

Platinum Health Members

Do you receive your claims advice?

It is important for Platinum Health (PH) to keep you updated on all claims/accounts paid to service providers. Therefore, we email claims advices to you on a bi-monthly basis. If you are not receiving claims advices, it may be due to there not being any claims activities on your profile OR it may be due to the scheme not having your updated email address.

How to update your email address

1. You need to complete the form named “Request to change membership details, Scheme option or Card request”, which can be obtained from PH via any of the following channels:
 - Download the form from the PH website (www.platinumhealth.co.za)
 - Email request to Client Liaison (phclientliaison@platinumhealth.co.za)
 - Phone the Client Liaison Call Centre (014 590 1700 or 080 000 6942)
2. When completing the form, be sure to stipulate the change in email address.
3. The principal member needs to sign the form.
4. Submit the form to PH via email or hand in the form at your closest Client Liaison office.

Understanding your claims advice

Platinum Health
Private Bag X82081
Rustenburg
0300

CLAIMS ADVICE

MRS MD BEZUIDENHOUT
17 ROOIHOUT AVENUE
PROTEA PARK
RUSTENBURG
0299

Client Liaison
Tel: 014 590 1700

Member No: 0000000000
Date Range 10/07/2022 To 31/07/2022

03304499

Supplier Code	Health Services Provider	Treatment Date	Invoice Number	Claim Number	Patient	Amount Claimed	Discount	Refund To Member	Member To Pay	Payment To Supplier	Paid From Savings	Payment Date	Rejection Reason
000000	Details of provider	10/07/2022	000000	0000000000000	MD Bezuidenhout	850.00	0.00	0.00	100.00	750.00	0.00	15/07/2022	046
000000	Details of provider	15/07/2022	000000	0000000000000	M Bezuidenhout	450.00	0.00	0.00	80.00	370.00	0.00	22/07/2022	
000000	Details of provider	20/07/2022	000000	0000000000000	MD Bezuidenhout	500.00	0.00	0.00	0.00	500.00	0.00	30/07/2022	
000000	Details of provider	21/07/2022	000000	0000000000000	M Bezuidenhout	1,100.00	0.00	0.00	150.00	950.00	0.00	30/07/2022	040
Advice Totals						1800.00	0.00	0.00	330.00	1720.00	0.00		

Short Payment Reason	
Code	Description
040	Claimed more than medical scheme rates
046	Co-payment

Your claims advice not only features information on claims paid to service providers, but more importantly, the portion members are liable to pay (marked in red).

If your claims advice reflects payment of R80 levy is due and you have already paid it, do not be alarmed as the provider will have proof of your payment.

Important to note: The payment date on a claims advice is when payment was made by Platinum Health but it might only reflect 2 days later in the providers bank account.

Request a claims advice via any of the following channels:

- Contact Client Liaison on 014 590 1700 or 080 000 6942 OR
- Email phclientliaison@platinumhealth.co.za OR
- Visit the PH website (www.platinumhealth.co.za) and click on the "CLAIMS ADVICE" tab on the Homepage