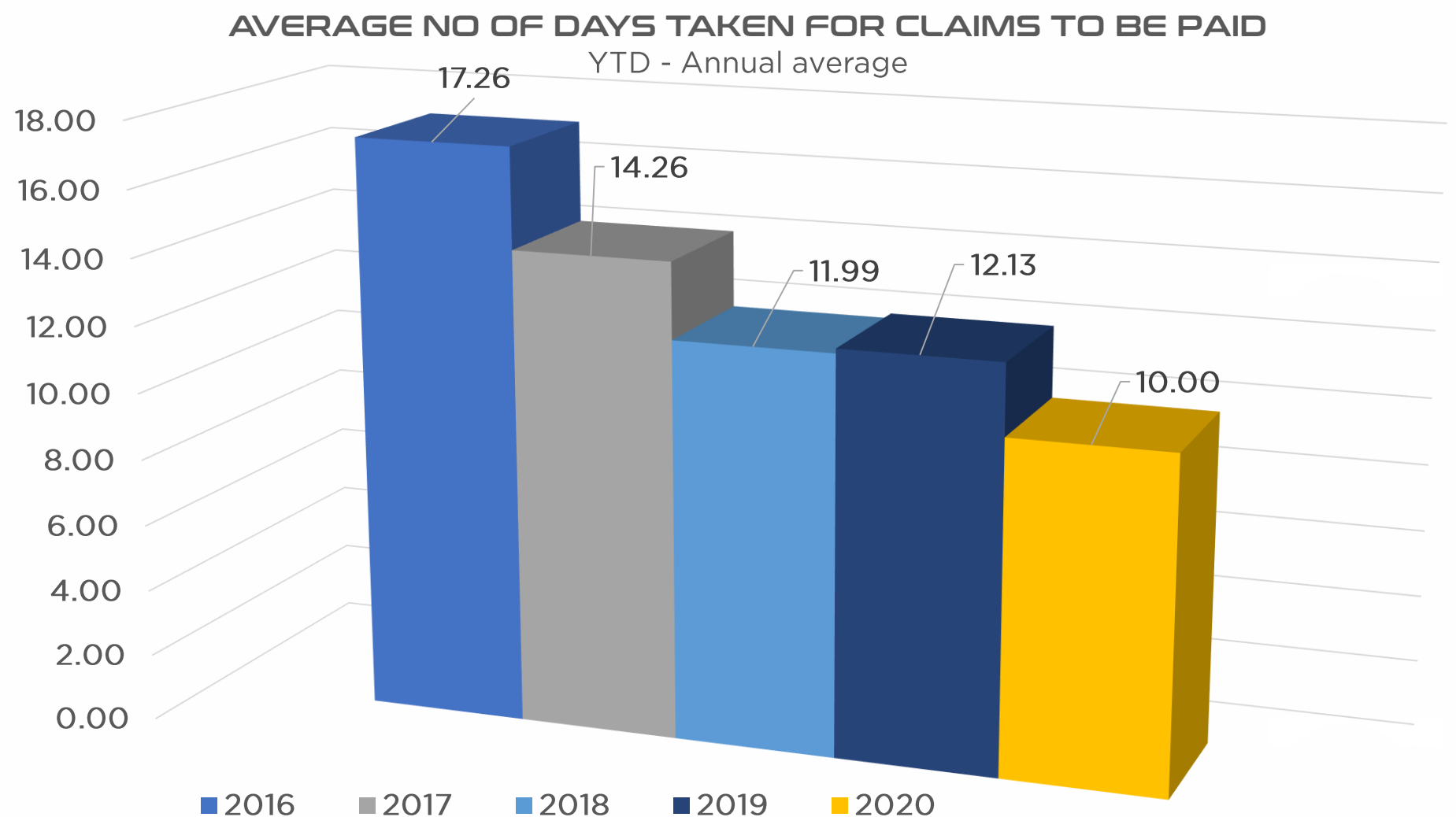


# Platinum Health aligned with best practices



As part of continual improvement, Platinum Health (PH) is delighted to report that there has been a marked improvement in the turnaround time for payment of claims since 2016.

The turnaround time for payment of claims has improved from an average of 17 days in 2016 to 10 days in 2020. The key factor which contributed towards this improvement, is the ability to submit claims via Electronic Data Submission (EDI). This enables the scheme to process claims electronically which is more effective and efficient and enables the healthcare providers to receive payment sooner.



PH has received a total of 673,883 claims (YTD), of which 646,211 claims were paid until end of October. This means an average of 3 208 claims are processed for payment daily.

PH is extremely proud of this achievement as it showcases the Scheme's commitment towards providing world-class service to members and healthcare providers aligned with best practices.