

PLATINUM HEALTH

Call Centre and Case Management available to assist members during lock-down period



**PLATINUM
HEALTH**

Members should note that the Platinum Health Call Centre and Case Management Department will be fully operational during the lock-down period.

To avoid exposure, members and dependants are advised to only visit PHMS facilities on an urgent basis. Members and dependants should also avoid visiting facilities in families or groups to limit the risk of potential infections.

CALL CENTRE:

Members requiring assistance with membership queries, benefits and contributions, claims, tax certificates or any other service-related queries, should contact the Call Centre:

Telephone: 014 590 1700 or 080 000 6942

Email: phclientliaison@platinumhealth.co.za

CASE MANAGEMENT

Members requiring assistance with COVID-19 queries, authorisation for specialist visits, planned hospital procedures and medical admissions, special radiological investigations such as MRI, CT and PET scans and managed-care programmes such as maternity and oncology, should contact Case Management:

Telephone: 014 590 1700 or 080 000 6942

Email:

plathealth@platinumhealth.co.za (*specialist authorisations*)

hospitalconfirmations@platinumhealth.co.za

(*hospital pre-authorisation and authorisation*)

ZZGPlatinumHealthCaseManagement@platinumhealth.co.za

(*alternative email address for both specialist and hospital authorisations*)

Case Management after hours emergency number: 082 800 8727