

How to use our WhatsApp self-help service!

Welcome to the Platinum Health Medical Scheme WhatsApp! This guide will take you through the step-by-step process to use different features of the app effectively. **First make sure that the number you're using to chat to us on WhatsApp, is the same number you supplied to the Scheme.** If in doubt, call Client Liaison on 014 590 1700 to confirm. The next step is to save our WhatsApp number **080 000 6942** on your phone and start chatting!

1. Confirm Membership

- **Step 1:** Text Hello to 080 000 6942
- Step 2: Select the Confirm Membership button.
- Step 3: Enter your medical scheme number when prompted, e.g., "721128 0172"
- **Step 4:** Once confirmed, you will be taken to the **Main Menu**.





2. Main Menu Options

- Find Service Provider
- Membership Card
- Membership Certificate
- Request Authorisation
- Tax Certificate

You can select any of these options to proceed.

3. Find a Designated Service Provider (DSP)

Step 1: Select **Find Service Provider** from the main menu.

- **Step 2:** Select the type of provider you are looking for, such as:
 - Platinum Health Centre
 - Ambulance
 - Dentist
 - General Practitioner
- PathologistPharmacy

Optometrist

• Hospital

Step 3: You can choose to share your location or select a province and city from the list.

If sharing your location: We will use the map to identify nearby DSPs. **If selecting from a list:** Choose your province and city, e.g., "Gauteng" and "Sandton."

Step 4: You can select your preferred provider on the list to view their details.

4. Digital Membership Card

Step 1: Select **Membership Card** from the main menu.

- Step 2: You will be given an option to download your
- digital membership card. Step 3: Make your preferred selection
- **Step 4:** Enter your medical scheme number when asked for a password.



5. Membership Certificate

- Step 1: Select Membership Certificate from the main menu.
- **Step 2:** We will generate the membership certificate.
- Step 3: You will receive an option to download the certificate.
- **Step 4:** Enter your medical scheme number when asked for a password.

6. Request Authorisation

- Step 1: Select Request Authorisation from the main menu.
- **Step 2:** Choose whether to **Upload** or **Download** an authorisation form.

Download: Download and fill out an authorisation form to upload later.

Upload: Select a document type (hospital, radiology, specialist, etc.) and submit your form for review.

Step 3: Once the authorisation request is submitted, we will notify you of the success.

Then you wait to hear from us.



7. Tax Certificate

- **Step 1:** Select **Tax Certificate** from the main menu.
- **Step 2:** Select the tax year for which you need a certificate (e.g., 2022/2023).
- **Step 3:** We will generate the tax certificate.
- **Step 4:** You can download and view the requested certificate.
- **Step 5:** Enter your medical scheme number when asked for a password.

Help and Support

For any issues, you can contact Platinum Health Customer Services:Toll-free:080 000 6942Client Liaison:(014) 590 1700Email:phclientliason@platinumhealth.co.za





Thank you for using the Platinum Health Medical Scheme WhatsApp!

