

PLATINUM HEALTH

Important Contact Details



Ambulance

Call Europ Assist
Tel: 0861 746 548



Hospital Authorisation

Call Case Management
Tel: 014 590 1700 or 080 000 6942
Email:
HospitalConfirmations@platinumhealth.co.za

Office hours:

Monday to Thursday	09:00 - 17:00
Friday	09:00 - 16:00
After-hours (emergencies only):	082 800 8727



Specialist Authorisation

Call Case Management
Tel: 014 590 1700 or 080 000 6942
Email: plathealth@platinumhealth.co.za

Office hours:

Monday to Thursday	09:00 - 17:00
Friday	09:00 - 16:00
After-hours (emergencies only):	082 800 8727



Specialised Radiology Authorisation (MRI, CT and PET Scans)

Call Case Management
Tel: 014 590 1700 or 080 000 6942
Email: plathealth@platinumhealth.co.za

Office hours:

Monday to Thursday	09:00 - 17:00
Friday	09:00 - 16:00
After-hours (emergencies only):	082 800 8727



Registration on Managed-care Programmes such as Maternity, HIV, Oxygen, Oncology, Kidney Disease, Road Accident Fund (RAF)

Call Case Management
Tel: 014 590 1700 or 080 000 6942
Email: plathealth@platinumhealth.co.za

Office hours:

Monday to Thursday	09:00 - 17:00
Friday	09:00 - 16:00
After-hours (emergencies only):	082 800 8727



Chronic Medicine

Call the Chronic Medication Department
Tel: 014 590 1700 or 080 000 6942
Fax: 014 590 1752 or 086 577 0274
Email:
zzgplatinumhealthchronicmedication@platinumhealth.co.za

Office hours:

Monday to Friday	08:30 - 16:00
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Claims and Refunds

Call the Client Liaison Call Centre
Tel: 014 590 1700 or 080 000 6942

Submit claims:

zzgplatinumhealthclaims@platinumhealth.co.za

Queries about claims:

phclientliaison@platinumhealth.co.za

Office hours:

Monday to Friday	08:00 - 16:00
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For assistance with Benefit Confirmation, Tax Certificates, Membership Certificates or any Service-related Queries

Call the Client Liaison Call Centre
Tel: 014 590 1700 or 080 000 6942
Email: phclientliaison@platinumhealth.co.za

Office hours:

Monday to Friday	08:00 - 16:00
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IMPORTANT TO NOTE:

If you receive a claims advice, tax certificate or authorisation number from the system generated email (phmember@platinumhealth.co.za), please do not reply to this email as it is not manned by staff. Please contact the relevant department as indicated above.



PLATINUM
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