MEDSHIELD HPV VACCINE BENEFIT CLARIFICATION 2026/11/05

We would like to clarify the Scheme's position to ensure that there is a common understanding of the benefit entitlement and the applicable funding arrangements.

1. Relevance of the Department of Health Position Paper

The Department of Health Position Paper was referenced as supporting clinical guidance regarding HPV vaccination recommendations and the government-funded immunisation programme. It was not intended to suggest that the Scheme's benefit entitlement should be limited to the government-funded programme. We acknowledge that medical schemes may provide benefits beyond those available through government healthcare, and Medshield's benefit provisions are intended to accommodate this.

2. HPV vaccination benefit and funding arrangements

Medshield recognises the clinical value of HPV vaccination and has accepted the relevant vaccination guidelines.
The Scheme's position is that funding for HPV vaccination is available as follows:
 Female beneficiaries aged 9 18 years: Funding is provided from the Wellness benefits.
 Female beneficiaries older than 18 years: Funding is provided from Savings / Day-to-Day benefits.
 Male beneficiaries: Funding is provided from Savings / Day-to-Day benefits.
The applicable funding arrangement therefore determines the benefit from which the vaccination is paid and does not constitute a denial of the clinical value or availability of the vaccination.

3. Interpretation of the 2025 and 2026 Benefit Brochures

We acknowledge that the benefit brochures state:
"HPV Vaccination: 1 course of 2 injections per female beneficiary 9+ years old."
The Scheme confirms that it recognises this benefit provision and that female beneficiaries aged 9 years and older may receive the HPV vaccination in accordance with the applicable benefit provisions.
The distinction relates to the funding source applicable to the beneficiary's age and gender, rather than the Scheme refusing to honour the benefit communicated in the brochures.

4. Commitment to members

We would like to clarify that Medshield does not intend to disregard or undermine the commitment communicated to members through its benefit brochures.
The Scheme's interpretation is that the HPV vaccination benefit remains available, with the applicable funding arrangements determined in accordance with the Scheme's accepted guidelines and benefit structure.
We acknowledge your concern that the benefit should be applied consistently with the communication provided to members, and we trust that the above clarification addresses this

concern.

5. Clinical benefits of HPV vaccination

The Scheme is cognisant of the clinical benefits associated with HPV vaccination for individuals, irrespective of age, gender, and recognises the importance of vaccination in reducing the risk of HPV-related disease.
This understanding is reflected in the Scheme's approach to making HPV vaccination funding available to eligible beneficiaries through the applicable benefit provisions.

We trust that the above provides clarity regarding the Scheme's position and the distinction between the vaccination benefit entitlement and the applicable funding arrangements.

Should there be a specific case in which you believe the benefit has not been applied in accordance with the above, kindly provide the relevant details for further review. This can be forwarded to Member@medshield.co.za

A reminder on our escalation process:

1. Initial Enquiry: Submit the enquiry to the relevant departmental mailbox:
- Members: member@medshield.co.za
- Providers: provider@medshield.co.za
- Brokers: broker@medshield.co.za

2. Follow-up / Escalation: Should no response be received, the enquiry may be escalated to Attention Management, including the previous correspondence and reference number.

3. Formal Complaint: If the matter remains unresolved after the relevant department has been afforded an opportunity to respond, a formal complaint may be submitted to complaints@medshield.co.za, together with the full correspondence trail and previous reference numbers.

4. Principal Officer Escalation: Matters requiring further escalation may be referred to poqueries@medshield.co.za, provided the previous reference numbers, departmental responses and outcome of the escalation process are included.