

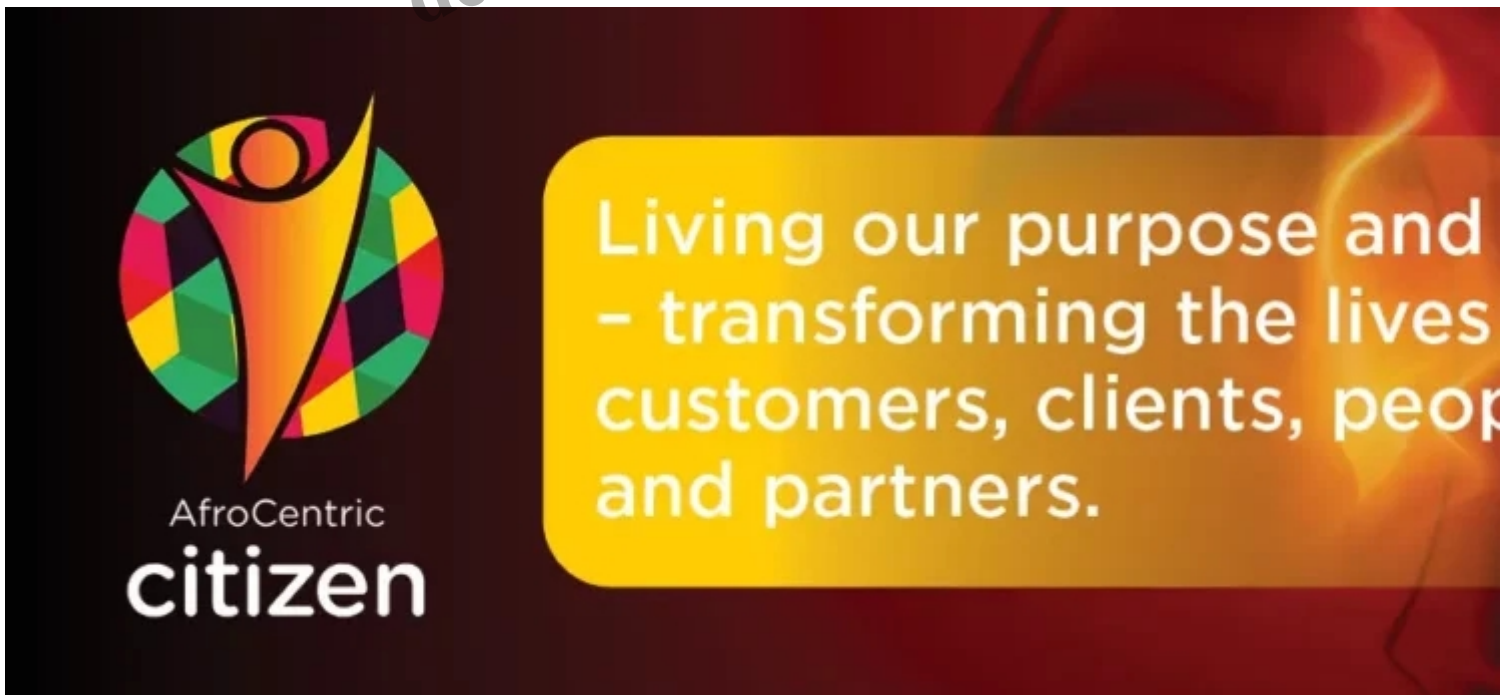


Igniting our AfroCentric world

## Description

**Every year we celebrate the individuals and teams who, through their passion, dedication, hard work and innovation, make an invaluable contribution to our business.**

The nominees in each category of the Ignite Employee Recognition Programme are an inspiration to all of us and embody the true spirit and culture of our business.



The AfroCentric Citizen Award recognises those employees who encourage the right behaviour to deliver the best outcomes for our customers, people and partners. They are people who strengthen and reinforce our culture, and live our values.

**Integrity and Trust | Go the Extra Mile | Cultivate Uniqueness | Thrive Together | Make a Positive Difference**

**BU: Quality**  
– Thandeka Moloji

Thandeka moved to the Audit Department from a position as quality coach at the Bonitas Call Centre. She volunteered to conduct quality standard workshops for the call centre after hours so as not to disrupt her current duties.

