

Remember to register your **NEW-BORN BABY** as **DEPENDANT**

Having a new baby is a precious and special time in one's life. Even though your life may be turned upside down due to the little bundle, it is important to remember that you need to register your new-born with Platinum Health to ensure your baby receives the benefits he/she deserves.



How to register your new-born baby as dependant

The principal member can register the new-born baby as a dependant by completing and submitting an application form (together with the below mentioned documentation) to Platinum Health. The application form can be obtained from the PH website (www.platinumhealth.co.za) or any Client Liaison Officer or PH Medical Facility.

When completing the application form, please insert your baby's date of birth in the following section on the application form, on page 6:

This dependant must be registered with effect from:

C	C	Y	Y	M	M	D	D
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This will ensure that your baby is registered as a dependant from his/her date of birth and it will avoid waiting periods.

Please note that the application form, together with the following documentation must be submitted to PH **within 30 days from the date of birth of the new-born baby:**

- Principal member's identification document.
- If the baby's surname differs from the principal member's surname, an affidavit must be submitted stating the reason.
- A registered birth certificate.
 - A Hospital Confirmation/ Notification document can temporarily be submitted to Platinum Health, however this document is only valid for 30 days.
 - As soon as the new-born baby has been registered with the Department of Home Affairs, the principal member is responsible to submit a copy of the birth certificate to the Scheme within 30 days of birth.

You can register your new-born baby by submitting the documentation to PH at any of the following:

- Employee Services Walk-in Centre at your workplace; OR
- Employee Benefits (EB) office at your workplace; OR
- Human Resources (HR) office at your workplace; OR
- Client Liaison Officer in your area; OR
- Client Liaison office situated at the Platinum Health Medical Centre (PHMC), Corner of Beyers Naudé and Heystek Streets, Rustenburg.



If your baby is still-born, or in the unfortunate event that the baby passes away shortly after birth, please note that the baby still needs to be registered with the Scheme to ensure that the costs relating to the baby's birth is covered. We do realise that parents may go through an extremely difficult time in such instances, but we do not want you to be burdened with medical accounts etc., during such a sad time. Unfortunately, according to medical schemes rules and regulations, the baby has to be registered on the scheme.

If your baby is still-born, please submit the following documentation to the scheme:

- The principal member has to complete and sign a membership application form.
- A Hospital Confirmation of stillbirth can be submitted to the Scheme or a Death Certificate

If your baby passes away shortly after birth, please submit the following documentation to the scheme:

- The principal member has to complete and sign a membership application form.
- A Hospital Confirmation can temporarily be submitted to the Scheme (however this document is only valid for 30 days) and therefore members are urged to submit a Death Certificate within 30 days from date of death.





For more information or assistance, kindly contact the **Client Liaison Call Centre on:**

Tel: 014 590 1700 or 080 000 6942 OR

Email: phclientliaison@platinumhealth.co.za

