

issue 1 2023

Update



PLATINUM HEALTH: Tel: 087 463 0660 | www.platinumhealth.co.za
CASE MANAGEMENT AND CLIENT LIAISON: Tel: 014 590 1700 or 080 000 6942 | Fax: 086 591 4598
Email: phclientliaison@platinumhealth.co.za | After-hours emergencies: 082 800 8727

- 3 Message from the Principal Officer's desk
- 4 Obtaining chronic medication
- 6 Understanding your medicine label
- 7 6 Ways to prevent heartburn
- 8 Healthy lifestyle awareness
- 10 How to submit claims
- 11 How to request refunds
- 12 When to get authorisation from Platinum Health
- 13 Specialist referrals and authorisations. What you need to know...
- 15 Important contact details
- 16 Remember to update your contact details



Health Calendar



FEBRUARY 2023

Healthy Lifestyle Awareness Month

- 4 World Cancer Day
- 10-16 Pregnancy Awareness Week
- 8-14 International Epilepsy Week
- 12-16 STIs/Condom Week

MARCH 2023

Tuberculosis (TB) Awareness Month

- 3 World Hearing Day
- 4 World Obesity Day
- 6-12 World Glaucoma Week
- 14-20 World Salt Awareness Week
- 20 World Head Injury Awareness Day
- 24 World TB Day

MESSAGE FROM THE PRINCIPAL OFFICER'S DESK

Dear Platinum Health members,



Establishment of a new medical centre

I am excited to report that Platinum Health (PH) is in the process of establishing a new medical centre in Brits, which will open its doors on 1 April 2023.

This medical centre is PH's response to the continuous engagements it has had with stakeholders, wherein one of the key issues which emerged was the request for a medical centre in Brits town. The PH Board of Trustees (BOT) heeded to the stakeholder's call and the Brits town medical centre is being established in line with PH's commitment to offer health services to members close to their place of residence. This is an affirmation that PH lives its values, one of which being accessibility.

The medical centre will offer the following services:

- Consultations with General Practitioners (GPs)
- Consultations with Primary Healthcare Nurses (PHCNs)
- Dental Services
- Optometry Services

Members with general ailments who choose to consult with a PHCN don't need to pay the R80 levy. Members who consult with a PHCN, and are then referred to a GP, do not pay the R80 levy. If members prefer to consult with a GP first, the R80 levy will be payable.

The medical centre will be situated at Madibeng Mall, Shop No 47, Crocodile Street, Corner of Hendrik Verwoerd Drive (511), Brits. The operating hours and contact number of the medical centre will be communicated to members within the next few weeks.

Bidding farewell to a valued colleague

It is with great sadness in my heart to report that Mr Dan le Roux has retired after diligently serving Platinum Health for more than twenty-two years.

Mr Le Roux played an integral part in the establishment of Platinum Health Medical Scheme (PHMS) in 2001. At that stage he served as Health Maintenance Organisation (HMO) Manager, and he was later appointed as Chief Executive Officer for PH.

Throughout the years, Mr Le Roux's vision and commitment to the medical scheme's growth and advancement has made PH what it is today. On behalf of the PH team, I want to thank him for his significant contribution towards the development of PH, which has become a uniquely independent medical scheme and a force to be reckoned with.

I wish Mr Le Roux all the best with this next phase in his life where he'll get to spend precious time with family and friends. We will miss your commendable work ethic, leadership, and guidance Mr Le Roux!

**Kind regards
Welcome Mboniso**

OBTAINING CHRONIC MEDICATION

Platinum Health (PH) dispenses chronic medication from the Chronic Medication Department at the Platinum Pharmacy in Rustenburg.

Members on the PlatComprehensive and PlatCap Options are obliged to utilise Platinum Health's Chronic Medication Department.

Members on the PlatFreedom Option can either utilise Platinum Health's Chronic Medication Department or their Pharmacy of Choice.