“Despite her regular duties, Thandeka didn’t hesitate to help, sacrificing personal time to help our new agents adapt.” – Joyce Phiri (nominator)

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**BU: Polmed Health Administration**  
– Charmaine Josephs

Charmaine worked to raise awareness around claims issues, organised workshops and collaboration between departments, mentored future leaders, and actively engaged her community to promote environmental awareness and action. She also advocated for standard policies and procedures, and the adoption of renewable energy policies.

“Charmaine’s exceptional communication skills, empathy, and problem-solving abilities make her stand out.”

– *Dumisani Malaza (nominator)*

**BU: GEMS Admin**  
– **Bafana Bembe**

Bafana goes the extra mile every day to help a colleague who is in a wheelchair, pushing them up a steep hill at the exit gate and to the bus stop. His act of kindness has made a huge difference to the life of his disabled colleague and has raised awareness amongst other colleagues.

“I watch him doing this act of kindness with joy and a smile on his face, expecting nothing in return.”

– *Nelisa Radu (nominator)*

**BU: Gems Managed Care Operations**  
– **Dr Adneem Edwards**

Dr Adneem took on a massive increase in her workload when CMS ruled that prescribed minimum benefit (PMB) prosthetic limbs should be paid at cost. Going above and beyond in her own time, she set up the base for a whole new discipline within Medscheme, prosthetics and orthotics.

“I would take her to war with me! She is a true professional with a kind and selfless heart, and she has a brilliant clinical mind as well.”

– *Jenny Paxton (nominator)*

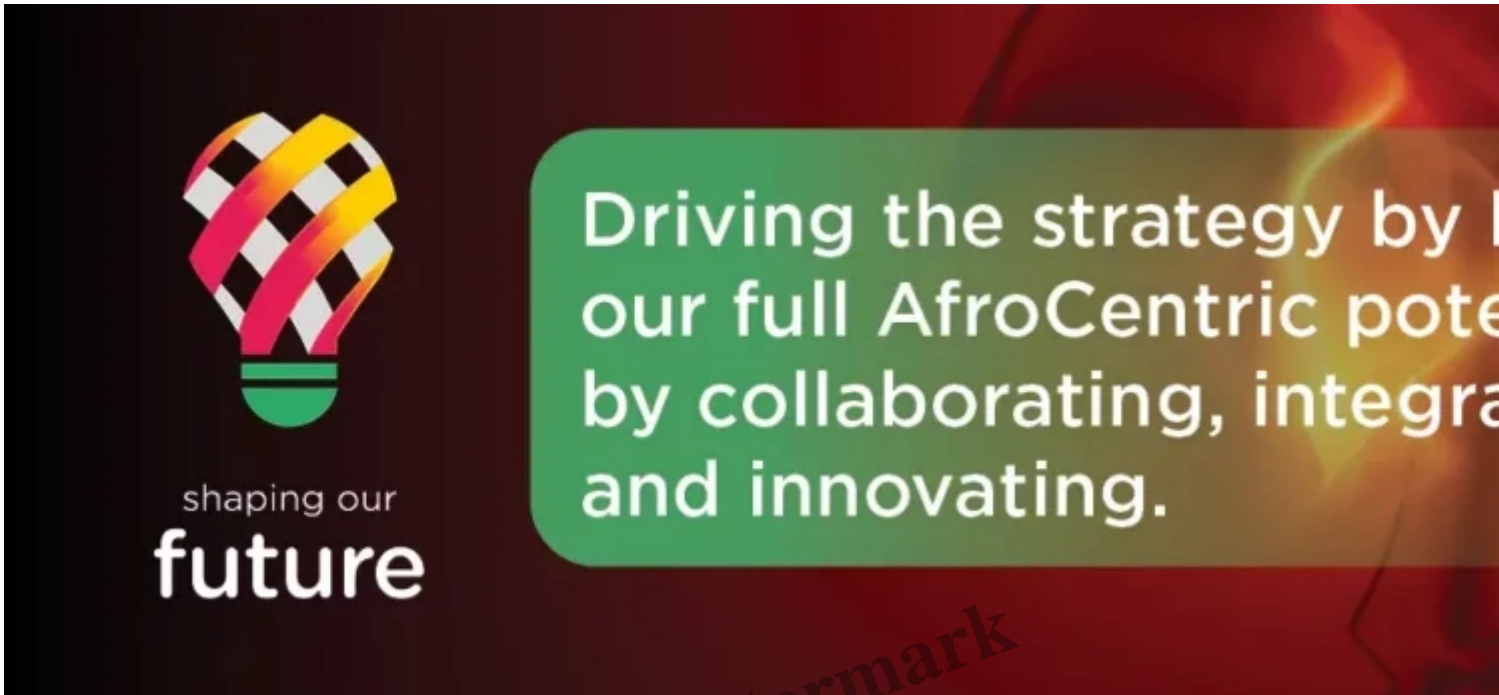
**BU: HC Shared Services**

– **Lucrecia Joseph**

Lucrecia was instrumental in setting up a mental health webinar, attended by 1,000 employees. She also helps to organise monthly mental health roundtable discussions, from securing speakers to inviting colleagues and supplying communications collateral. The Mental Health Programme is now a consistent feature of the Employee Wellness Programme.

