Paid upfront for services and need a refund? Here's what you need to do...

PLATINUM HEALTH

Members who pay for services/supplies upfront and require a refund from Platinum Health Medical Scheme should ensure they submit the correct refund documentation, within four months from treatment date, to the scheme

1 Ensure you have the correct refund documentation:

- **PROOF OF PAYMENT** such as a credit card transaction slip, a receipt of payment or a zero-balance statement from the provider indicating transactions.
- **ACCOUNT** featuring the following details:
  - Member's initials, surname and address;
  - Member's medical scheme number;
  - The date, tariff code and detail of the services/supplies provided.
  - The name and date of birth of the patient who received the services/supplies; and
  - Platinum Health authorisation number, if applicable.
- **VERIFY** that the member or dependant did receive the service or supplies, by signing the account submitted.
- **BANK CONFIRMATION LETTER** if the member changed bank accounts OR if the member has not been refunded during the last 3 months.
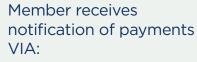
2 Submit claims, within four months, to the Scheme VIA any of the following channels:

Email: phclientliaison@platinumhealth.co.za
Fax: 0861 591 4598
Mail: Platinum Health, Private Bag X82081, Rustenburg, 0300

Hand in at Client Liaison office at your operation

3 Processing of refund requests received:

Refund requests are processed in accordance with the Medical Scheme Rules, Rates and Tariffs.

4 Payment of refund:

Payment is made after the refund request is processed.
Important to note: Members should ensure their correct banking details are updated with the scheme otherwise the payment of refund will be done into incorrect bank account.

5 Member receives notification of payments VIA:

- SMS notifications
- Member statements with full details of payments are emailed or posted to members.

It is important for members to ensure their contact numbers, email and postal addresses are updated with the Scheme, otherwise members won't receive the notifications of payments made.