The following process should be followed to obtain chronic medication from Platinum Health's Chronic Medication Department:

1 **Register for chronic medication approval if you are a first-time user** by requesting your doctor to complete a Chronic Illness Benefit Application form. The forms are available from Client Liaison Officers on site, or it can be downloaded from the Platinum Health website (www.platinumhealth.co.za). *A separate application form is required for each family member who requires chronic medication.*

2 **Both the chronic illness forms (application and delivery), along with supporting documentation and a six-month prescription has to be forwarded to the Chronic Medication Department.** *Platinum Health (PH) staff at PH medical facilities can assist members with submitting application forms to the Chronic Medication Department.*

3 **The forms can be submitted to the Chronic Medication Department via any of the following channels:**
Email: zzgplatinumhealthchronicmedication@platinumhealth.co.za
Fax: 086 577 0274 or 014 590 1752
Should you have any questions, kindly contact the Chronic Medication Department on 014 590 1700.

4 **The Chronic Medication Department contacts the patient to confirm the details and arrange delivery.** Members who reside (live) outside a 50km radius from a Platinum Health pharmacy, can receive their chronic medication via courier. Members can request that their chronic medication be delivered to their home, a PH medical facility closest to them, or any other location convenient to them. *Generally, three month's supply of chronic medication is issued.*



IMPORTANT TO REMEMBER:

Once registered, please place follow-up medication orders at least seven working days before the current batch runs out. Orders can be placed telephonically, by email or fax, and full member and contact details must be included in all correspondence.

PlatFreedom members who choose to obtain chronic medication from their Pharmacy of Choice, should follow these steps:



Register for chronic medication approval if you are a first-time user by requesting your doctor to complete a Chronic Illness Benefit Application form.



Submit the form and supporting documentation to the Chronic Medication Department via any of the following channels:

Email: zzgplatinumhealthchronicmedication@platinumhealth.co.za

Fax: 086 577 0274 or 014 590 1752

Upon receiving the completed forms, authorisation will be loaded on the system and the Pharmacy of Choice will be able to supply the medication to the member and submit the claim for payment with the scheme.

Please note:

- Members have to arrange/delivery of medication with their Pharmacy of Choice.
- Members have to place follow-up prescriptions with their Pharmacy of Choice.

Should you have any questions or need help with submitting your forms, kindly contact the Chronic Medication Department on 014 590 1700 or 080 000 6942.



UNDERSTANDING YOUR MEDICINE LABEL

Ever wondered why there are bright colored labels with special instructions attached to your medicine container?

These are cautionary and advisory labels attached to some of your medicine containers to provide you with simplified instructions on how to safely and effectively take your medicine. Despite this initiative, medicines are often not taken correctly. Here the most used advisory labels are explained.

Complete the course

This is the most common label not being adhered to, and usually refers to a course of antibiotics. If you do not complete the course, the disease may return, and the bacterium may have become resistant to the antibiotic and subsequent treatment with the same antibiotic might not be effective.

Do not stop taking this medicine without consulting your doctor

Blood pressure medication can cause a sudden rise in blood pressure if stopped without medical supervision. Anti-depressants can cause withdrawal symptoms such as headaches. And with infectious diseases; the disease may return within a short period of time, or the bacterium may become resistant to the medication, and you cannot be treated with the same medication again. Consult with your doctor about when to stop taking medication safely, if necessary.

Take with or after food

Some medicine may upset your stomach or may not be well absorbed when taken on an

empty stomach. However, a small amount of food, like a slice of bread or an apple, will be enough. If you experience any stomach discomfort, do not continue the medication, and consult your doctor.

Take on an empty stomach

Some medicine may bind to food in the stomach and will not be well absorbed when taken with food; therefore, it must be taken on an empty stomach – one hour before or two hours after a meal.

Avoid alcohol

Alcohol, combined with some medications, can cause nasty side effects. The most common medicine causing these side effects is metronidazole, for example Flagyl™ and Bemetrazole™ amongst others; an antibiotic that is used for treating common infections. It may react with alcohol to cause a hangover-like feeling, severe nausea and vomiting, as well as a throbbing headache.

Take 3 times a day (Morning, afternoon, night)

This promotes an even amount of medicine to be absorbed in your system throughout the day, and if not possible to adhere to, try and take it as close to this schedule as you can. For chronic medication, discuss the different options with your doctor so that no dosages would be skipped.

