



Healthcare Professionals: Important contact numbers

General	Telephone number	Description	Email address
Healthcare Professional Contact Centre	0861 112 666	Associated Provider enquiries	Specialist@medscheme.co.za
Family Practitioner (FP)		Family Practitioner email enquiries	GP@Medscheme.co.za
Pharmacy		Pharmacy email enquiries	Pharmacy@Medscheme.co.za
Pathology		Pathology enquiries	pathassessing@medscheme.co.za
Polmed enquiries		POLMED enquiries	polmedhcp@medscheme.co.za
Network Contract Management (NCM)	0861 112 666	Network Contract enquiries	
NCM Family Practitioner (FP)		Family Practitioner (FP) email enquiries	nc@medscheme.co.za
NCM Specialists		Specialist email enquires	NCspecialists@medscheme.co.za
REPI: Peer Management		REPI: Peer Management email enquiries	REPIcorrespondence@medscheme.co.za
Aid for Aids (AFA)	0800 227 700	Aid for Aids (AFA) general enquiries	afa@afadm.co.za
Allegra (Technical enquiries)	0860 109 103	Allegra (Technical enquiries)	iphhelpdesk@interpharm.co.za
AECI Medical Aid Society aPMB Out-of-hospital treatment plan		AECI Medical Aid Society aPMB Out-of-hospital treatment plan email enquiries	aeciapmb@medscheme.co.za
Barloworld Medical Scheme aPMB Out-of-hospital treatment plan		Barloworld Medical Scheme aPMB Out-of-hospital treatment plan email enquiries	barlowapmb@medscheme.co.za
Bonitas Medical Fund aPMB Out-of-hospital treatment plan		Bonitas Medical Fund aPMB Out-of-hospital treatment plan email enquiries	pmb@bonitas.co.za
Fedhealth Medical Scheme aPMB Out-of-hospital treatment plan		Fedhealth Medical Scheme aPMB Out-of-hospital treatment plan email enquiries	apmb@fedhealth.co.za
Horizon Medical Scheme aPMB Out-of-hospital treatment plan		Horizon Medical Scheme aPMB Out-of-hospital treatment plan email enquiries	horizonapmb@medscheme.co.za
MBMed Medical Aid Fund aPMB Out-of-hospital treatment plan		MBMed Medical Aid Fund aPMB Out-of-hospital treatment plan email enquiries	mbmedapmb@medscheme.co.za
Parmed aPMB Out-of-hospital treatment plan		Parmed aPMB Out-of-hospital treatment plan email enquiries	parmedapmb@medscheme.co.za
SABC Medical Scheme aPMB Out-of-hospital treatment plan		SABC Medical Scheme aPMB Out-of-hospital treatment plan email enquiries	sabcapmb@medscheme.co.za
Polmed aPMB Out-of-hospital treatment plan		Polmed aPMB Out-of-hospital treatment plan email enquiries	polmedapmb@medscheme.co.za

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General	Telephone number	Description	Email address
Appliances		Appliance email enquiries	hcpappliances@medscheme.co.za
Bonitas Appliances		Bonitas Appliance enquiries	bonspecialcases@medscheme.co.za
Polmed Appliances		Polmed Appliances enquiries	polmedspecialcases@medscheme.co.za
DBC Back and Neck Programme	0860 105 104	DBC Back and Neck Programme enquiries	DBC@medscheme.co.za
Board of Healthcare Funders (BHF)	0872 100 500	BHF enquiries	
BonCap Call centre	0861 239 333	BonCap Call Centre claims enquiries	BonCapClaims@bonitas.co.za
BonCap Hospital Authorisations	0861 239 333	BonCap Hospital Authorisations enquiries	BonCapAuthorisations@bonitas.co.za
BonCap Chronic Medicine	0861 239 333	BonCap Chronic Medicine enquiries	BonCapChronic@bonitas.co.za
BonCap Specialist Referral	0861 239 333	BonCap Specialist Referral enquiries	BonCapSpecialistReferrals@pha.co.za
BonCap Oncology	0861 239 333	BonCap Oncology enquiries	BonCapOncology@bonitas.co.za
BonCap HIV	0861 239 333	BonCap HIV enquiries	BonCapCares@bonitas.co.za
BonCap Network Contracts	0861 239 333	BonCap Network Contracts enquiries	BonCapNetworks@pha.co.za
Centre for Diabetes and Endocrinology	011 712 6000	Centre for Diabetes and Endocrinology enquiries	members@cdecentre.co.za
AECI Medical Aid Society Chronic Medicine Management (CMM)	0861 100 220	AECI CMM enquiries	aecicmm@medscheme.co.za
Barloworld Medical Scheme Chronic Medicine Management (CMM)	0861 100 220	Barloworld CMM enquiries	barloworldcmm@medscheme.co.za
Bonitas Medical Fund Chronic Medicine Management (CMM)	0861 100 220	Bonitas CMM enquiries	chronicmeds@bonitas.co.za
Fedhealth Medical Scheme Chronic Medicine Management (CMM)	0861 100 220	Fedhealth CMM enquiries	fedhealthcmm@medscheme.co.za
Horizon Medical Scheme Chronic Medicine Management	0861 100 220	Horizon CMM enquiries	horizoncmm@medscheme.com
MBMed Chronic Medicine Management	0861 100 220	MBMed CMM enquiries	mbmedcmm@medscheme.co.za
Parmed Chronic Medicine Management (CMM)	0861 100 220	Parmed CMM enquiries	parmedcmm@medscheme.co.za

