HOW TO REQUEST REFUNDS

Members who pay for services/supplies up-front and require a refund from Platinum Health, should ensure they submit the correct refund documentation, within four months from treatment date to the Scheme.

Step-by-step guide on how to request refunds

1. Ensure you have the correct refund documentation

- **PROOF OF PAYMENT** such as a credit card transaction slip, a receipt of payment or a zero-balance statement from the provider indicating transactions.

- **ACCOUNT** featuring the following details:
  - Member's initials, surname, and address.
  - Member's medical scheme number.
  - The date, tariff code and detail of the services/supplies provided.
  - The name and date of birth of the patient who received the services/supplies; and
  - Platinum Health authorisation number, where applicable.
  - Practice number
  - Diagnosis code/ICD10 code
  - Referring Doctor details where applicable

- **VERIFY** that the member or dependant did receive the service or supplies, by signing the account submitted.
- **BANK DETAILS** Principal member to include banking details with submission of invoice for validation of information on the system.

2. Submit refund request, within four months, to the Scheme VIA any of the following channels:

Email: phclientliaison@platinumhealth.co.za
Mail: Platinum Health, Private Bag X82081, Rustenburg, 0300
Hand in at Client Liaison Office at your operation

3. Processing of refund requests received:

Refund requests are processed in accordance with the Medical Scheme Rules, Rates and Tariffs.

4. Payment of refund:

Payment is made after the refund request is processed. It is important that members ensure their correct banking details are updated with the Scheme.

5. Member receives notification of payments VIA:

- SMS notifications
- Member statements with full details of payments are emailed to members.

It is important that members ensure their contact numbers, email and physical addresses are updated with the Scheme, otherwise members won't receive the notifications of payments made.