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| **GENERAL** | **Telephone Number** | **Fax Number** | **Email Address** |
| **Healthcare Professional Contact Centre (IVR) including Website Assistance** | 0861 112 666 | 011 671 3830 | Dental: dentistry@medscheme.co.za Optometry: optical@medscheme.co.zaFamily Practitioner (FP): gp@medscheme.co.zaPharmacy: pharmacy@medscheme.co.zaSpecialist: specialist@medscheme.co.za |
| **Network Contract Management** | 0861 112 666 | Family Practitioner (FP): 0860 244 738Specialist: 0860 222 453 | Family Practitioner (FP): nc@medscheme.co.zaSpecialist: ncspecialists@medscheme.co.za  |
| **REPI: Peer Management and Upgrade Motivations** | None | None | REPIcorrespondence@medscheme.co.za |
| **Aid for AIDS (fax confidential)** | 0800 227 700 | 0800 600 773 | afa@afadm.co.za |
| **HIV Management (Polmed)** | 0800 227 700 | 0800 600 773 | polmedhiv@medscheme.co.za |
| **Allegra (Medicine Technical Queries)** | 0860 109 103 | 011 671 2550 | iphhelpdesk@interpharm.co.za |
| **BonCap Call Centre** | 0861 239 333 | 0860 222 210 | boncap@medscheme.co.za |
| **Centre for Diabetes and Endocrinology** | (011) 712 6000 | (011) 728 6661 | members@cdecentre.co.za |
| **Chronic Medicine Management** | 0861 100 220 | 0800 223 670/80 | aecicmm@medscheme.co.za |
| barloworldcmm@medscheme.co.za |
|  chronicmeds@bonitas.co.za |
| medicalscheme.cmm@glencore.co.za |
| fedhealthcmm@medscheme.co.za |
| horizoncmm@medscheme.com |
| mbmedcmm@medscheme.co.za |
| medshieldcmm@medscheme.co.za |
| nedgroupcmm@medscheme.co.za |
| omsmafcmm@medscheme.co.za |
| parmedcmm@medscheme.co.za |
| sabccmm@medscheme.co.za |
| sasolmedcmm@medscheme.co.za |
| **Chronic Medicine Management Polmed** | 0860 765 633 / 0860 104 111 | 0860 000 320 | polmedcmm@medscheme.co.za  |
| **GENERAL** | **Telephone Number** | **Fax Number** | **Email Address** |
| **Denis** | 0861 033 647 | 086 677 0336 | thenetwork@denis.co.za |
| **Dental Risk Company (DRC)** | 0861 115 057 | 086 687 1285 | Authorisations: auth@dentalrisk.comGeneral: network@dentalrisk.com |
| **Direct Medicines** | 0861 444 405 | 0861 444 414(011) 608 4569(011) 608 4609 | None |
| **ER24** | 084 184 | None | Claims: claims@er24.co.za General: CQC@er24.co.za |
| **Fraud Hotline** | 0800 112 811 | 086 522 2816 | information@whistleblowing.co.za  |
| **HealthBridge** | 0860 200 222 | None | csc@healthbridge.co.za  |
| **Hospital claim queries (All Schemes)** | 0860 002 148 | None | claimsmanagement@medscheme.co.za |
| **Iso Leso**  | 0860 103 050/60 | (011) 782 5601 | Claims: claims@isoleso.co.zaGeneral: info@isoleso.co.za |
| **MyCare** | 0861 007 9160800 555 433 | 0865 754 725 | Applications: new@mycaresolutions.co.za General: info@mycaresolutions.co.za  |
| **Namibia Health Plan** | +264 61285 5400 | +264 6122 3904 | info@nhp.com.na |
| **Oncology Authorisations** | 0861 100 220 | None | cancerinfo@medscheme.co.za |
| **Ongology Management (Polmed)** | 0860 765 633 / 0860 104 111 | 0860 000 340 | polmedonco@medscheme.co.za |
| **OneCare / CareCross** | 0860 101 159 | None | None |
| **Pharmacy Direct** | 0860 027 800 | 0866 114 000/1/2/3(012) 643 3040 | care@pharmacydirect.co.za |
| **Preferred Provider Network (PPN)** | 0860 103 529 | None | info@ppn.co.za |
| **ScriptPharm** | (010) 591 0150 | 086 679 1579 | Authorisations: nedgroup@scriptpharm.co.za |
| **Swaziland Medical Aid Fund** | (00268) 2405 8000 | None | None |
| **Universal Health** | AECI: 0861 234 007Massmart: 0860 002 117Main: (011) 208 1000 | (011) 208 1028 | Claims: admin@universal.co.za General: info@universal.co.za |
| **UTI-SP** | 0860 633 420 | 011 388 1630 | utispinfo@go2uti.com or utisphelp@go2uti.com  |

**Scheme Specific Contact Details for Hospital Authorisations and Case Management Updates**

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| **Schemes** | **Telephone** | **Hospital Authorisation Email Address** | **Hospital Case Management Email Address** |
| **AECI Medical Aid Society** | 0861 100 220 | aeci.authorisations@medscheme.co.za | aeci.updates@medscheme.co.za |
| **Barloworld Medical Aid** | 0861 100 220 | barloworld.authorisations@medscheme.co.za | barloworld.updates@medscheme.co.za |
| **Bonitas Medical Fund** | 0861 100 220 | authorisations.cpt@medscheme.co.za | updates.cpt@medscheme.co.za |
| **Bonitas: BonCap option** | 0861 100 220 | boncapauthorisations.cpt@medscheme.co.za | updates.cpt@medscheme.co.za |
| **Fedhealth Medical Scheme** | 0861 100 220 | authorisations@fedhealth.co.za | fedhealth.updates@medscheme.co.za |
| **Glencore Medical Scheme** | 0861 100 220 | glencore.authorisations@medscheme.co.za | glencore.updates@medscheme.co.za |
| **Horizon Medical Scheme** | 0861 100 220 | horizon.authorisations@medscheme.co.za | horizon.updates@medscheme.co.za |
| **MBMed Medical Aid Fund** | 0861 100 220 | mbmed.authorisations@medscheme.co.za | mbmed.updates@medscheme.co.za |
| **Medshield: MediPhila option** | 0860 000 376 | mediphila.authorisations@medscheme.co.za | mediphila.updates@medscheme.co.za |
| **Namibia Health Plan** | +264 61285 5400 | nhppar@medscheme.com.na | None |
| **Nedbank Group** | 0861 100 220 | nedgroup.authorisations@medscheme.co.za | nedgroup.updates@medscheme.co.za |
| **Old Mutual Staff Medical Aid Fund (OMSMAF)** | 0861 100 220 | omsmaf.authorisations@medscheme.co.za | omsmaf.updates@medscheme.co.za |
| **Parmed Medical Scheme** | 0860 002 126 | parmed@medscheme.co.za | None |
| **Polmed Medical Scheme** | 0860 765 633 / 0860 104 111 | polmedauths@medscheme.co.za | polmedupdates@medscheme.co.za |
| **SABC Medical Scheme**  | 0861 100 220 | sabc.authorisations@medscheme.co.za | sabc.updates@medscheme.co.za |
| **Sasolmed Medical Aid Scheme** | 0861 100 220 | sasolmed.authorisations@medscheme.co.za | sasolmed.updates@medscheme.co.za |
| **Swaziland Medical Aid Fund (Swazimed)** | 0861 100 220 | swazimed.authorisations@medscheme.co.za | swaziland.updates@medscheme.co.za |