



# Working together to rebuild and renew

Wednesday, 17 June 2020

Dear Colleague

In the past months, life as we know it has changed in a way none of us could possibly have anticipated, the most daunting aspect being the unpredictability of it all. This has prompted many of us to reflect not only on that which remains in our control, but also on the many bright spots that surround us at this time.

While these past few months have been dominated by unprecedented events within our country, National HealthCare Group has remained hard at work to achieve growth and progress while delivering on a number of major milestones within the South African healthcare sector.

We will be sharing some of these developments along with our vision for the months ahead, in this communique.

## Thank you for your ongoing support

First and most importantly, we wish to thank you for your ongoing support and co-operation during one of the most difficult times in the history of our country and the world. Without you, our highly efficient and supportive partners, loyal clients, as well as the healthcare service providers who care for our members, and our dedicated and committed staff we would not be able to meet our objectives of bringing affordable healthcare services within reach of South Africans in need.

We realise that you have worked and lived under difficult circumstances these past months and that, like so many of our fellow South Africans, you have unfortunately not been spared the ravages of the COVID-19 pandemic.

We trust that in the weeks ahead life will return to a semblance of normality and to its usual levels of activity, so that you can continue growing your business in order to safeguard your future. We want to assure you that we are, as always, totally committed to supporting you where possible.

## National HealthCare Group milestones

Herewith a brief recap of some of the growth milestones achieved by the Group in recent years:

- The National HealthCare Group was established in 2017, with investment from Patrice Motsepe's African Rainbow Capital, in order to bring affordable and reliable private primary healthcare services to low-income employer groups through specially designed products such as MediClub Premier and Elite.
- Soon afterwards, we established and branded NIPA, our own independent practitioner association comprising of 1 300 doctors.
- With the acquisition of Enabledem in June 2019, National HealthCare Group added an additional 12 500 beneficiaries under its management, while more than doubling its independent provider network to 2 900.
- With the on-boarding of Essential Employee Benefits (EEB) in October 2019, a further 6 000 beneficiaries were added to the National HealthCare fold.
- By February 2020 these beneficiaries doubled with the addition of a further 6 000 beneficiaries from EEB.



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Some important milestones achieved in recent months include the following:

- At the beginning of May 2020, National HealthCare's low-cost, WhatsApp-based primary healthcare service, MediClub Connect™, went live. This highly affordable product, which is marketed at R95 per employee per month, has been particularly well received by South African companies.
- One of the first companies to introduce this vital new benefit, which provides access to professional advice, referrals to general practitioners, medication and other key services to its employees, was fast-food chain, Hungry Lion. The chain introduced MediClub Connect™ to 2 900 employees within the workplace at the height of the COVID-19 pandemic.
- We swiftly took over the risk transfer arrangement of the Sizwe Copper Core members in the Eastern Cape.
- We recently enhanced the MediClub Connect™ Premier and Elite benefits to existing corporate customers. The employee assist programme now available on these options includes a 24/7 personal health advisor, debt and credit assist, legal assistance and trauma counselling.
- One of our most significant milestones achieved is the fact that the National HealthCare Group now, through Enabledmed, lays claim to a proud 25-year heritage. The silver seal that was introduced into our corporate communications as from 1 June marks this fine achievement, which we believe sets us apart.



## Extending healthcare access to many thousands of South Africans

National HealthCare Group has made significant inroads in a complex and ever-shifting industry landscape and has evolved to the point where we now have some of the most prestigious clients in our portfolio.

We remain true to our objective of providing affordable and reliable healthcare services to those we serve. In months to come, we anticipate growth through the development of products that are well suited to meeting the needs of individuals in a changing socio-economic environment. We look forward to strengthening our partnership with you, as we join hands to offer enhanced services to you and your members.

## Reaching greater heights while capitalising on new opportunities

We believe that the vast industry experience of our senior management team, our consistency in leadership, incomparable value for money, as well as our outstanding client service models, will ensure that we continue to provide one of the most innovative and affordable healthcare solutions in the country.

In weeks to come we will be sharing many more exciting new developments with you. While we continue to work together (yet apart), we wish to take this opportunity to reach out and engage with you on a more regular basis.

Be on the lookout for regular News Briefs from National HealthCare Group, as well as our soon-to-be-launched Podcast series accompanied by a host of thought leadership features, which we will be sharing with you soon.

The COVID-19 outbreak, which has wreaked havoc with the daily lives of ordinary people the world over, serves as a reminder that healthcare is fundamental to quality of life.

Without doubt a robust and well-functioning healthcare system is more important than ever in today's rapidly evolving world. There has never been a more critical time to broaden access to healthcare and we therefore remain fully committed to providing affordable quality care to those in need of healthcare services.

### Warm regards

Patrick Lubbe  
Chief Executive Officer

Dr Reinder Nauta  
Chairman

