

Specialised dentistry

What you need to know!



As a member of Platinum Health, you enjoy specialised dentistry benefits based on the option you are on, e.g., PlatComprehensive, PlatCap or PlatFreedom.

To learn more about your specialised dentistry benefits and the process to follow to get authorisation, be sure to read the following!

Here's your benefits at a glance!

Specialised dentistry for PlatComprehensive members includes:

Prosthodontics, periodontics, endodontic and Orthodontic treatment

Porcelain veneers and inlays

Crown and Bridge work

Plastic and Metal Dentures

External laboratory services

Osseo integrated implants



- The annual limit for specialist dentistry is R13,914 per family.
- We pay 85% **medical scheme rates** and you **have to pay** a 15% co-payment of the benefit limit for any specialised dentistry treatment. If your dental provider asks more than medical scheme rates, you will have to pay a portion of the costs.
- Dentures are limited to one set every three years from anniversary of claiming per beneficiary, subject to your benefit limit of R13,914 per family. For example, if you received dentures in March 2025, you would only qualify for new dentures in March 2028. You will only be able to submit more claims when your three-year period is over.
- You have to use a Scheme DSP if you live within 50 km of the Designated Service Provider (DSP). This includes dental providers at our medical facilities or DSP dental providers in your area. If you are unsure which dental provider you may use, call our Client Liaison Call Centre on **014 590 1700** to confirm!
- The orthodontic treatment benefit is limited to patients **under** the age of 21 years, subject to clinical protocol approval.



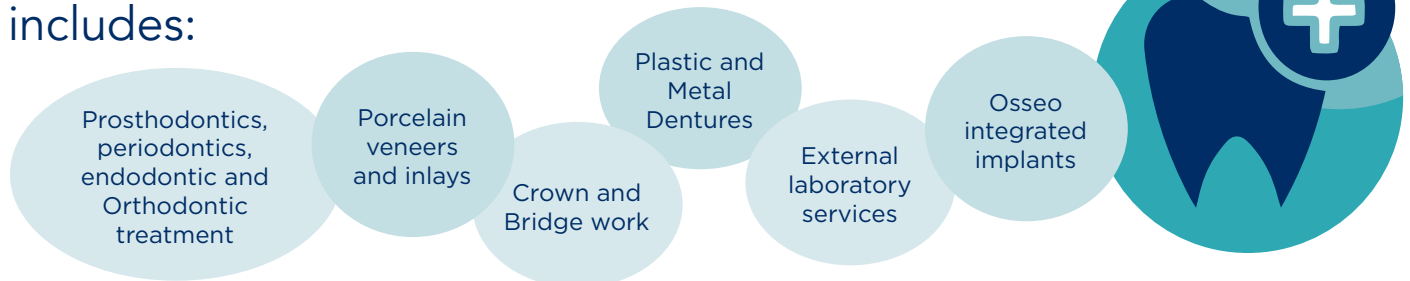


Specialised dentistry for PlatCap members includes:

Plastic Dentures

- We pay 80% **medical scheme rates** and you **have to pay** a 20% co-payment.
- Each beneficiary, **over** the age of 21 years, can get one set of plastic dentures every three years from claiming. For example, if you received plastic dentures in March 2025, you would only qualify for new plastic dentures in March 2028. You will only be able to submit more claims when your three-year period is over.
- You have to use a Scheme DSP if you live within 50km of a DSP. This includes dental providers at our medical facilities or DSP dental providers in your area. If you are unsure which dental provider you may use, call our Client Liaison Call Centre on **014 590 1700** to confirm!

Specialised dentistry for PlatFreedom members includes:



- Your annual limit for specialised dentistry is R17 391 per family.
- We pay 100% of the lower of cost or Scheme rate.
- You can get one set of dentures every three years from claiming, subject to the benefit limit of R17 391. For example, if you received dentures in March 2025, you would only qualify for new dentures in March 2028. You will only be able to submit more claims when your three-year period is over.
- The orthodontic treatment benefit is limited to patients **under** the age of 21 years, subject to clinical protocol approval.
- You have freedom of choice to use any dental practitioner.

Remember: you need to get authorisation from us for specialised dentistry!

We will also assess your request to check that it meets our clinical protocols.

Here's the process to follow to get authorisation:

1. The dental practitioner or specialist you consulted will give you the following:

- Quotation for your treatment
- X-rays
- Motivation for your treatment



2. Submit the documents to Case Management via any of the following channels:

Tel: 014 590 1700 or 080 000 6942

Email: plathealth@platinumhealth.co.za (request authorisation)

WhatsApp: 080 000 6942 (request authorisation)

Face-to-face: Platinum Health (PH) medical facilities (applicable to PlatComprehensive and PlatCap members)

3. Your request for specialised/advanced dentistry will be approved or rejected. We will notify you of the outcome.