User Guide for Platinum Health Medical Scheme WhatsApp

Welcome to the Platinum Health Medical Scheme WhatsApp! This guide will take you through the step-by-step process to use different features of the app effectively. First make sure that the number you're using to chat to us on WhatsApp, is the same number you supplied to the scheme. If in doubt, call Client Liaison on 014 590 1700 to confirm. The next step is to save our WhatsApp number (**080 000 6942**) on your phone and start chatting!

1. Confirm Membership

Step 1: Text Hello to 080 000 6942
Step 2: Select the **Confirm Membership** button.
Step 3: Enter your **medical scheme number** when prompted, e.g., "PH12345."
**Step 4:** Once confirmed, you will be taken to the **Main Menu**.

2. Main Menu Options

- Find Service Provider
- Membership Card
- Membership Certificate
- Request Authorisation
- Tax Certificate

You can select any of these options to proceed.

3. Find a Designated Service Provider (DSP)

Step 1: Select **Find Service Provider** from the main menu.
Step 2: Select the type of provider you are looking for, such as:

- Platinum Health Centre
- Ambulance
- Dentist
- General Practitioner
- Hospital
- Optometrist
- Pathologist
- Pharmacy

Step 3: You can choose to share your location or select a province and city from the list.
If sharing your location: We will use the map to identify nearby DSPs.
If selecting from a list: Choose your province and city, e.g., "Gauteng" and "Sandton."
Step 4: You can select your preferred provider on the list to view their details.
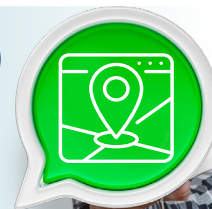
4. Digital Membership Card

Step 1: Select **Membership Card** from the main menu.
Step 2: You will be given an option to download your digital membership card.
Step 3: Make your preferred selection
Step 4: Enter your medical scheme number when asked for a password.

5. Membership Certificate

Step 1: Select **Membership Certificate** from the main menu.
Step 2: We will generate the membership certificate.
Step 3: You will receive an option to download the certificate.
Step 4: Enter your medical scheme number when asked for a password.

6. Request Authorisation

Step 1: Select **Request Authorisation** from the main menu.
Step 2: Choose whether to **Upload** or **Download** an authorisation form.
Download: Download and fill out an authorisation form to upload later.
Upload: Select a document type (hospital, radiology, specialist, etc.) and submit your form for review.
Step 3: Once the authorisation request is submitted, we will notify you of the success.
Then you wait to hear from us.

7. Tax Certificate

Step 1: Select **Tax Certificate** from the main menu.
Step 2: Select the tax year for which you need a certificate (e.g., 2022/2023).
Step 3: We will generate the tax certificate.
Step 4: You can download and view the requested certificate.
Step 5: Enter your medical scheme number when asked for a password.

Help and Support

For any issues, you can contact Platinum Health Customer Services:
Toll-free: 080 000 6942
Client Liaison: (014) 590 1700
Email: phclientliason@platinumhealth.co.za

Thank you for using the Platinum Health Medical Scheme WhatsApp!