

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.*

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 also submit a claim via the Platinum Health website (www.platinumhealth.co.za)