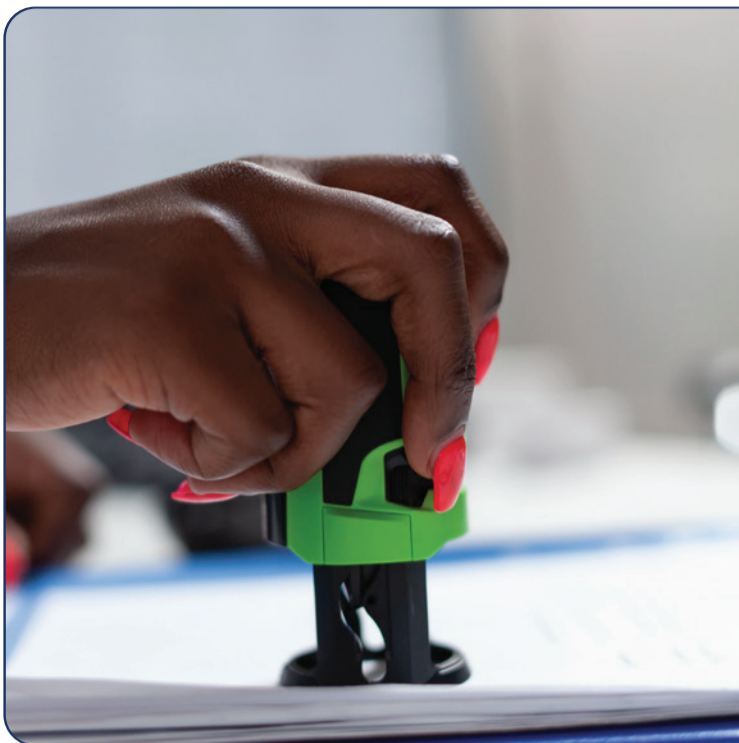
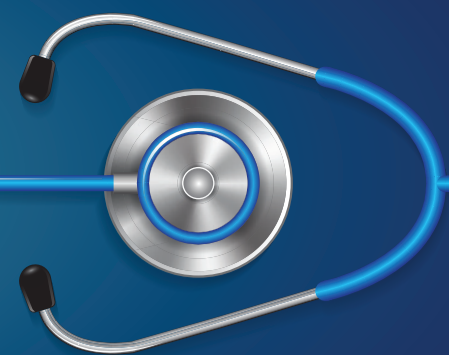


Platinum Health Page



When to obtain AUTHORISATION from Platinum Health

It is important for Platinum Health (PH) members to note that authorisation has to be obtained from the scheme prior to any in-and-out of hospital procedures and medical admissions, specialist consultations (excluding PlatFreedom Option), specialised radiological investigations such as MRI, CT and PET scans and managed-care programmes such as maternity, cancer and oncology, kidney disease and oxygen management.

To find out more about the process to follow when requesting authorisation from the Scheme

[Click here](#)

ADHD: WHAT YOU NEED TO KNOW

Attention-deficit/hyperactivity disorder (ADHD) is one of the most common neurodevelopmental disorders of childhood. It is usually first diagnosed in childhood and often lasts into adulthood. Children with ADHD may have trouble paying attention, controlling impulsive behaviours (may act without thinking about what the result will be), or be overly active.

To learn more about the signs, symptoms, types, causes, diagnoses and treatment of ADHD

[Click here](#)



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.

To find out how to update your email address, to view an example of a claims advice, and how you can request a claims advice

[Click here](#)

Coping with TRAUMA

If you have recently dealt with a traumatic event, you might be worried that you're going to feel miserable indefinitely. While it can certainly take some time to feel fully happy and healthy again, there are many steps you can take to help you move forward. Know that help is available and you will indeed be fine again

You have the power to make your healing journey an effective one. To find out more

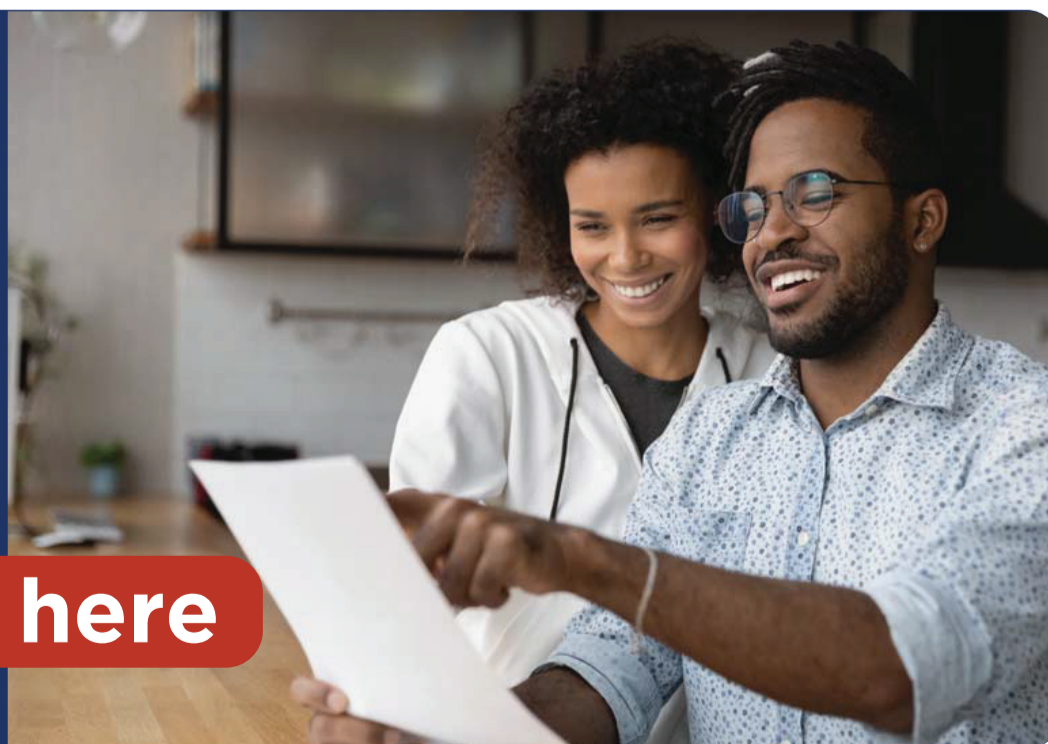
[Click here](#)

How to REQUEST REFUNDS

Did you pay upfront for medical services or supplies and now require a refund from Platinum Health?

For a step-by-step guide on how to request refunds

[Click here](#)



DID YOU KNOW?

You can browse our website for FREE? If you use a device with a SIM card, you can view the articles included in this PH Page for free. If you use a device without a SIM card, you will incur normal data costs.

