













When is **AUTHORISATION** needed?

	PlatCom- prehensive	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 and oxygen management			
Specialised radiological investigations such as MRI, CT and PET scans			

In case of emergency admissions, authorisation has to be obtained within 24-hours or on the first working day after the emergency.

- You will receive confirmation of approval (authorisation) from Case Management via an SMS or email.
- Give the 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 authorisation request was declined.
- Contact Case Management with regards to follow-up enquiries.
- *Case Management contact numbers: 014 590 1700 or 080 000 6942, after-hours emergency number: 082 800 8727.*

- 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.

You are encouraged to ask for details about how much will be paid by the Scheme when requesting authorisation.