SIZWE HOSMED
MEDICAL SCHEME
Your choice for quality care

30 October 2026

Dear Sizwe Hosmed Members and Stakeholders,

RE: IMPORTANT UPDATE FROM THE CURATOR REGARDING RADIOLOGY SERVICES AND MEDICAL SAVINGS ACCOUNT REFUNDS

As we crystallize the transition to self-administration which became effective on 1 September 2026, we are proud to advise you of the following:

Radiology

We are very pleased to announce the restoration of radiology services for members in the Nelson Mandela Metro, effective 1 November 2026.

To improve access to radiology services in the region, Bay Radiology and Inyosi Radiology Services will provide advanced and basic radiology services, respectively, as outlined below.

1. Advanced Radiology Services – Bay Radiology

Bay Radiology will provide the following services:

- Advanced imaging examinations: Examinations for which prior authorisation has been obtained.
- Prescribed Minimum Benefit (PMB) cases: Services for which prior authorisation has been obtained.
- In-hospital patients: Radiology services will continue to be provided to patients admitted to hospital.

The radiology services provided by Bay Radiology are subject to the following conditions:

- Members requiring advanced imaging or PMB-related radiology services must ensure that the necessary prior authorisation has been obtained, where applicable.
- Members also need to keep in mind co-payments where applicable and ensure that they make the necessary arrangements with the provider for the settlement of the applicable amounts payable by the relevant members as co-payments.

2. Basic Radiology Services – Inyosi Radiology Services

The out-of-hospital basic radiology services can be accessed by members at the following facilities:

JOHANNESBURG
Waterfall Office Park,
1 Bekker Road,
Vorna Valley, Midrand
1696
Tel: +27 (11) 298 1500

CAPE TOWN
Norton Rose House,
8 Riebeek Street,
Cape Town
Tel: +27 (21) 402 9600
Fax: +27 (21) 418 1400

DURBAN
19 Hurst Grove,
Clifton Grove,
Musgrave, Durban
Tel: +27 (31) 304 4829
Fax: +27 (31) 304 4839

GQEBERHA
70 - 2nd Avenue,
Newton Park,
Nelson Mandela Bay
Tel: +27 (41) 503 1000
Fax: +27 (41) 503 1302

- Inyosi Radiology Services – Newton Park, 289 Cape Road, corner of 2nd Avenue, Newton Park, Gqeberha.
- Walmer Medicross, 06 Newcombe Avenue, Miramar, Walmer Heights, Gqeberha.

The restoration of services through these providers is intended to ensure that Sizwe Hosmed members have universal access to a comprehensive range of radiology modalities across the Nelson Mandela Metro, subject to the applicable Scheme rules, benefits and authorisation requirements.

Medical Savings Accounts refunds

All Medical Savings Account refunds owing have now been paid to the erstwhile members for whom we have valid banking details.

The move to self-administration on 1 September 2026 allowed us to take a firm grip on the various issues that we needed to resolve in order to finalise the processing of these refunds.

Today we settled the remaining outstanding Medical Savings Account refunds, in the amount of R92 million. This brings the total Medical Savings Account refunds paid since we took over curatorship to R222 million, which has been paid to 13,883 erstwhile members.

Whereas it is a relief to have now settled these refunds, we wish to sincerely apologise to the erstwhile members who were negatively impacted by the delays in processing these refunds. It was essential that we took all reasonable and prudent steps to ensure that the refund values were correct and were being paid to the correct member bank accounts, and only since the move to self-administration have we been able to satisfy ourselves in this regard.

In the cases of the erstwhile members who are due refunds but do not have valid banking details on our system, we have a team dedicated to updating these banking details with the assistance of the relevant employer groups, unions and the members themselves.

Our Commitment to Members

Sizwe Hosmed remains committed to improving healthcare access and ensuring continuity of care for our members. We appreciate your patience and understanding during the period in which these services were unavailable.

Members are encouraged to use the designated facilities for the relevant services and to confirm any applicable authorisation requirements before accessing care.

Thank you for your continued trust in Sizwe Hosmed.

Yours sincerely,

Ian Fleming

Curator

JOHANNESBURG

Waterfall Office Park,
1 Bekker Road,
Vorna Valley, Midrand
1696

Tel: +27 (11) 298 1500

CAPE TOWN

Norton Rose House,
8 Riebeek Street,
Cape Town

Tel: +27 (21) 402 9600
Fax: +27 (21) 418 1400

DURBAN

19 Hurst Grove,
Clifton Grove,
Musgrave, Durban

Tel: +27 (31) 304 4829
Fax: +27 (31) 304 4839

GQEBERHA

70 - 2nd Avenue,
Newton Park,
Nelson Mandela Bay

Tel: +27 (41) 503 1000
Fax: +27 (41) 503 1302