



Platinum Health attentive to FRAUDULENT ACTS

Fraud is escalating in the medical scheme environment and Platinum Health (PH) would like you to be vigilant in identifying potential fraud.

Members who receive SMS notifications from PH regarding claims paid, and have not received treatment or services, are advised to contact PH Client Liaison 014 590 1700 or 080 000 6942. Fraud committed in terms of the medical scheme has a direct impact on our members as it could lead to increased contributions due to the financial burden placed on the scheme.

What can you do as a member to assist?

- Keep your medical scheme and personal information protected.
- Don't be afraid to question your healthcare provider about procedures or billing items you don't understand.
- Use our wide network of designated service providers to receive treatment and services.
- Report potential fraud if you come across it.

Examples of fraud by healthcare professionals:

- Servicing non-members by using the details of registered members.
- Claiming for services not rendered.
- Over-servicing, for example: Frequent follow up consultations requested by the provider even though the patient no longer has any symptoms.
- Claiming for expensive branded medicines and dispensing the cheaper generic equivalent.
- Reckless billing methods, for example: When you get 15 tablets from the pharmacy but you sign on the invoice for 30. thus the scheme is billed for 30 tablets.

To report fraud, anonymously and confidentially, contact KPMG FairCall on any of the following platforms:



Telephone: 0800 115 354

Web URL or QR Code:

<http://www.thornhill.co.za/kpmgfaircallreport>

Email: hotline@kpmg.co.za



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