6.2 Step-by-step guide for MEMBERS on HOW TO REQUEST REFUNDS

Members who pay for services/supplies up-front and require a refund from Platinum Health Medical Scheme, should ensure they submit the correct refund documentation, within four months from treatment date, to the Scheme.

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 CONFIRMATION LETTER** if the member changed bank accounts OR if the member has not been refunded during the last 3 months.

2 Submit refund requests, 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 claims 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 for members to ensure their correct banking details are updated with the Scheme.)**

5 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)**

For more information or assistance, kindly contact Client Liaison on 080 000 6942 or 014 590 1700, Monday to Friday from 08:00 – 16:00.