IF A MEDICINE LABEL CONTAINS ANY INFORMATION THAT YOU DO NOT UNDERSTAND, ASK YOUR DOCTOR OR PHARMACIST.

6 ways to prevent HEARTBURN

Most of us are all too familiar with the painful, burning sensation in the center of the chest that's associated with heartburn. If you have heartburn, you might count on medications for treatment - and for good reason.

Heartburn medications not only treat heartburn, but also heal the esophagus damage that heartburn can cause. The esophagus is the hollow, muscular tube that carries food and liquids from the throat to the stomach.

However, ongoing, long-term use of proton pump inhibitor (PPI) medicines, like omeprazole (Prilosec), pantoprazole (Protonix) and esomeprazole (Nexium), have been associated

in some studies with health risks. These medicines may increase the risk of certain infections, nutrient deficiencies, bone fracture and dementia.

The evidence supporting these risks is mixed. Still, it's probably wise to work with your doctor to keep PPI medicine use to the minimum needed to keep heartburn under control.

Take these steps to prevent or minimize heartburn:

Maintain a healthy weight

Excess weight puts pressure on your abdomen, pushing on your stomach and causing acid to back up into your esophagus. Recent weight gain is often associated with heartburn, as squeezing into tighter clothing can also put pressure on your abdomen.



Eat smaller meals

Feeling stuffed after a meal puts extra pressure on the muscle that keeps food from backing up from the stomach to the esophagus.



Avoid trigger foods

Common culprits include fatty or fried foods, alcohol, caffeine, chocolate, and peppermint.



Don't lie down after eating

Eat dinner at least three to four hours before you go to bed. This allows some time for food to digest and clear the stomach.



Elevate the head of your bed for sleeping

Put sturdy blocks under the head of your bed to raise it by about 15 to 20 centimetres. Another option is to insert a foam wedge between your mattress and box spring. Avoid putting a lot of pillows under your head. This can make heartburn worse, as it puts upward pressure on the stomach.



Don't smoke

Smoking affects the muscle that keeps food from backing up into your esophagus.



Sources: 1. Anderson III. WD, et al. Common questions about the management of gastroesophageal reflux disease. *American Family Physician*. 2015;91:692. 2. Gomm W, et al. Association of proton pump inhibitors with risk of dementia. *JAMA Neurology*. 2016;73:410.3 AskMayoExpert. Gastroesophageal Reflux Disease (GERD): Lifestyle modifications (adult). Rochester, Minn.: Mayo Foundation for Medical Education and Research; 2016. 4. Kahrlas PJ. Medical management of gastroesophageal reflux disease in adults. <http://www.uptodate.com/home>. Accessed June 6, 2016. 5. Halland M (expert opinion). *Mayo Clinic*, Rochester, Minn. June 6, 2016.

Healthy lifestyle

awareness

February is Healthy Lifestyle Awareness month, a month dedicated to highlighting the importance of healthy living through good nutrition, regular exercise and healthy mental health well-being.

The key to embarking on a healthy lifestyle is to start small and be consistent. Making a small change to your diet and being able to maintain it can go a long way. We all have something that we can adjust in our diets and lifestyles. The road to self-improvement

and positive change in your health doesn't have to come with expensive gym memberships and unreal expectations – there are some realistic ways to keep your physical and mental health at its best in 2023.

The components of a healthy lifestyle

Eating healthily

The right nutrition is necessary to live a healthy lifestyle. Your body requires a well-balanced diet every day in order to maintain the adequate amounts of vitamins, nutrients and minerals needed to maintain a healthy body. Eat fresh fruit and vegetables, reduce the amount of salt and oil used when preparing food, and avoid the sugar-rich

snacks and deserts. Talk to a healthcare provider at your closest Platinum Health medical facility if you need help with your diet.

An active lifestyle

You will need to include fitness as part of your life. Aim for 150 minutes of moderate activity each week, which can consist of





walking, jogging, cycling or aerobics. Physical fitness keeps your weight in check, helps you sleep better at night, prevents heart attacks and strokes and other health problems, and generally prolongs your life. Basically, there are so many benefits of exercising that you really can't live a full life without it.

