

# HOW TO SUBMIT CLAIMS



Platinum Health has an agreement with designated service providers (DSP's) to submit claims directly to the Scheme in order to streamline the payment of claims.

If, however, you receive a tax invoice/account from a Medical Service Provider, you should contact Client Liaison to determine whether the tax invoice/account has been submitted to the Scheme. If it has not been submitted to the Scheme, you have to ensure it is submitted within four months of date of services/supplies, to prevent it from becoming stale, resulting in non-payment.

## Step-by-step guide on how to SUBMIT CLAIMS:

Confirm the following details feature on the tax invoice/account:

- Tax invoice/account number
- Member's initials, surname, and address
- 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 the member or dependant did receive the service or supplies, by signing the tax invoice/account

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



- 2** **Email:** [phclientliaison@platinumhealth.co.za](mailto:phclientliaison@platinumhealth.co.za)  
**Mail:** Platinum Health, Private Bag X82081, Rustenburg, 0300  
**Hand in** at a Client Liaison Office at your operation

### Processing of claims

- 3** Claims are processed in accordance with the Medical Scheme Rules, Rates and Tariffs.

### Payment of claims

- 4** Payment commences after the claim is processed.

### You will receive notification of payment via:

- 5**
- SMS notification
  - Member statements with full details of payments are emailed to members

(It is important to ensure that your contact number, email and physical addresses are updated with the Scheme, otherwise you will not receive the notifications!)



If you have any questions or need help submitting a claim, kindly contact Client Liaison on 080 000 6942 or 014 590 1700, Monday to Friday from 08:00 – 16:00