

Client Liaison Officer at your service at **DWARSRIVIER**



**PLATINUM
HEALTH**

Platinum Health Client Liaison Officer, Charmain Kgoete is available to assist PH members at Dwarsrivier Mine with any Medical Scheme related queries such as:

- Member queries and complaints;
- Obtaining authorisations for specialist referrals;
- Obtaining authorisation for hospitalisation;
- Assistance in arranging chronic medication;
- Designated Service Providers (DSP's);
- Platinum Health facilities;
- Membership, membership cards and certificates;
- Claims and refunds;
- Tax certificates;
- Scheme procedures;
- Scheme benefits;
- Any service-related enquiries.



Charmain Kgoete
Client Liaison Officer

Members are welcome to visit Charmain at Dwarsrivier Mine on the following days, venues and times as indicated below:

Mondays	South Shaft - HR Office	10:00 – 14:00
Fridays	South Shaft – HR Office	10:00 – 14:00

Members can contact Charmain on 083 455 7138
or by email: Charmain.Kgoete@platinumhealth.co.za

Members can also contact the Platinum Health Call Centre:

Telephone: 014 590 1700 or 080 000 6942 or
Email: phclientliaison@platinumhealth.co.za

**This schedule is subject to any other Platinum Health Client Liaison Meetings or Projects.*

