

# When to obtain AUTHORISATION from Platinum Health

Platinum Health (PH) members are reminded that an authorisation should be obtained from the Scheme for any of the following:

	Plat Comprehensive	Plat Cap	Plat Freedom
Specialist consultations	✓	✓	✗
In-and-out of hospital procedures and medical admissions	✓	✓	✓
Managed-care programmes such as maternity, cancer and oncology, kidney disease, oxygen management and HIV	✓	✓	✓
Specialised radiological investigations such as MRI, CT and PET scans	✓	✓	✓

*The authorisation process entails assessing the clinical necessity and appropriateness of the referral, procedure or treatment according to the Scheme's clinical protocols and guidelines, prior to the specialist visit, hospital admission or treatment.*

The process to apply for an authorisation is as follows:

**1. Have the following information ready when phoning Case Management for an 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. Submit your request for authorisation to Case Management by either calling them on 014 590 1700 or 080 000 6942 or alternatively email the information to:**

- [plathealth@platinumhealth.co.za](mailto:plathealth@platinumhealth.co.za) (specialist authorisations)
- [HospitalConfirmations@platinumhealth.co.za](mailto:HospitalConfirmations@platinumhealth.co.za) (hospital pre-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)

**Please give this authorisation number to the specialist, hospital and/or treating supplier.**

(If your authorisation is rejected, you will receive notification via SMS or email, stating the reason why the authorisation request was declined.)

**Important to note:**

- Any additional days in hospital, multiple procedures or additional services require further authorisation or motivation. If there is a clinical reason for the extended stay, the Scheme will approve the extra days. If not, you will be responsible for the cost for the non-approved days and treatment.
- In case of emergency hospital admissions, authorisation has to be obtained within 24-hours or on the first working day after the emergency.
- You are encouraged to ask for details about how much will be paid by the Scheme when requesting authorisation.





# PLATINUM HEALTH

IF YOU HAVE ANY QUESTIONS OR NEED GUIDANCE, KINDLY CONTACT CASE MANAGEMENT  
ON [014 590 1700](tel:0145901700) OR [080 000 6942](tel:0800006942)