

Members are advised to visit Platinum Health medical facilities in urgent instances ONLY



PLATINUM
HEALTH

Due to the alarming increase in COVID-19 cases, Platinum Health (PH) strongly advises members and dependants to only visit PH medical facilities on an urgent basis. Members and dependants should also avoid visiting facilities in families or groups to limit the risk of potential Infections.

Due to the risk members may be exposed to, all elective procedures have been placed on hold. All emergency admissions/procedures will be authorised within the benefits of members and semi urgent cases will be managed on a case-by-case basis.

Members who need more clarity or guidance on this matter are welcome to contact Case Management:

Telephone: 014 590 1700 or 080 000 6942

Email: plathealth@platinumhealth.co.za
(specialist authorisations)

hospitalconfirmations@platinumhealth.co.za
(hospital pre-authorisation and authorisation)

Case Management after hours emergency no: 082 800 8727

Members requiring assistance with membership queries, benefits and contributions, claims, tax certificates or any other service-related queries, should contact the Call Centre:

Telephone: 014 590 1700 or 080 000 6942

Email: phclientliaison@platinumhealth.co.za

