your **SavingsGrow** account until you give us your instruction.

You can change your preferences on the Member Zone at any time.

MedPrime Elect MedPrime MedElite

What is the **defined** list that is paid from **SavingsBase?**	• GPs and specialists • Virtual consultations • Acute medicine and self-medication • Non-PMB chronic medicine (MedPrime and MedPrime Elect only) • Physiotherapy • Clinical psychology • Other medical services (for example, occupational and speech therapy) • Pathology and medical technologist services • Standard radiology
What can be paid from my **SavingsGrow?**	**Non-PMB out-of-hospital services:** • Day-to-day shortfalls and co-payments • Other day-to-day services and shortfalls: - Dental - Optometry • Benefit exclusions • Services during waiting periods **Non-PMB in-hospital services:** • In-hospital shortfalls • Exclusions • Services during waiting periods

How does your choice work for your plan?

MedAdd Elect | MedAdd | MedSaver | MedPrime Elect | MedPrime | MedElite

Can I change my choice at any time?	Yes, you can change your choice at any time before the claim is received and processed.
How can I change my choice?	1. Log on to the **Member Zone**, click the Savings option on the dashboard, and follow the steps. 2. Chat with or phone Medihelp Client Care and ask to change how your savings are used.
Why should I make a choice?	Your choice allows you the flexibility to decide how claims are paid from your savings. This can make claiming from your gap cover easier if you have one, especially if you prefer to lodge a claim directly with your gap cover provider.
What happens if I have savings left at the end of the year?	On **MedAdd, MedAdd Elect,** and **MedSaver,** unused funds are carried over and added to **SavingsNow.** On **MedPrime, MedPrime Elect,** and **MedElite,** unused funds are accumulated in your **SavingsGrow.**
What happens if I choose to move to a different plan with a savings facility?	The available savings funds are transferred to the new savings plan, for example: • **MedAdd** and **MedSaver** – added to **SavingsNow** • **MedPrime** and **MedElite** – added to **SavingsGrow**
If I terminate my membership and move to a plan without a savings facility at a different scheme, will I get my money back?	Yes, the available savings funds are paid out to you once the claims submission period has expired.
If I terminate my membership and move to a plan with a savings facility at a different scheme, how does the refund work?	We pay the credit amount in the savings account to the plan at the new scheme once the claims submission period has expired.
If I terminate my membership and do not join another medical scheme, what happens to my savings?	The available savings funds are paid out to you once the claims submission period has expired.

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SavingsNow credit facility (available annually)

The full value of your savings portion for the year is available in advance as a **SavingsNow** credit facility. The credit facility for new members who join during the course of the year is calculated from the date you join.

Total SavingsNow

Your total SavingsNow funds = your credit facility for the year + unused funds from previous years that are carried over every year as a lump sum.

SavingsBase credit facility (available annually)

The full value of your savings portion for the year is available in advance as a **SavingsBase** credit facility. The credit facility for new members who join during the course of the year is calculated from the date you join.

SavingsGrow account

Your unused savings portion carries over to the next year as a lump sum and gets added to your **SavingsGrow** account (separate cumulative savings account) every year. You earn interest on the balance.

How we pay your claims

On **MedAdd** and **MedAdd Elect,** qualifying claims are first paid from **SavingsNow.** Thereafter, insured day-to-day benefits become available.

On **MedSaver,** most claims are paid from **SavingsNow.** Once **SavingsNow** is depleted, a limit per beneficiary and per family will come into effect for GP and specialists visits and over-the-counter and acute medicine.

On **MedPrime, MedPrime Elect,** and **MedElite,** claims are paid from **SavingsBase** before insured day-to-day benefits come into effect.

Insured benefits for services such as dentistry and optometry are available from the outset and are not dependent on the depletion of **SavingsBase.**

Once the day-to-day benefits have been depleted, **SavingsGrow** funds will be used.

Remember: You may not use savings account funds to pay monthly contributions or for PMB services and co-payments on PMB services.

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