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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](mailto:dentistry@medscheme.co.za)  Optometry: [optical@medscheme.co.za](mailto:optical@medscheme.co.za)  Family Practitioner (FP): [gp@medscheme.co.za](mailto:gp@medscheme.co.za)  Pharmacy: [pharmacy@medscheme.co.za](mailto:pharmacy@medscheme.co.za)  Specialist: specialist@medscheme.co.za |
| **Network Contract Management** | 0861 112 666 | Family Practitioner (FP):  0860 244 738  Specialist:  0860 222 453 | Family Practitioner (FP): [nc@medscheme.co.za](mailto:nc@medscheme.co.za) Specialist: [ncspecialists@medscheme.co.za](mailto:ncspecialists@medscheme.co.za) |
| **REPI: Peer Management and Upgrade Motivations** | None | None | [REPIcorrespondence@medscheme.co.za](mailto:REPIcorrespondence@medscheme.co.za) |
| **Aid for AIDS (fax confidential)** | 0800 227 700 | 0800 600 773 | [afa@afadm.co.za](mailto:afa@afadm.co.za) |
| **HIV Management (Polmed)** | 0800 227 700 | 0800 600 773 | [polmedhiv@medscheme.co.za](mailto:polmedhiv@medscheme.co.za) |
| **Allegra (Medicine Technical Queries)** | 0860 109 103 | 011 671 2550 | [iphhelpdesk@interpharm.co.za](mailto:iphhelpdesk@interpharm.co.za) |
| **BonCap Call Centre** | 0861 239 333 | 0860 222 210 | [boncap@medscheme.co.za](mailto:boncap@medscheme.co.za) |
| **Centre for Diabetes and Endocrinology** | (011) 712 6000 | (011) 728 6661 | [members@cdecentre.co.za](mailto:members@cdecentre.co.za) |
| **Chronic Medicine Management** | 0861 100 220 | 0800 223 670/80 | [aecicmm@medscheme.co.za](mailto:aecicmm@medscheme.co.za) |
| [barloworldcmm@medscheme.co.za](mailto:barloworldcmm@medscheme.co.za) |
| [chronicmeds@bonitas.co.za](mailto:chronicmeds@bonitas.co.za) |
| [medicalscheme.cmm@glencore.co.za](mailto:medicalscheme.cmm@glencore.co.za) |
| [fedhealthcmm@medscheme.co.za](mailto:fedhealthcmm@medscheme.co.za) |
| [horizoncmm@medscheme.com](mailto:horizoncmm@medscheme.com) |
| [mbmedcmm@medscheme.co.za](mailto:mbmedcmm@medscheme.co.za) |
| [medshieldcmm@medscheme.co.za](mailto:medshieldcmm@medscheme.co.za) |
| [nedgroupcmm@medscheme.co.za](mailto:nedgroupcmm@medscheme.co.za) |
| [omsmafcmm@medscheme.co.za](mailto:omsmafcmm@medscheme.co.za) |
| [parmedcmm@medscheme.co.za](mailto:parmedcmm@medscheme.co.za) |
| [sabccmm@medscheme.co.za](mailto:sabccmm@medscheme.co.za) |
| [sasolmedcmm@medscheme.co.za](mailto:sasolmedcmm@medscheme.co.za) |
| **Chronic Medicine Management Polmed** | 0860 765 633 /  0860 104 111 | 0860 000 320 | [polmedcmm@medscheme.co.za](mailto:polmedcmm@medscheme.co.za) |
| **GENERAL** | **Telephone Number** | **Fax Number** | **Email Address** |
| **Denis** | 0861 033 647 | 086 677 0336 | [thenetwork@denis.co.za](mailto:thenetwork@denis.co.za) |
| **Dental Risk Company (DRC)** | 0861 115 057 | 086 687 1285 | Authorisations: [auth@dentalrisk.com](mailto:auth@dentalrisk.com) General: [network@dentalrisk.com](mailto: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](mailto:claims@er24.co.za)  General: [CQC@er24.co.za](mailto: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](mailto:csc@healthbridge.co.za) |
| **Hospital claim queries (All Schemes)** | 0860 002 148 | None | [claimsmanagement@medscheme.co.za](mailto:claimsmanagement@medscheme.co.za) |
| **Iso Leso** | 0860 103 050/60 | (011) 782 5601 | Claims: [claims@isoleso.co.za](mailto:claims@isoleso.co.za) General: [info@isoleso.co.za](mailto:info@isoleso.co.za) |
| **MyCare** | 0861 007 916  0800 555 433 | 0865 754 725 | Applications: [new@mycaresolutions.co.za](mailto:new@mycaresolutions.co.za)  General: [info@mycaresolutions.co.za](mailto:info@mycaresolutions.co.za) |
| **Namibia Health Plan** | +264 61285 5400 | +264 6122 3904 | [info@nhp.com.na](mailto:info@nhp.com.na) |
