

# IMPORTANT CONTACT DETAILS

NEED ASSISTANCE FROM PLATINUM HEALTH BUT NOT SURE WHO TO CONTACT?



**PLATINUM  
HEALTH**

**For membership queries, contributions, membership certificates, tax certificates, claims, refunds and any service-related queries:**

**Talk to the Client Liaison Officer on site or call the Client Liaison Call Centre**

Tel: 014 590 1700 or 080 000 6942  
(toll free)

Email: [phclientliaison@platinumhealth.co.za](mailto:phclientliaison@platinumhealth.co.za)

**For assistance with chronic medication orders, applications and general enquiries:  
Call the Chronic Medication Department**

Tel: 014 590 1700 or 080 000 6942

Email: [zzgplatinumhealthchronicmedication@platinumhealth.co.za](mailto:zzgplatinumhealthchronicmedication@platinumhealth.co.za)

**In case of a medical emergency such as a motor vehicle accident, heart attack etc.**

**Call Emergency Medical Service (Ambulance)**

Tel: 0861 746 548

The Medical Schemes Act defines an emergency condition as follows:  
“Emergency medical condition means the sudden and, at the time, unexpected onset of a health condition that requires immediate medical or surgical treatment, where failure to provide medical or surgical treatment would result in serious impairment of bodily functions or serious dysfunction of a bodily organ or part or would place the person’s life in serious jeopardy.”

**For specialist and hospital authorisations:  
Call Case Management**

Tel: 014 590 1700 or 080 000 6942

Email: [plathealth@platinumhealth.co.za](mailto:plathealth@platinumhealth.co.za)

(Specialist authorisations)

[HospitalConfirmations@platinumhealth.co.za](mailto:HospitalConfirmations@platinumhealth.co.za)

(Hospital pre-authorisation and authorisation)

For after-hours medical emergencies ONLY, call 082 800 8727

**Struggling to cope mentally during the COVID-19 pandemic?**

Call the EAP Counsellor Line

010 133 0525

(Available 24 hours/day, 7 days/week)

## Important to note:

If you receive a claims advice, tax certificate or authorisation from the system generated email ([phmember@platinumhealth.co.za](mailto: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 for assistance.