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General	Telephone number	Description	Email address
SABC Medical Scheme Chronic Medicine Management(CMM)	0861 100 220	SABC CMM enquiries	sabccmm@medscheme.co.za
Polmed Chronic Medicine Management (CMM)	0860 104 111	Polmed CMM enquiries	polmedcmm@medscheme.co.za
SAMWUMED Chronic/Hospital/Oncology	0860 333 387	SAMWUMED Chronic/Hospital/Oncology enquiries	
Aid for Aids (AFA) HIV Management Programme	0860 100 646	Aid for Aids (AFA) enquiries	afa@afadm.co.za
Denis – Bonitas Medical Fund	0861 033 647	Denis enquiries	thenetwork@denis.co.za
Denis - POLMED	0861 033 647	Denis enquiries	thenetwork@denis.co.za
Dental Risk Company (DRC)	0861 372 343	Authorisations enquiries	auth@dentalrisk.com
Direct Medicines	0861 444 405	Direct Medicines enquiries	None
ER24 Claims	084 124	ER24 Claims enquiries	claims@er24.co.za
ER24 General		ER24 General enquiries	CQC@er24.co.za
Fraud Hotline	0800 112 811	Report medical aid fraud	information@whistleblowing.co.za
Health Bridge	0860 200 222	Clinical and billing solutions	csc@healthbridge.co.za
Hospital Claims Management (HCM)	0860 002 148	Hospital Claims Management enquiries	claimsmanagement@medscheme.co.za
Bonitas Hear Connect	0108 806 414	General enquiries	bonitas@hearconnect.co.za
Hear Connect Claims	0108 806 414	Claims enquiries	claims@hearconnect.co.za
Hear Connect Authorisations	0108 806 414	Authorisations enquiries	authorisations@hearconnect.co.za
Polmed Hear Connect Enquiries	0108 806 414	General enquiries	polmed@hearconnect.co.za
Polmed Hear Connect Authorisations	0108 806 414	Authorisations	Authorisations@hearconnect.co.za
Iso Leso Claims	011 340 9200	Claims enquiries	claims@isoleso.co.za
Iso Leso General queries		General enquiries	info@isoleso.co.za
Namibian Health Plan (NHP) enquiries	+264612 855 400	Namibian Health Plan (NHP) enquiries	info@nhp.com.na
Oncology authorisations	0861 100 220	Oncology authorisations	cancerinfo@medscheme.co.za

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Polmed Oncology	0860 765 633	Polmed Oncology Management	Polmedonco@medscheme.co.za
Pharmacy Direct	0860 027 800	Pharmacy Direct enquiries	care@pharmacydirect.co.za
Prescribed Minimum Benefits (PMB)		PMB enquiries	hcppmbqueries@medscheme.co.za
Preferred Provider Network (PPN)	0861 103 529	PPN enquiries	info@ppn.co.za
ScriptPharm	010 591 0150	ScriptPharm enquiries	
SAMWUMED Current Claims		Current claim submissions	samwumedclaims@medschme.co.za
SAMWUMED Client Services	0861 112 666	Client service and claims enquiries	smuproviderquery@medscheme.co.za
Swazimed Medical Aid Fund	+26824 058 000	Swazimed enquiries	info@swazimed.com
UMS Technical Support & Password Reset	011 671 2999	UMS Technical support and password reset	umsaccessmanagement@medscheme.co.za

Healthcare Professionals: Important contact numbers
Scheme-specific contact details for Hospital Authorisations and Case Management updates

Scheme	Telephone Number	Hospital Authorisation	Hospital Case Management
AECI Medical Aid Society	0861 100 220	aeci.authorisations@medscheme.co.za	aeci.updates@medscheme.co.za
Barloworld Medical Scheme	0861 100 220	barloworld.authorisations@medscheme.co.za	barloworld.updates@medscheme.co.za
Bonitas Medical Fund	0861 100 220	hospital@bonitas.co.za	hospital@bonitas.co.za
Fedhealth Medical Scheme	0861 100 220	authorisations@fedhealth.co.za	fedhealth.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 Medical Aid Fund	0861 100 220	preauth@medshield.co.za	authupdate@medshield.co.za
Namibia Health Plan	+26461 2855 400	nhppar@medscheme.com.na	nhppar@medscheme.com.na
Parmed Medical Scheme	0860 002 126	parmed@medscheme.co.za	Parmed.updates@medscheme.co.za
Polmed Medical Scheme	0860 104 111	polmedauths@medscheme.co.za	Polmed.updates@medscheme.co.za
SABC Medical Scheme	0861 100 220	sabc.authorisations@medscheme.co.za	sabc.updates@medscheme.co.za
SAMWUMED Medical Scheme	0860 333 387	0860 333 387	0860 333 387