



Platinum Health Client Liaison Officer at your Service

Dineo Melamu

Client Liaison Officer



Our Client Liaison Officer Dineo Melamu is available on-site and ready to assist you with any Scheme-related queries.

Contact Details



Mobile: **083 455 3054**



E-mail: **Dineo.Melamu@platinumhealth.co.za**

Services Offered:

- Membership application
- Member queries and complaints.
- Authorisations and Specialist referrals.
- Access to our WhatsApp Services
- How to apply for and access your Chronic Medicine.
- How to find the Platinum Health Designated Service Providers.
- Claims and refunds.
- Tax certificates
- Scheme procedures.
- Continuation of membership
- Scheme benefits; and
- Any service enquiries

Site visit schedule

Day	Site	Time allocated	Venue
Monday	Dishaba Mine	08h00 – 15h30	Medical Aid Office
Tuesday	Dishaba Mine Sima	08h00 – 12h30 13h00 – 15h00	Medical Aid Office HR Office
Wednesday	Dishaba Mine	08h00 – 15h30	Medical Aid Office
1st Wednesday of the month	Valterra Corporate	10h00 – 14h30	Boardroom
2nd Wednesday of the month	GSS	10h00 – 14h30	Boardroom / Canteen Area
Thursday	Mlanje Dishaba Mine	08h00 – 10h00 10h30 – 15h30	Boardroom Medical Aid Office
Friday	Concentrator Dishaba Mine	08h00 – 11h00 11h30 – 14h30	Medical Aid Office

Client Liaison Call Centre



Tel: **014 590 1700** or **080 000 6942** (toll free)



WhatsApp: **080 000 6942**



Facebook



Linkedin



Instagram

