

PLATINUM HEALTH

Important Contact Details



Ambulance

Call Europ Assist
Tel: 0861 746 548



Hospital Authorisation

Call Case Management
Tel: 014 590 1700 or 080 000 6942
Fax: 086 233 2406 or 086 247 9497
Email:
HospitalConfirmations@platinumhealth.co.za

Office hours:

Monday to Thursday 09:00 - 17:00
Friday 09:00 - 16:00
After-hours
(emergencies only): 082 800 8727



Specialist Authorisation

Call Case Management
Tel: 014 590 1700 or 080 000 6942
Fax: 086 233 2406 or 086 247 9497
Email: plathealth@platinumhealth.co.za

Office hours:

Monday to Thursday 09:00 - 17:00
Friday 09:00 - 16:00
After-hours
(emergencies only): 082 800 8727



Specialised Radiology Authorisation (MRI, CT and PET Scans)

Call Case Management
Tel: 014 590 1700 or 080 000 6942
Fax: 086 233 2406 or 086 247 9497
Email: plathealth@platinumhealth.co.za

Office hours:

Monday to Thursday 09:00 - 17:00
Friday 09:00 - 16:00
After-hours
(emergencies only): 082 800 8727



Registration on Managed-care Programmes such as Maternity, HIV, Oxygen, Oncology, Kidney Disease, Road Accident Fund (RAF)

Call Case Management
Tel: 014 590 1700 or 080 000 6942
Fax: 086 233 2406 or 086 247 9497
Email: plathealth@platinumhealth.co.za

Office hours:

Monday to Thursday 09:00 - 17:00
Friday 09:00 - 16:00
After-hours
(emergencies only): 082 800 8727



Chronic Medicine

Call the Chronic Medication Department
Tel: 014 590 1700 or 080 000 6942
Fax: 014 590 1752 or 086 577 0274
Email:
zzgplatinumhealthchronicmedication@platinumhealth.co.za

Office hours:

Monday to Friday 08:30 - 16:00



Claims and Refunds

Call the Client Liaison Call Centre
Tel: 014 590 1700 or 080 000 6942

Submit claims:

zzgplatinumhealthclaims@platinumhealth.co.za

Queries about claims:

phclientliaison@platinumhealth.co.za

Office hours:

Monday to Friday 08:00 - 16:00



For assistance with Benefit Confirmation, Tax Certificates, Membership Certificates or any Service-related Queries

Call the Client Liaison Call Centre
Tel: 014 590 1700 or 080 000 6942
Email: phclientliaison@platinumhealth.co.za

Office hours:

Monday to Friday 08:00 - 16:00

Important to Note:

If you receive a claims advice, tax certificate or authorisation number from the system generated email (phmember@platinumhealth.co.za), please do not reply to this email as it is not manned by staff. Please contact the relevant department as indicated above.



PLATINUM
HEALTH