

### NEED ASSISTANCE FROM PLATINUM HEALTH BUT NOT SURE WHO TO CONTACT?

For membership queries, contributions, membership certificates, tax certificates, claims, refunds and any service-related queries:

#### Call the Client Liaison Call Centre

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

Email: [phclientliaison@platinumhealth.co.za](mailto:phclientliaison@platinumhealth.co.za)

For specialist and hospital authorisations:

#### Call Case Management

Tel: 014 590 1700 or 080 000 6942

Email: [plathealth@platinumhealth.co.za](mailto:plathealth@platinumhealth.co.za) (*Specialist authorisations*)

[hospitalconfirmations@platinumhealth.co.za](mailto:hospitalconfirmations@platinumhealth.co.za) (*Hospital pre-authorisation and authorisation*)

[ZZGPlatinumHealthCaseManagement@platinumhealth.co.za](mailto:ZZGPlatinumHealthCaseManagement@platinumhealth.co.za) (*Alternative email address for both specialists and hospital authorisation*)

For after-hours medical emergencies ONLY call 082 800 8727

For assistance with chronic medication orders, applications and general enquiries:

#### Call the Chronic Medication Department

Tel: 014 590 1700 or 080 000 6942

Email: [ZZGPlatinumHealthChronicMedication@platinumhealth.co.za](mailto:ZZGPlatinumHealthChronicMedication@platinumhealth.co.za)

In case of a medical emergency such as a motor vehicle accident, heart attack etc.

#### Call Emergency Medical Service (Ambulance)

Tel: 0861 746 548

The Medical Schemes Act defines an emergency condition as follows:

"Emergency medical condition means the sudden and, at the time, unexpected onset of a health condition that requires immediate medical or surgical treatment, where failure to provide medical or surgical treatment would result in serious impairment of bodily functions or serious dysfunction of a bodily organ or part or would place the person's life in serious jeopardy."

Struggling to cope mentally during the COVID-19 pandemic?

Call the EAP Counsellor Line 010 133 0525 (*Available 24 hours/day, 7 days/week*)

#### Important to note:

If you receive a claims advice, tax certificate or authorisation from the system generated email ([phmember@platinumhealth.co.za](mailto:phmember@platinumhealth.co.za)), please do not reply to this email as it is not manned by staff. Please contact the relevant department as indicated above for assistance.