



Client and Supplier Liaison Call Centre at YOUR SERVICE

The Client and Supplier Liaison Call Centre serves as the primary point of contact between Platinum Health (PH), its members and suppliers, ensuring all member and supplier inquiries, concerns, and requests are attended to promptly and effectively.

The Client and Supplier Liaison Call Centre can:

- Supply members with the following documentation:
 - o Claims advises.
 - o Membership certificates.
 - o Tax certificates.
- Assist members with information or queries regarding:
 - o Benefits
 - o Claims (including refunds).
 - o Designated service providers (DSP's).
 - o Membership
 - o PH medical facilities and queries pertaining to services rendered.
- Supply suppliers with remittance advises and assist with claims related queries.

Meet our team at the Client and Supplier Liaison Call Centre



The Client and Supplier Liaison Call Centre team, standing from left are: Itumeleng Pheleu; Gugu Mlanzi; Tebogo Thobejane; Virginia Maoba; Sophia de Bruin (Head of Department Suppliers and Client Liaison Call Centre); Rieka Joubert (Supervisor Suppliers); Virginia Magibisela; Neo Pilane and Sarah Diale.

Contact Details

Telephone: 014 590 1700 or 080 000 6942
Email: phclientliaison@platinumhealth.co.za

IMPORTANT TO NOTE:

Members are requested to send emails to the dedicated Client Liaison inbox (phclientliaison@platinumhealth.co.za) and to refrain from sending emails to personal inboxes of Client Liaison Officers at the Call Centre. This will ensure that requests are attended to timeously and not duplicated.

Members also have the option to be assisted by the Client Liaison Officers in their area. [Click here](#) for details of Client Liaison Officers available at the respective sites.