Stress management

Emotional stress plays an important role in many illnesses, both directly and indirectly. People are also more likely to smoke, overeat, drink too much, work too hard, argue with others and so on, when they are feeling stressed. Thus, stress management is an important part of your new lifestyle, and appropriate medication and relaxation techniques prescribed by mental health professionals are truly a key of living a healthy lifestyle.

Make friends with yourself

Loving yourself is a key to a healthy, happy

lifestyle. Self-esteem is all about how much people value themselves; the pride they feel in themselves, and how worthwhile they feel. Self-esteem is important because feeling good about yourself can affect how you act.

Life balance

If you want to achieve a healthy lifestyle you must take steps to ensure you maintain a certain level of balance... spiritually, physically, emotionally, socially, mentally, and financially. You need to balance work and family life and basically all the other areas of your life without spreading yourself too thin.

All of the key areas of our lives overlap and interlink, affecting each other. Unless we create for ourselves satisfaction in each and every part of our life, we can never truly be fulfilled, or live a contented, happy and healthy life.

If you feel you need help achieving a healthy, happy lifestyle, call our Mental Health services on 014 590 1700 or 080 000 6942. EAP Counselors (010 133 0525) are also available 24 hours per day, 7 days a week to offer guidance and support.

How to SUBMIT CLAIMS

Platinum Health has an agreement with Designated Service Providers (DSP's) to submit claims directly to the Scheme in order to streamline the payment of claims. If, however, you receive a tax invoice/account from a Medical Service Provider, you should contact Client Liaison to determine whether the tax invoice/account has been submitted to the Scheme. If it has not been submitted to the Scheme, you have to ensure it is submitted within four months of date of services/supplies, to prevent it from becoming stale, resulting in non-payment.

Step-by-step guide on how to SUBMIT CLAIMS:



Confirm the following details feature on the tax invoice/account:

- Tax invoice/account number
- Member's initials, surname and address
- Membership number
- Dependant code
- The date, tariff code and detail of the services/supplies provided
- Authorisation number, if the tax invoice/account is from a specialist.
- Verify that the member or dependant did receive the service or supplies, by signing the tax invoice/account.



Processing of claims received:

Claims and refunds are processed in accordance with the Medical Scheme Rules, rates and tariffs.



Payment of claims:

Payment commences after the claim is processed.



Member receives notification of payments VIA:

SMS notifications

Member statements with full details of payments are emailed or posted to members **(It is important for members to ensure their contact number, email & postal addresses are updated with the Scheme)**



Submit claims, within four months, to the Scheme VIA any of the following channels:

Email: phclientliaison@platinumhealth.co.za
Fax: 086 591 4598
Mail: Platinum Health,
Private Bag X82081,
Rustenburg, 0300

Hand in at Client Liaison Office at your operation

If you have any questions or need help submitting a claim, kindly contact Client Liaison on 080 000 6942 or 014 590 1700, Monday to Friday from 08:00 - 16:00

How to REQUEST REFUNDS

If you paid for services/supplies up-front and require a refund from Platinum Health, please ensure to submit the correct refund documentation to Platinum Health. This must be done within four months from treatment date.

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.
- **VERIFY** that the member or dependant did receive the service or supplies, by signing the account submitted.
- **BANK DETAILS** – the principal member must include his/her banking details with submission of the invoice. This is 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
Fax: 086 591 4598
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 to ensure that your banking details are updated with the Scheme, otherwise the refund will be paid into the incorrect bank account.

5

You will receive a notification of payment via:

SMS notifications

Member statements with full details of payments are emailed or posted to members **(It is important for members to ensure their contact number, email & postal addresses are updated with the Scheme)**

Please call Client Liaison if you need help with requesting a refund or updating your contact or banking details call 014 590 1700 or 080 000 6942 or email phclientliaison@platinumhealth.co.za

When to get AUTHORISATION

from Platinum Health

All authorisations are managed through Platinum Health's Case Management department. The authorisation process entails Case Management assessing the clinical necessity and appropriateness of the referral, procedure, or treatment according to Platinum Health's clinical protocols and guidelines.

