HOSPITAL PRE-AUTHORISATION

DETAILS REQUIRED TO OBTAIN AUTHORISATION

Ensure you have the details listed below before calling POLMED for an authorisation:

- ID number.
- Membership number.
- Name of patient.
- Date of birth.
- Name of hospital/practice number.
- Name of service provider (i.e. doctor, specialist, etc.) and practice number.
- The diagnosis (ICD-10) code.
- The procedure to be performed (CPT4 or tariff code).
- The date of admission.
- The name and telephone number of the caller.
- Whether or not the treating doctor charges medical scheme rates.

AUTHORISATION

An authorisation number is given to the caller and immediately faxed or emailed to the hospital and your treating provider. A penalty of R5 000 may be imposed if no pre-authorisation is obtained.

Should you require confirmation of the tariff amounts that will be paid per tariff code, call the Client Service Call Centre on 0860 765 633 or email polmed@medscheme.co.za.

IF FURTHER INFORMATION IS REQUIRED

- The admission request/procedure is queried with the hospital.
- A letter of motivation is requested from your doctor.
- POLMED may require additional information prior to approval of the procedure and will contact the treating doctor to obtain this.

CONTACT POLMED FOR HOSPITAL PRE-AUTHORISATION

Your admitting doctor must contact POLMED on 0860 104 111 to obtain pre-authorisation. Alternatively, you (if you have all the details) may contact POLMED on 0860 765 633 to obtain pre-authorisation.

EMERGENCY HOSPITALISATION PROCESS

Please note that in case of an emergency, the member or the hospital should contact POLMED within 24 hours of the event or on the next working day. A penalty of R5 000 may be imposed if no pre-authorisation is obtained.