



# Platinum Health Client Liaison Officer at your Service

## **Olgar Lethoko**

Client Liaison Officer



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

### **Contact Details**



Mobile: **083 791 1040**



E-mail: [Olga.Lethoko@Norplats.co.za](mailto:Olga.Lethoko@Norplats.co.za) or  
[Olgar.Lethoko@platinumhealth.co.za](mailto:Olgar.Lethoko@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    | Northam Medical Station | 07h30 – 16h00  | Medical Aid Office |
| Tuesday   | Northam Medical Station | 07h30 – 11h30  | Medical Aid Office |
| Tuesday   | Northam Phephisa Office | 12h00 – 16h00  | HR Office          |
| Wednesday | Northam Medical Station | 07h30 – 16h00  | Medical Aid Office |
| Thursday  | Northam Medical Station | 07h30 – 16h00  | Medical Aid Office |
| Friday    | Northam Phephisa Office | 07h30 – 15h30  | Medical Aid Office |

## Client Liaison Call Centre



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



WhatsApp: **080 000 6942**



Facebook



Linkedin



Instagram