“She inspired the rest of the Wellness Team to reach beyond their ascribed role and see the impact of consistent, ongoing hard work and commitment.”

– *Marion Borchers (nominator)*



The Shaping our Future Award celebrates those who identify new opportunities to create value for the group, strengthening our position as a thought leader within our industry while also encouraging innovation and collaboration.

**BU: Provider Management, Provider Call Centre, Support Solutions**  
– New Medscheme HCP Portal

Medscheme's Healthcare Professional Portal went live on 10 July 2024 and by 30 September 2024, a total of 3 148 HCP Portal registrations were completed. The portal is a web-based digital self-service tool designed to help healthcare practices and their employees simplify and speed up administrative tasks related to patients who are members of Medscheme-administered schemes. It also offers operational costs savings to our business.

**BU: Support Solutions: Business Engineering and Design, Digital Innovation, Training Academy, Design and Engineering**  
– Team One Mind

Jean-Marie De Lange | Mira Khondker | Christel Van Zyl | Duane Van Heerden | Renado Campbell | Amber Sleem | Tanya Barnard | Marla Farrand

The team created a SharePoint site template designed to enhance knowledge sharing and collaboration within our organisation. The template allows teams to build a fully functional site in under an hour. They also created a guide with detailed instructions and resources for teams to independently manage their sites.

**BU: Provider Management, Support Solutions: Business Engineering and Design, Provider Call Centre, Provider Management, Research and Product Development**  
– Provider Digital Programme

Rikus Basson | Henk Badenhorst | Laurissa Neethling | Wareeth van Doorsen | Preveshni Naidoo | Michael Holliday | Laura Myburgh | Hassina Muslim | Verona Wilson | Eduard Delport | Wayne Riback

The team developed a QR code that members can use to access pertinent information relating to their medical benefits. The initiative is being rolled out to the 1 500 highest claiming providers. The team also made enhancements to the Healthcare Provider Portal. Both initiatives will help to reduce the number of calls coming in to both provider and member contact centres.

