



11 September 2023

Dear Platinum Health member,

RE: TERMINATION OF SERVICES RENDERED BY EXTERNAL PROVIDERS IN THE HARTEBESPOORT/BROEDERSTROOM AREA

Platinum Health Medical Scheme (PHMS) functions as an affordable Staff Model Health Maintenance Organisation (HMO) which focuses on quality, accessibility, and affordable healthcare. The Scheme appoints its own healthcare service providers such as specialists, general practitioners, dentists, psychologists, optometrists, radiographers, physiotherapists, and audiologists where feasible.

A decision was taken to establish a Platinum Health Medical Centre in Brits at the Madibeng Mall, Shop no 47, Crocodile Street Corner of Hendrik Verwoerd Drive (R511). The following services is being provided at the Brits Medical Centre since 1 April 2023: Primary Healthcare, General Practitioner, Dental and Optometry services; and after-hour emergency service for all PHMS members on the PlatComprehensive and PlatCap options.

In terms of the Registered Scheme Rules, members on the PlatComprehensive and PlatCap options located within a 50km radius of Scheme facilities are obliged to utilise Scheme facilities.

From 1st January 2024, PlatComprehensive and PlatCap members that were using external providers in the Hartbeespoort/Broederstroom area for services, will be obliged to make use of the Platinum Health Medical Centre in Brits.

PHMS will not pay PlatComprehensive and PlatCap claims from external providers as from 1st January 2024, and this will apply even in cases where members pay upfront and seek reimbursement subsequently.

Members on the PlatFreedom option will continue to use the services of their choice, subject to benefit rules and limits.

Yours faithfully,

**P.W. MBONISO
PRINCIPAL OFFICER**