

# WHEN IS AUTHORISATION NEEDED?



	PlatCom- prehensive	PlatCap	Plat Freedom
Specialist Consultations	✓	✓	✗
In-and-out of hospital procedures and medical admissions	✓	✓	✓
Managed-care programmes such as maternity, cancer and oncology, kidney disease and oxygen management	✓	✓	✓
Specialised radiological investigations such as MRI, CT and PET scans	✓	✓	✓

Any additional days in hospital, multiple procedures or additional services require further authorisation or motivation. If there is a clinical reason for the extended stay, the Scheme will approve the extra days. If not, the members will be responsible for the cost for the non-approved days and treatment.

Members are encouraged to ask for details about how much will be paid by the Scheme when requesting authorisation.

In case of emergency admissions, authorisation has to be obtained within 24-hours or on the first working day after the emergency.

- The member will receive confirmation of approval (authorisation) from Case Management via an SMS or email.
- Kindly ensure to give the authorisation number to the specialist, hospital and/or treating supplier.
- If a member's authorisation is rejected, the member will receive notification via SMS or email, stating the reason why authorisation request was declined.
- The member can contact Case Management with regards to follow-up enquiries.
- **Case Management contact numbers: 014 590 1700 or 080 000 6942, after-hours emergency number: 082 800 8727.**