

Remember to register your

NEW-BORN BABY as DEPENDANT

Having a new baby is a precious and special time in one's life. Even though your life may be turned upside down due to the little bundle, it is important to remember that you need to register your new-born with Platinum Health to ensure your baby receives the benefits he/she deserves.



DOCUMENTATION NEEDED WHEN REGISTERING YOUR NEW-BORN

Please take the following documentation with upon registering your baby with Platinum Health:

- Principal member's identification document.
- A registered birth certificate.
- If the baby's surname differs from the principal member's surname, an affidavit must be submitted stating the reason.
- A Hospital Confirmation/Notification document can temporarily be submitted, together with the application form, however this document is only valid for 30 days.
- As soon as the new-born baby has been registered with the Department of Home Affairs, the member is responsible to submit a copy of the birth certificate to the Scheme within 30 days of birth.
- A member has 30 days from registration of the new-born baby to submit a birth certificate to the scheme.



**PLATINUM
HEALTH**

You can register your new-born at any of the following:

- Employee Services Walk-in Centre at your workplace; OR
- Employee Benefits (EB) office at your workplace; OR
- Human Resources (HR) office at your workplace; OR
- Client Liaison Officer in your area; OR
- Client Liaison office situated at the Platinum Health Medical Centre (PHMC), Corner of Beyers Naudé and Heystek Streets, Rustenburg.

If your baby is still-born, or in the unfortunate event that the baby passes away shortly after birth, please note that the baby still needs to be registered with the Scheme to ensure that the costs relating to the baby's birth is covered. We do realise that parents may go through an extremely difficult time in such instances, but we do not want you to be burdened with medical accounts etc., during such a sad time. Unfortunately, according to medical schemes rules and regulations, the baby has to be registered on the scheme.

If your baby is still-born, please submit the following documentation to the scheme:

- The principal member has to complete and sign a membership application form.
- A Hospital Confirmation of stillbirth can be submitted to the Scheme or a Death Certificate

If your baby passes away shortly after birth, please submit the following documentation to the scheme:

- The principal member has to complete and sign a membership application form.
- A Hospital Confirmation can temporarily be submitted to the Scheme (however this document is only valid for 30 days) and therefore members are urged to submit a Death Certificate within 30 days from date of death.

For more information or assistance, kindly contact the **Client Liaison Call Centre on:**

Tel: 014 590 1700 or 080 000 6942 OR

Email: phclientliaison@platinumhealth.co.za