The table below reflects the instances when authorisation should be obtained from Case Management:

	PlatComprehensive	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, HIV management, oxygen management and Road accident fund programme	✓	✓	✓
Specialised radiological investigations such as MRI, CT and PET scans	✓	✓	✓

** PlatFreedom members don't need authorisation for specialist consultations.*



IMPORTANT TO NOTE:

- Authorisation should always be obtained prior to any of the above instances!
- Confirm your benefits prior to any of the above instances to ensure the claim is funded from the correct benefit. Full funding is determined by availability of benefits and utilisation of designated service providers (applicable to PlatComprehensive and PlatCap members).
- Although Case Management checks if a member is eligible for treatment and that sufficient benefits are available to cover costs, an authorisation is not an automatic guarantee that claims will be paid.
- You are encouraged to ask for details about how much will be paid by the Scheme when requesting authorisation for any of the above instances.
- In case of emergency admissions, authorisation has to be obtained within 24-hours or on the first working day after the emergency.
- You will receive confirmation of approval (authorisation) via an SMS or email. Please ensure that you give the authorisation number to the specialist, hospital and/or treating supplier.
- 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, you will be responsible for the cost for the non-approved days and treatment.

Specialist referrals and authorisations

What you need to know...

PlatComprehensive and PlatCap members need to obtain authorisation from Case Management prior to consulting specialists.

PlatFreedom members don't need authorisation to visit specialists, however members still need to obtain authorisation from Case Management for in-and-out of hospital procedures and

medical admissions, specialised radiological investigations such as MRI, CT and PET scans and managed care programmes such as maternity, oncology, renal dialysis etc.

Specialist referrals process for PlatComprehensive and PlatCap members: First Visit



1 General Practitioner (GP) issues a request for referral

You have to visit a GP with a specific condition or problem. The GP will then refer you to a specialist. The GP issues a request for referral and gives it to you. PlatComprehensive and PlatCap members should use this request to obtain authorisation for the visit from Case Management. The referral request from the GP should contain the following detail:

- The patient's name, date of birth, medical scheme number, contact details
- The specialist's details and practice number
- A detailed clinical referral letter (as well as whether or not the visit is related to a motor vehicle accident (MVA) or an injury on duty (IOD).
- The referring GP's details and practice number.



2 Submit the referral letter to Case Management via any of the following channels:

Tel: 014 590 1700 or 080 000 6942
OR
Fax: 086 247 9497 or 086 233 2406 OR
Email: plathealth@platinumhealth.co.za
OR (specialist authorisation)
Platinum Health facilities OR
Website: www.platinumhealth.co.za

Authorisation will be valid for only the date of treatment.

Please note the authorisation will be valid for only the date of treatment.

If a specialist referral is approved or rejected

Approved	Rejected
<ul style="list-style-type: none">• Case Management evaluates the request with the assistance of the Medical Advisor.• You will receive an authorisation number via SMS, email, telephone or from a Platinum Health facility.• A copy of the referral letter, X-rays, blood results and all related documentation should be taken with to the specialist.• Please give the authorisation number to the specialist.	<ul style="list-style-type: none">• Case Management evaluates the referring request with the assistance of the Medical Advisor and rejects referral.• You will received notification that your authorisation has been rejected via SMS, email, telephone or from a Platinum Health facility; stating the reason why authorisation request was declined.• You can contact Case Management and/or Platinum Health facilities at your site site with regards to follow-up enquiries

Follow-up Visits

Follow-up visits to specialists follow the same procedure as first visits, except that the specialist will request the follow-up visit.



In addition:

- Specialists will be required to write a feedback report to the referring GP to ensure that he/she has clarity on the condition/treatment of his/her patient(s).
- The letter requesting the follow-up visit should contain the following details:
 - The reason for the follow-up visit or frequency of visits, with a full clinical report on diagnosis and treatment, required from the treating specialist.
 - The patient's Name; Date of birth; Medical Scheme number and Contact details
 - A copy of the required documentation should be

submitted to Case Management for approval prior to the follow-up visit.

