

# How to apply for an AUTHORISATION

1

Have the following information ready when phoning Case Management for authorisation:

- Membership number
- Beneficiary name and date of birth
- Date of visit/admission and proposed date of the operation
- Name of the doctor, his/her telephone number and practice number
- All the relevant procedures and associated medical diagnosis codes (your doctor can assist you with this)
- Ask your doctor for full details of:
  - The reason for admission to hospital, or scan.
  - Applicable procedure/tariff code(s).
  - Your diagnosis and ICD10 code if available.

2

Call Case Management on 014 590 1700 or 080 000 6942 or alternatively email the information to:

plathealth@platinumhealth.co.za  
*(specialist authorisations)*

HospitalConfirmations@platinumhealth.co.za  
*(hospital pre authorisation and authorisation)*



3

Case Management will send confirmation of approval (authorisation) to you via an SMS or email, providing the following information:

- The unique authorisation number
- The approved dependant
- The approved supplier
- The initial approved length of stay
- The status of all the codes (whether approved or rejected in accordance with the Scheme Rules)

Contact Case Management for assistance if you're unsure whether any treatment requires authorisation.

Members can also request authorisation via the Platinum Health website ([www.platinumhealth.co.za](http://www.platinumhealth.co.za))