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QUESTIONS
&
ANSWERS



PLATINUM HEALTH
MEDICAL CENTRE
IN MOKOPANE



PLATINUM
HEALTH

GENERAL

Q When will the Platinum Health Medical Centre in Mokopane open?

A On 1 January 2019

Q Where is the Medical Centre situated in Mokopane?

A 112 Thabo Mbeki Avenue, Mokopane, 0600

Q What is the telephone number for the Mokopane Medical Centre?

A 087 463 0836

Q What is the consulting hours?

A **Weekdays:** 08h00 to 17h00
Saturdays: 08h00 to 11h00
Sundays and Public Holidays: 10h00 to 11h00



Q What types of medical services will be provided at the new Medical Centre in Mokopane?

A General Practitioners (GP's), Primary Healthcare, Radiology, Laboratory, Psychology (Mental Health), and dispensary services will be provided.

Q Where can I find out who are Platinum Health DSP's?

A A DSP brochure has been compiled and is available on site to assist members. Members can also contact the Platinum Health Client Liaison Officers on site who will gladly assist.

The two Client Liaison Officers that are available to members in the Eastern Limb Region are:

Kholofelo Mzimba

Tel no: 083 455 7138 or 013 230 2040 or
Email: kholofelo.mzimba@angloamerican.com

Sanny Mkhondo

Tel no: 060 571 0870 or 013 231 9238 or
Email: sanny.mkhondo@angloamerican.com

The DSP lists are also available on the Platinum Health website (www.platinumhealth.co.za)

GENERAL PRACTITIONERS (GP'S) AND EMERGENCIES

Q May I continue utilising my current GP if he/she is not a designated service provider (DSP)?

A If you are located (stay) within an area of 50km from a designated service provider (DSP) you are obliged to use a DSP GP. Members staying in Mokopane will have to utilise the Platinum Health GP's. If you are located further than 50km from a DSP you may utilise a GP of choice. This rule applies to GP, Dentist, Pharmacy, Specialists, Radiology, Physiotherapy, Laboratory etc. If you are on leave or away for the weekend and you are located further than 50km of a DSP GP you may utilise the services of any non-DSP GP.

Q How many Doctors will there be?

A There will be two General Practitioners, Dr Thabiso Langa and Dr Doreen Kritzinger.

Q Will I still be paying the R80 co-payment?

A If you consult a primary healthcare professional nurse at the Medical Centre, no levy is payable. If the primary healthcare professional nurse refers you to the GP, no levy is payable.

If you consult a GP directly, the R80 levy will be payable.

Q Will doctors be available 24/7?

A Yes, if required, the Professional Nurses at the Casualty Unit at Mokopane Medical Centre will call the doctor.

Q What is the process to be followed in respect of Emergency Services (Ambulance) to ensure members do not incur costs?

A In the event of a life-threatening emergency, members and/or dependants go to the nearest medical facility. Platinum Health is contracted to **Europ Assistance**. By dialling **0861 746 548** from any cellular phone or landline, members have access to a national network of rapid response vehicles, ambulances and emergency aircraft.



Hospital and specialist authorisations have to be obtained within one working day following the emergency. **Our Case Managers are available 24/7 to assist members with emergencies and can be reached by calling 082 800 8727.** The Case Management emergency number is reflected on membership cards and licence holders.

Q What should members do in an emergency?

A A fully functional **Casualty Unit** will be available at the Mokopane Medical Centre which; will be operational **24 hours a day, 365 days per annum**. For all emergencies, members can utilise the services at the Casualty Unit.

PHARMACY, SCRIPTS AND CHRONIC MEDICINE

Q What is the process to be followed when I need chronic medication?

A All current arrangements in terms of delivery of chronic medicine to members in the Mokopane area will stay unchanged.

Members diagnosed with a Chronic Medical Condition should take the following steps in order to ensure timeous delivery of chronic medication:

1. Register for chronic medication approval if you are a first time chronic medication user by requesting your doctor to complete a chronic medication form. The chronic medication forms are available on the Platinum Health website (www.platinumhealth.co.za) and can also be obtained from the Chronic Medication or Client Liaison Departments.
2. The application form must be signed by both the member as well as the doctor and forwarded to the Chronic Medication Department, along with supporting documentation and a six-month prescription. A separate application form is required for each family member who requires chronic medication.
3. The completed application form and supporting documentation must be submitted to the Chronic Medication Department via:



P.S. Platinum Health GP's will complete chronic medication application forms and the reception at Mokopane Medical Centre will assist in submitting application forms to the Chronic Medication Department.

Email: ZZGPlatinumHealthChronicMedication@platinumhealth.co.za
Fax: 086 577 0274 or 014 590 1752
Tel no: 014 590 1700

All chronic medication must be obtained from the Platinum Health Chronic Medication Department at the Platinum Health Pharmacy in Rustenburg. A courier service is available for the delivery of chronic medication to members.

Follow-up medication must be ordered via email, fax or phone, from the Chronic Medication Department at least seven working days before the current batch runs out.

Should you have any uncertainty regarding chronic medicine do not hesitate to call the Chronic Medication Department on 014 590 1700.

PHARMACY, SCRIPTS AND CHRONIC MEDICINE continued

Q Does Platinum Health cover all chronic medication, or do they only cover generic medicines and the balance is paid by the member?

A Platinum Health covers 80 chronic conditions, more than any other medical scheme.

As part of its managed care rules and processes, Platinum Health have a comprehensive medicine formulary and beneficiaries on chronic medication can access medication covered in the formulary. Where applicable generic medication is dispensed. Should members wish to receive ethical medicine where generic medicine is available, the member will be responsible to pay a co-payment. No administrative fees or levies will be covered.

