

Specialist referrals and authorisations

What you need to know

PlatComprehensive and PlatCap members need to obtain authorisation from Case Management prior to consulting specialists.

PlatFreedom members don't need authorisation to visit specialists, however members still need to obtain authorisation from Case Management for in-and-out of hospital procedures and medical admissions, specialised radiological investigations such as MRI, CT and PET scans and managed care programmes such as maternity, oncology, renal dialysis etc.



Specialist referrals process for PlatComprehensive and PlatCap members:

FIRST VISIT

1. General Practitioner (GP) issues a request for referral

The member has to visit a GP with a specific condition or problem. The GP will refer the member to a specialist. The GP issues a request for referral and gives it to the member. PlatComprehensive and PlatCap members should use this request to obtain authorisation for the visit from Case Management.

The referral request from the GP should contain the following detail:

- The patient's name, date of birth, medical scheme number, contact details
- The specialist's details and practice number
- A detailed clinical referral letter (as well as whether or not the visit is related to a motor vehicle accident (MVA) or an injury on duty (IOD)).
- The referring GP's details and practice number

2. Submit the referral letter to Case Management via any of the following channels:

- Tel:** 014 590 1700 or 080 000 6942 OR
Fax: 086 247 9497 or 086 233 2406 OR
Email: plathealth@platinumhealth.co.za OR
Platinum Health facilities OR
Website: www.platinumhealth.co.za



Important to note:
The Authorisation will be valid for only the date of treatment.

If a specialist referral is approved or rejected

Approved

- Case Management evaluates the request with the assistance of the Medical Advisor.
- Member receives an authorisation number via SMS, email, telephone or from Platinum Health facility.
- Copy of referral letter, X-rays, blood results and all related documentation to be taken with to the specialist.
- Member to give the authorisation number to the specialist.

Rejected

- Case Management evaluates the referring request with the assistance of the Medical Advisor and rejects referral.
- The member will receive notification via SMS, email, telephone or from Platinum Health facility; stating the reason why the authorisation request was declined.
- Member can contact Case Management and Platinum Health facilities at their sites with regards to follow-up enquiries.

FOLLOW-UP VISITS

Follow-up visits to specialists follow the same procedure as first visits, except that the specialist will request the follow-up visit.

1. In addition:

- Specialists will be required to write a feedback report to the referring GP to ensure that he/she has clarity on the condition/treatment of his/her patient(s).
- The letter requesting the follow-up visit should contain the following details:
 - The reason for the follow-up visit or frequency of visits, with a full clinical report on diagnosis and treatment, required from the treating specialist.
 - The patient's: Name; Date of birth; Medical Scheme number and Contact details
 - A copy of the required documentation should be submitted to Case Management for approval prior to the follow-up visit.
- Case Management will capture the motivation/diagnosis and issue a follow-up authorisation number to the patient. This number is valid for only the date of treatment.

Follow-up visits to specialists after hospitalisation/surgery have to be authorised by Case Management.

- On discharge, the specialist will inform the member when follow-up visits are required.
- This is usually two or six weeks after discharge.
- Contact Case Management with this information for approval and an authorisation number.

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- Case Management evaluates the request with the assistance of the Medical Advisor.
- Member receives an authorisation number via SMS, email, telephone or from Platinum Health facility.
- Copy of referral letter, X-rays, blood results and all related documentation to be taken with to the specialist.
- Member to give authorisation number to the specialist.

Rejected

- Case Management evaluates the referring request with the assistance of the Medical Advisor and rejects referral.
- Member's authorisation is rejected - the member will receive notification via SMS, email, telephone or from Platinum Health facility; stating the reason why authorisation request was declined.
- Member can contact Case Management and Platinum Health facilities at their sites with regards to follow-up enquiries.



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