| **Oncology Authorisations** | 0861 100 220 | None | [cancerinfo@medscheme.co.za](mailto:cancerinfo@medscheme.co.za) |
| **Ongology Management (Polmed)** | 0860 765 633 /  0860 104 111 | 0860 000 340 | [polmedonco@medscheme.co.za](mailto: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](mailto:care@pharmacydirect.co.za) |
| **Preferred Provider Network (PPN)** | 0860 103 529 | None | [info@ppn.co.za](mailto:info@ppn.co.za) |
| **ScriptPharm** | (010) 591 0150 | 086 679 1579 | Authorisations: [nedgroup@scriptpharm.co.za](mailto:nedgroup@scriptpharm.co.za) |
| **Swaziland Medical Aid Fund** | (00268) 2405 8000 | None | None |
| **Universal Health** | AECI: 0861 234 007  Massmart: 0860 002 117  Main: (011) 208 1000 | (011) 208 1028 | Claims: [admin@universal.co.za](mailto:admin@universal.co.za)  General: [info@universal.co.za](mailto:info@universal.co.za) |
| **UTI-SP** | 0860 633 420 | 011 388 1630 | [utispinfo@go2uti.com](mailto:utispinfo@go2uti.com) or  [utisphelp@go2uti.com](mailto: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](mailto:aeci.authorisations@medscheme.co.za) | [aeci.updates@medscheme.co.za](mailto:AECI.updates@medscheme.co.za) | |
| **Barloworld Medical Aid** | 0861 100 220 | [barloworld.authorisations@medscheme.co.za](mailto:barloworld.authorisations@medscheme.co.za) | [barloworld.updates@medscheme.co.za](mailto: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](mailto:boncapauthorisations.cpt@medscheme.co.za) | updates.cpt@medscheme.co.za | |
| **Fedhealth Medical Scheme** | 0861 100 220 | [authorisations@fedhealth.co.za](mailto:authorisations@fedhealth.co.za) | [fedhealth.updates@medscheme.co.za](mailto: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](mailto:horizon.authorisations@medscheme.co.za) | [horizon.updates@medscheme.co.za](mailto:Horizon.updates@medscheme.co.za) | |
| **MBMed Medical Aid Fund** | 0861 100 220 | [mbmed.authorisations@medscheme.co.za](mailto:mbmed.authorisations@medscheme.co.za) | [mbmed.updates@medscheme.co.za](mailto:MBMed.updates@medscheme.co.za) | |
| **Medshield: MediPhila option** | 0860 000 376 | [mediphila.authorisations@medscheme.co.za](mailto:mediphila.authorisations@medscheme.co.za) | [mediphila.updates@medscheme.co.za](mailto:mediphila.updates@medscheme.co.za) | |
| **Namibia Health Plan** | +264 61285 5400 | [nhppar@medscheme.com.na](mailto:nhppar@medscheme.com.na) | None | |
| **Nedbank Group** | 0861 100 220 | [nedgroup.authorisations@medscheme.co.za](mailto:nedgroup.authorisations@medscheme.co.za) | [nedgroup.updates@medscheme.co.za](mailto:Nedgroup.updates@medscheme.co.za) | |
| **Old Mutual Staff Medical Aid Fund (OMSMAF)** | 0861 100 220 | [omsmaf.authorisations@medscheme.co.za](mailto:OMSMAF.authorisations@medscheme.co.za) | [omsmaf.updates@medscheme.co.za](mailto:OMSMAF.updates@medscheme.co.za) | |
| **Parmed Medical Scheme** | 0860 002 126 | [parmed@medscheme.co.za](mailto:parmed@medscheme.co.za) | None | |
| **Polmed Medical Scheme** | 0860 765 633 / 0860 104 111 | [polmedauths@medscheme.co.za](mailto:polmedauths@medscheme.co.za) | [polmedupdates@medscheme.co.za](mailto:polmedupdates@medscheme.co.za) | |
| **SABC Medical Scheme** | 0861 100 220 | [sabc.authorisations@medscheme.co.za](mailto:SABC.authorisations@medscheme.co.za) | [sabc.updates@medscheme.co.za](mailto:SABC.updates@medscheme.co.za) | |
| **Sasolmed Medical Aid Scheme** | 0861 100 220 | [sasolmed.authorisations@medscheme.co.za](mailto:Sasolmed.authorisations@medscheme.co.za) | [sasolmed.updates@medscheme.co.za](mailto:Sasolmed.updates@medscheme.co.za) | |
| **Swaziland Medical Aid Fund (Swazimed)** | 0861 100 220 | [swazimed.authorisations@medscheme.co.za](mailto:Swazimed.authorisations@medscheme.co.za) | [swaziland.updates@medscheme.co.za](mailto:Swaziland.updates@medscheme.co.za) | |