

WANT TO SUBMIT A CLAIM?



Here's what you need to do

1. Make sure the following details feature on the tax invoice/account:

- Tax invoice/account number
- Your initials, surname and address
- Your Membership number
- Dependant code
- The date, tariff code and detail of the services/supplies provided
- Authorisation number, if the tax invoice/account is from a specialist.
- Verify that you (as the principal member) or your dependant did receive the service or supplies, by signing the tax invoice/account.

2. Submit claims within four months to the Scheme VIA any of the following channels:

Email: phclientliaison@platinumhealth.co.za

Fax: 086 591 4598

Mail: Platinum Health, Private Bag X82081, Rustenburg, 0300

Hand in at Client Liaison Office at your operation.

3. Processing of claims received:

Claims and refunds are processed in accordance with the Medical Scheme Rules, Rates and Tariffs.

4. Payment of claims:

Payment commences after the claim is processed.

5. You will receive notification of payments VIA:

- SMS notifications
- Member statements with full details of payments are emailed or posted to members. Please make sure that your contact details (telephone number, email and postal addresses) are updated with the Scheme, otherwise you will not receive notifications.



**PLATINUM
HEALTH**

Contact the Client Liaison Call Centre for assistance with submitting claims or updating your contact details:

Telephone: 014 590 1700 or 080 000 6942

Email: phclientliaison@platinumhealth.co.za

Fax: 0861 591 4598

Members can request a claims advice via the Platinum Health website

(www.platinumhealth.co.za)