

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
Fax: 086 233 2406 or 086 247 9497
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
Fax: 086 233 2406 or 086 247 9497
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
Fax: 086 233 2406 or 086 247 9497
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
Fax: 086 233 2406 or 086 247 9497
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

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

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

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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