Co-payments will apply under the following conditions:

1. Should a member elect to utilise an original item instead of the generic equivalent, the member will be liable for the price difference between the original and generic.
2. Therapeutic reference pricing is applied to the different therapeutic medicine classes. Should a member elect to use an item priced above the therapeutic reference price, the member will be liable for the difference between the requested item and the therapeutic reference price.

Q What about repeat scripts that have been already submitted to other pharmacies and the period overlaps 1 Jan 2019?

A All chronic medicine scripts for members in the Mokopane area, overlapping 1 January 2019, will be valid until the actual expiry date. If a renewal script is needed, the patient will have to consult a Platinum Health GP at the Mokopane Medical Centre, or any other Platinum Health facility, and a new repeat script will be issued by the GP.



Q Which Pharmacies are available in Mokopane?

- A**
- Waterberg Pharmacy, 86 Thabo Mbeki Drive, Mokopane, Tel no: 015 491 4194
 - Farmakon Pharmacy, Thabo Mbeki Drive, Mokopane, Tel no: 015 491 5337

Chronic medication will be sent to members' home, Mogalakwena Clinic on mine; or members can elect to have it sent to the Platinum Health Medical Centre at Mokopane and collect it there. There will also be a dispensary at the consulting rooms.

Q If I continue using a non-designated service provider (NDSP) GP, will Platinum Health pay the cost of medicine, laboratory tests and radiology?

A If you are located within a 50km radius of a DSP GP you are obliged to utilise the services of the Platinum Health GP. If you do not utilise the services of a DSP GP, no medicine, laboratory or radiology will be paid.

SPECIALISTS, HOSPITALISATION AND RADIOLOGY

Q Do I require pre-authorisation for specialist visits, hospitalisation and specialised radiology?

A Yes, you do require pre-authorisation for specialist referrals, hospitalisation and specialised radiology. Please take note that authorisation is required for every visit to specialists. If authorisation is not obtained for specialists, hospitalisation and specialised radiology, the scheme will not pay. Authorisation can be obtained by calling the Case Management Department on:

Tel no: 014 590 1700 or 080 000 6942
After hours: 082 800 8727
Fax: 086 247 9497 or 086 233 2406
Email: plathealth@platinumhealth.co.za
Platinum Health website: www.platinumhealth.co.za
Platinum Health Facilities: Hand delivery



P.S. Platinum Health reception at the Mokopane Medical Centre will assist members in obtaining pre-authorisation and making specialist appointments.

Q What does Platinum Health define as specialised radiology?

A MRI, CT and PET scans are defined as specialised radiology.

Q Do I have to utilise the services of a DSP Specialist?

A The Platinum Health Rules provide that if you are located in a 50km radius of DSP's, members are obliged to use such DSP's.

Members located between 50-200km radius of DSP's, as is the case with members staying in Mokopane have a choice to use DSP Specialists or to use non-DSP Specialists. Members are encouraged to utilise DSP's as the costs of DSP Specialists will be paid in full by the Scheme. If non-DSP's are utilised Platinum Health will pay 80% of the Scheme rates.

Q What are the DSP Hospitals in the area and must I utilise DSP Hospitals?

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- Limpopo MediClinic Hospital and Limpopo MediClinic Day Hospital (Polokwane)
- Unicare (Polokwane)

It is preferable that members utilise DSP Hospitals.

DENTAL SERVICES

Q What Dental Services are available?

A Members may utilise any of the following dentists:

- Dr PE Masenya 18 Nelson Mandela Street, Mokopane, Tel no: 015 491 4539
54 Nelson Mandela Street, Mokopane, Tel no: 015 491 2696
- Dr RM Cassim 85 Thabo Mbeki Drive, Mokopane, Tel no: 015 491 2309
- Dr RJ Joubert 45 Bodenstein Street, Mokopane, Tel no: 015 491 4716
- Dr MJ Dos Santos 54 Ruiterweg, Mokopane, Tel no: 015 491 8900

EMERGENCY TRANSPORT (AMBULANCE) EUROP ASSISTANCE CALL CENTRE: 0861 746 548

CASE MANAGEMENT

Tel no: 014 590 1700 or 080 000 6942
A/H emergency: 082 800 8727
Fax: 086 233 2406 or 086 247 9497
Email: plathealth@platinumhealth.co.za (specialist authorisation)
hospitalconfirmations@platinumhealth.co.za
(hospital pre-authorisation and authorisation)
ZZGPlatinumHealthCaseManagement@platinumhealth.co.za
(alternative email address for both specialist and hospital authorisation)

Office hours: Monday to Thursday 09:00 – 17:00
Friday 09:00 – 16:00

CHRONIC MEDICATION/CLINICAL MOTIVATION

Tel no: 014 590 1700
Fax: 014 590 1752 / 086 577 0274
Email: ZZGPlatinumHealthChronicMedication@platinumhealth.co.za
(orders, applications and general enquiries)
ZZGPlatinumHealthClinicalMotivation@platinumhealth.co.za
(clinical motivations)

Office hours: Monday to Friday 08:30 – 16:00

CLIENT LIAISON

Members who need further clarity or explanation about the Medical Centre in Mokopane, should contact the PHMS Call Centre at 014 590 1700 or 080 000 6942, or email: phclientliaison@platinumhealth.co.za

Members can also ask their visiting Client Liaison Officers on site:

Sanny Mkhondo

Tel no: 060 571 0870
Email: sanny.mkhondo@angloamerican.com

Kholofelo Mzimba

Tel no: 083 455 7138
Email: kholofelo.mzimba@angloamerican.com



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