



Do you know you have to be referred by a GP or Specialist for certain healthcare services?

Platinum Health (PH) would like to remind its members on the PlatComprehensive and PlatCap options that, in order to obtain services for any of the following healthcare services, they need to be referred by a General Practitioner (GP) or Specialist:

- Specialist visits
- Hospitalisation
- Physiotherapy and Biokinetics
- Radiology and Specialised Radiology
- Pathology
- Cancer screening (Pap smears, Prostate Specific Antigen (PSA) and Mammogram)
- Correction of vision surgery
- Audiology, Speech therapy and Occupational therapy
- Hearing aids
- Clinical Psychology
- Chemotherapy, Radiotherapy, Organ Transplant and Kidney Dialysis
- Blood Transfusions
- Medical and surgical appliances (Wheelchairs, Oxygen and Cylinders, Nebulisers and Glucometers and General)

Similarly, PH members on the PlatFreedom option need to be referred by a General Practitioner (GP) or Specialist in order to obtain any of the following healthcare services:

- Hospitalisation
- Pathology
- Physiotherapy, Biokinetics and Chiropractics
- Correction of vision surgery
- Chemotherapy, Radiotherapy, Organ Transplant and Kidney Dialysis
- Blood Transfusions





In the event that you are not referred by a GP or Specialist in any of the above instances, the scheme will not honour the claims.

If a member paid upfront for services and want to request a refund, please ensure to submit the correct refund documentation to the scheme:

- **PROOF OF PAYMENT** such as a credit card transaction slip, a receipt of payment or a zero-balance statement from the provider indicating transactions.
- **ACCOUNT** featuring the following details:
 - Member's initials, surname, and address.
 - Member's medical scheme number.
 - The date, tariff code and detail of the services/supplies provided.
 - The name and date of birth of the patient who received the services/supplies; and
 - Platinum Health authorisation number
 - Practice number
 - Diagnosis code/ICD10 code
 - Referring Doctor details (name of the doctor, telephone number and practice number)
- **VERIFY** that the member or dependant did receive the service or supplies, by signing the account submitted.
- **BANK DETAILS** Principal member to include banking details with submission of invoice for validation of information on the system.

Submit refund request, within four months, to the Scheme VIA any of the following channels:

Email: phclientliaison@platinumhealth.co.za

Mail: Platinum Health, Private Bag X82081, Rustenburg, 0300

Hand in at Client Liaison Office at your operation

Should you have any questions, kindly contact Client Liaison on 014 590 1700 or 080 000 6942, email: phclientliaison@platinumhealth.co.za



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