

PLATINUM HEALTH

ATTENTIVE TO FRAUDULENT ACTS



**PLATINUM
HEALTH**

Fraud is escalating in the medical scheme environment and Platinum Health (PH) would like you to be vigilant in identifying potential fraud.

Members who receive SMS notifications from PH regarding claims paid, and have not received treatment or services, are advised to contact PH Client Liaison on 014 590 1700 or 080 000 6942. We want to thank the members who recently advised the scheme of fraud.

Fraud committed in terms of the medical scheme has a direct impact on our members as it could lead to increased contributions due to the financial burden placed on the scheme.

What can I do as a member to assist?

- Keep your medical scheme and personal information protected.
- Don't be afraid to question your healthcare provider about procedures or billing items you don't understand.
- Use our wide network of designated service providers to receive treatment and services.
- Report potential fraud if you come across it.

Examples of healthcare fraud by healthcare professionals:

- Servicing non-members by using the details of registered members.
- Claiming for services not rendered.
- Over-servicing.
- Claiming for expensive branded medicines and dispensing the cheaper generic equivalent.
- Reckless billing methods.

To report fraud, anonymously and confidentially,
contact KPMG FairCall on any of the following platforms:



Telephone 0800 115 354



Web URL or QR Code:
www.thornhill.co.za/kpmgfaircallreport



Email hotline@kpmg.co.za