- Case Management will capture the motivation/diagnosis and issues a follow-up authorisation number to the patient. This number is valid for only the date of treatment.

Follow-up visits to specialists after hospitalisation/surgery have to be authorised by Case Management.

- On discharge, the specialist will inform you when follow-up visits are required.
- This is usually two or six weeks after you are discharged from hospital.
- Contact Case Management with this information for approval and an authorisation number



Submit the referral letter to Case Management via any of the following channels:

Tel: 014 590 1700 or 080 000 6942 OR
 Fax: 086 247 9497 or 086 233 2406 OR
 Email: plathealth@platinumhealth.co.za
 (specialist authorisation)
 Platinum Health facilities OR
 Website: www.platinumhealth.co.za



IMPORTANT TO NOTE:

A new authorisation number has to be obtained from Case Management for follow-up visit with specialist after the patient is discharged from hospital.

If a specialist referral is approved or rejected

Approved	Rejected
<ul style="list-style-type: none"> • Case Management evaluates the request with the assistance of the Medical Advisor. • You will receive an authorisation number via SMS, email, telephone or from Platinum Health facility. • A copy of the referral letter, X-rays, blood results and all related documentation should be taken with to the specialist. • Please give the authorisation number to the specialist. 	<ul style="list-style-type: none"> • Case Management evaluates the referring request with the assistance of the Medical Advisor and rejects referral. • You will received notification that your authorisation has been rejected via SMS, email, telephone or from a Platinum Health facility; stating the reason why authorisation request was declined. • You can contact Case Management and/or a Platinum Health facility at your site with regards to follow-up enquiries.

IMPORTANT CONTACT DETAILS

Ambulance Call Europ Assist @ 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: 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

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(MRI, CT and PET Scans) 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

Registration on Managed-care Programmes such as Maternity, HIV, Oxygen, Cancer and Oncology, Kidney Disease and 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

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

For assistance with Claims and Refunds

Call the Client Liaison Call Centre

Tel: 014 590 1700 or 080 000 6942
Submit claims:
Queries about claims:

Office hours:

Monday to Friday 08:00 – 16:00
zzgplatinumhealthclaims@platinumhealth.co.za
phclientliaison@platinumhealth.co.za

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.

Remember to UPDATE

YOUR CONTACT DETAILS

Platinum Health (PH) continuously communicates with our members via SMS, email, or mail and therefore it is imperative that you keep your contact details updated.

CORRECT CELLPHONE NUMBER will ensure that you receive:



- Authorisation numbers via SMS.
- SMS's regarding payments made by the Scheme to suppliers (keeping you updated of medical expenses.)
- Important communication SMS's regarding:
 - Adding or termination of dependants.
 - Outstanding documentation required by PH.
 - Reminders of outstanding contributions.
- You can detect any possible fraudulent claims submitted by suppliers to PH.

CORRECT EMAIL ADDRESS will ensure that you receive:



- Membership claims advice/ statements.
- Tax certificates.
- Scheme documentation that you requested

CORRECT RESIDENTIAL and POSTAL ADDRESSES will ensure that:



- There is no delay in DSP allocation of specialist consultations and hospital admissions. (Applicable to PlatComprehensive and PlatCap).

INCORRECT BANKING DETAILS may lead to:



- Refunds being paid into incorrect bank account as reflected on the PH system.

How to update contact details:

1. Obtain the relevant form named "Request to change membership details" via any of the following channels:
 - a. Download the form from the PH website (www.platinumhealth.co.za)
 - b. Contact the Call Centre (014 590 1700 or 080 000 6942) or email, (phclientliaison@platinumhealth.co.za)
 - c. Collect the form from a Client Liaison office in your area
2. Stipulate the necessary changes on the form and the principal officer must sign the form.
3. Submit the form (together with a copy of the principal member's ID document, passport or driver's license) to Platinum Health, either by:
 - a. Email: zzengagementofficemembership@platinumhealth.co.za or phclientliaison@platinumhealth.co.za OR
 - b. Hand in the form at your closest Client Liaison office.