



Making claims payments easier and faster

Dear Platinum Health Member,

Did you know that at Platinum Health Medical Scheme, we are always looking for ways to improve your experience?

As part of this commitment, we have recently introduced a **new claims rules engine**. This system applies automated billing rules to claims submitted by service providers, helping to ensure claims are processed accurately and efficiently.

How does the new claims rules engine work?



All claims received from service providers are processed through the claims rules engine.



Any claim line that does not comply with **Medical Scheme Industry rules, Scheme rules, or Scheme benefits** will be rejected.

How do members benefit?



The Scheme is able to identify and reject incorrect invoicing by service providers.



This helps protect you from being billed unnecessarily and may save you money.

If you have any questions, please contact us on **014 590 1700** or email phclientliaison@platinumhealth.co.za.

Kind regards,
Platinum Health Medical Scheme