**BU: Provider Management, MHRS Hospital Assessing**  
– HEM Debtors Days | Stale Claims Task Team

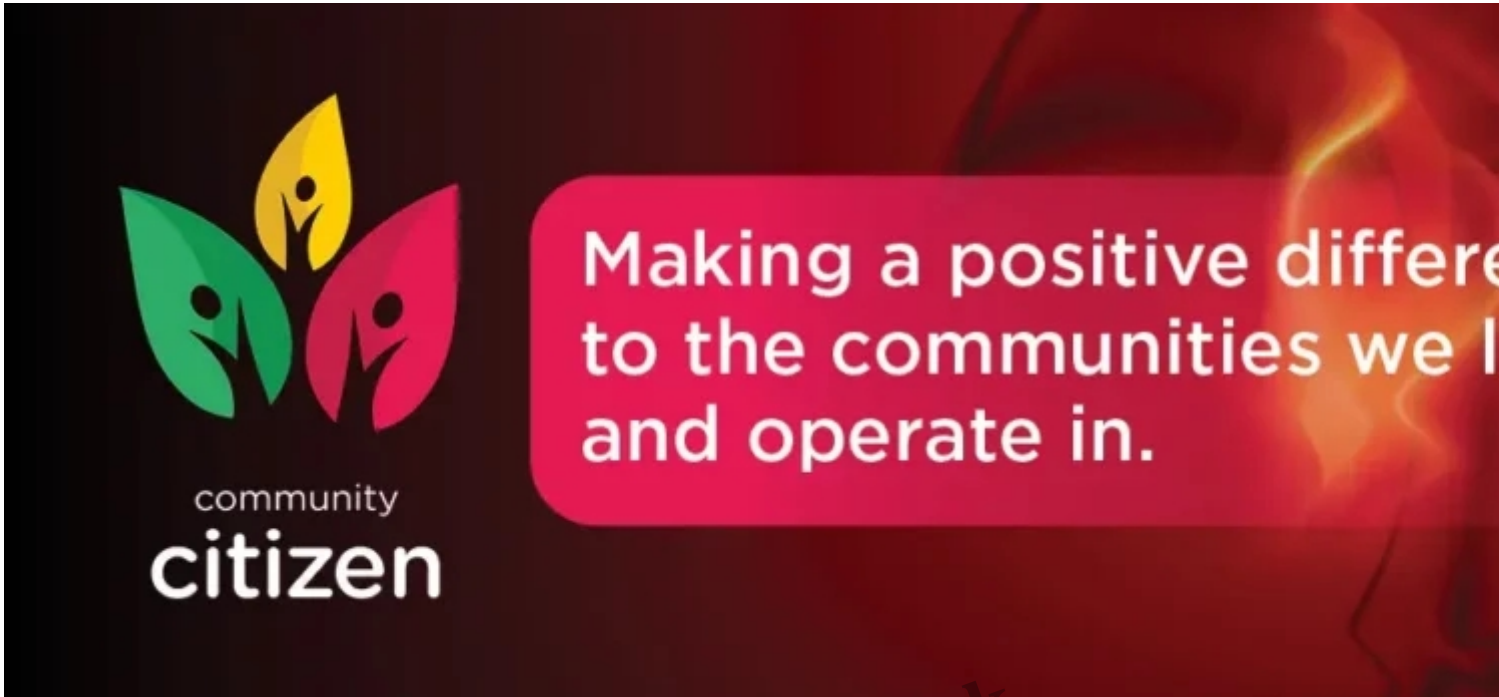
Mercia Sarlie | Verona Wilson | Shelley Isaacs | Gaynor Reddy

Medscheme was tasked with reviewing 205 cases with an outstanding balance of almost R17 million, leading to an intensive analysis and action plan implemented across the Hospital Claims and HEM areas. This process resulted in the formation of a Task Team and Steering Committee between Netcare and Medscheme to identify and oversee improvements and efficiency initiatives over the next 12 months.

**BU: Corp Head Office – Forensics**  
– Forensic HIT Team

Rudy Govender | Yashree Pillay | Berny Taljaard | Tebogo Moerane

The team replaced Medscheme's core Fico system with two new applications – an analytical tool (Dots) and a case management application (HIT) – due to cost and exchange rate challenges. HIT has become a world-class forensic case management application with strict security protocols, integrating all forensic operational processes. In the last year, all forensic operational processes have been built into this single application.



The Community Citizen Award shines the spotlight on employees who pursue our Environmental, Social and Governance (ESG) objectives, strengthening our external brand while serving our communities with purpose.

**BU: Business Partner, Centre of Excellence, Human Capital**  
– Team Gretchen

Kholosa Mathetha | Gretchen Veldtman | Cheryl-Dawn Modern | Lerato Maimane | Mahlatse Makwela | Cokisa Titi | Natalie Dearlove | Lehlohonolo Snyman | Refilwe Mokgatle | Mohau Ramutloa

The team spent a day at Cradle of Hope, a haven for women and children affected by gender-based violence (GBV). They helped to educate and empower the women around managing trauma, being prepared to enter the workforce, and the importance of health screenings. They also provided donations collected from across the business, including clothing, cosmetics, food and water, and participated in a community feeding scheme based at the haven.

**BU: Corp Head Office: Forensics**  
– Team Rudy

Tinkie Durrheim | Anita November | Ofentse Lerefolo | Mamello Maama | Mutsharini Makumbane | Rudy Govender | Joyce Mateza

The Forensics team focused on four initiatives, in some cases using their seed money won in last year's Ignite Awards.

They partnered with Beans for Beings to supply children at the Rise and Shine pre-school in Cosmo City, Johannesburg, with blankets, a nutritional porridge and tasty donuts. The pre-school takes care of

30 children from indigent households.

Team member Raynard Nel spoke to pupils of the Ennis Thabong Primary School near Hartebeespoort where he grew up, emphasising the importance of doing the right thing, as well as sharing his passion for a career in forensics.

The team presented Thulasizwe School for Autism in Soweto with a R10 000 Builder's Warehouse voucher to help finance urgent projects.

The Forensics team raised money for Kids Haven in Benoni for food – the same project they won for last year. Many of the children are orphaned or homeless and depend on the local community.

### **Category**

1. Our Business

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