

MOBILE APP FREQUENTLY ASKED QUESTIONS

Benefits of the Kaelo Health App.

-  Search for a health provider
-  Virtual consultations
-  View your digital card
-  View benefit information
-  View your claims history
-  Contact emergency services and our service centre
-  Access frequently asked questions
-  Register for Maternity Benefit
-  Submit your claims
-  Submit Refund Requests
-  Request an Authorisation



How do I register for the App?

Step One:

Visit your app store via  or 

and look for the Suremed Shuttle Plan



Remember to have your member number with you.

Step Two:

Capture your personal details.

Register

Full Name
Lerato Jira

Email Address
jiral@gmail.com

Password

Confirm Password

Remember to select your preferred communication channel.

Preferred Communication
SMS

Step Three:

Once you have complete the above, press "Confirm Registration".

Confirm Registration

Remember to save your app on your home screen for easy access.

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How do I reset my password?

Have your registration details with you. If any details have changed, please contact the call center to update your profile on 0861 665 665.

Step One:

Select "Forgotten Password".

Forgot Passwords

An sms/email will be sent to you via the preferred communication you selected during app registration, you will be issued with a temporary password.

Step Two:

Log in to the App using the temporary password and can then proceed to reset a new password.

How do I access my Digital Card?

Step One:

Press on the menu tab and select "Digital Card".

Step Two:

You can view or save your digital card to your phone.



Reminder: You have access to send this to someone via WhatsApp, email, or mms.

How do I allocate Prime Cure Network doctors?

Step One:

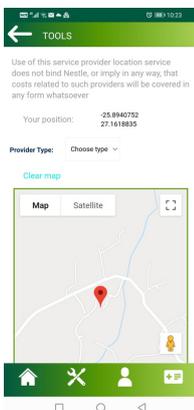
Press on the tools tab of the Mobile App.

Step Two:

Select Find a Health provider | Network Search

Step Three:

The Mobile App will locate your location and connect you with a Healthcare Provider on our Network that is closest to you.



How do I check my benefits?

Step One:

Press on the menu tab and select "Benefit Guide".

There you will be able to view your:

- Benefit Guide
- Videos on benefits

Need assistance with the Suremed Shuttle App?

Contact us on either of the below:
Call us: 0861 665 665 or
Email us: dashboardlogin@primecure.co.za.