

Ex Gratia assistance

Ex Gratia is defined by the Council for Medical Schemes (CMS) as a “discretionary benefit which a medical scheme may consider funding, in addition to the benefits as per the registered Rules of a medical scheme”. The CMS also states that “schemes are not obliged to make provision therefore in the rules and members have no statutory rights thereto”.

An Ex Gratia application will be considered for medical expenses that exceed available benefit limits causing a member material financial hardship or for medical services excluded by the Scheme which the member is unable to pay. An Ex Gratia payment is a concession exercised at the discretion of the Platinum Health (PH) Board of Trustees (BOT) and not a right to which members are entitled.

The PH BOT has appointed an Ex Gratia Committee to consider Ex Gratia applications from the members of the Scheme. Your application will be considered by the Committee once all the required documents have been received and processed.



Please make sure that the following supplementary documents are supplied when applying for an Ex Gratia payment. Failure to supply these will delay your Ex Gratia application.

1. The completed Ex Gratia form signed by the principal member.
2. The principal member’s most recent salary/pension slip/advice.
3. The principal member’s spouse/partner’s most recent salary/pension slip/advice.
4. The following supporting documents/evidence to assist in the evaluation of your application:
 - Clinical motivation supporting the application from your medical practitioner.
 - Detailed quotation for services to be rendered in future such as planned surgical procedures (i.e., prospective applications).
 - Detailed and clear copies of all outstanding accounts in respect of services already received (i.e., retrospective applications).



Process to follow

1. Complete the application form overleaf in full and ensure that you have included all relevant documents as well as your signature where required.
2. Submit the completed form and supporting documents to Platinum Health in any of the following ways:
 - Telephone: 014 590 1700 or 080 000 6942
 - Fax: 086 233 2406 or 086 247 9497
 - Email: plathealth@platinumhealth.co.za
3. Please ensure that the financial information provided to the Scheme is correct.

Once the completed application form is received with supporting documents, Platinum Health will do the following:

1. Completed application forms (including relevant documents) are forwarded to the Platinum Health Ex Gratia Committee for review and consideration.
2. The Ex Gratia Committee's proposal are forwarded to the Board of Trustees for consideration.
3. Platinum Health will contact you telephonically and in writing after the BOT meeting to advise you of the outcome of your application.
4. Important to note: Your application will be delayed if you do not provided Platinum Health with all the required documents.

Please contact
Case Management on
014 590 1700 or
080 000 6942 or email
plathealth@platinumhealth.co.za
should you require any further
assistance with the completion of
your application form.



**PLATINUM
HEALTH**