MEMBER QUERIES PROCESS

If you have a query and would like to speak to a Client Service Call Centre Consultant, contact POLMED via TELEPHONE on 0860 765 633.
Alternatively send your query/application via FAX to 0860 104 114 or send it via EMAIL to polmed@medscheme.co.za.

Note: The Administrator has five (5) working days to respond to and resolve your initial enquiry.

ALWAYS OBTAIN A REFERENCE NUMBER AND NAME OF THE AGENT.

It is extremely important that you follow the correct process in order for us to assist you.

MEMBER QUERIES (INITIAL QUERY)
ADMIN/MANAGED CARE (CLINICAL)/GENERAL QUERIES

These are queries you raise with the Administrator when you initially experience a problem with or require information with regard to a medical scheme-related matter.

A reference number will automatically be supplied to you when you submit your query via email. Remember to also obtain a reference number when you report any matter to POLMED’s Client Service Call Centre.
Submit your query to the Administrator at: polmed@medscheme.co.za
Provide the following information for the Administrator to investigate your query:
• Membership number
• Patient name and surname
• Dependant code (i.e. 01 – refer to the back of your membership card)
• Date of service
• Name of provider
• Practice number of the provider
• Details of enquiry that may further assist POLMED to investigate the matter
• Supporting documents, i.e. invoice/ statement/medicine- or medical procedure declined

MEMBER QUERIES ESCALATED
These are queries that serve as a follow up to your first query after you have not received satisfactory feedback/service.
The query received at POLMED will be investigated and feedback will be provided to the member within a minimum of five (5) working days. The number of days depends on the complexity of the enquiry i.e. more information required from the member/provider to resolve the query.
Send an email to POLMED at: polmedhouse@medscheme.co.za
Provide the following details for POLMED to investigate your query:
• Membership number
• Patient name and surname
• Dependant code (i.e. 01 – refer to the back of your membership card)
• Reference number obtained from the Administrator (you should have requested this when the initial query was raised)
• Date of initial query
• Details of the enquiry that may further assist POLMED to investigate the matter

OPERATING HOURS
The POLMED Client Service Call Centre and Regional Offices operate Mondays to Fridays from 7:30 to 17:00 (excluding public holidays).

ADDITIONAL POLMED CONTACT DETAILS
• CHRONIC MEDICINE MANAGEMENT REGISTRATION:
  polmedcmm@medscheme.co.za
• AMBULATORY PRESCRIBED MINIMUM BENEFIT (pPMB) REGISTRATION:
  polmedapmb@medscheme.co.za
• HOSPITAL PRE-AUTHORISATION:
  polmedauths@medscheme.co.za
• POLMED CHAT (VIA MOBILE DEVICE):
  Download the free POLMED Chat app on your mobile device: http://bit.ly/1YHAtwu
• POLMED CHAT (VIA POLMED WEBSITE ON YOUR COMPUTER):
  Log in to the Member zone and click on the POLMED Chat widget/icon

COMPLIMENTS
If you want to submit a compliment about a positive experience that you had with the Scheme, send an email to polmed@medscheme.co.za and include the details of your experience together with the name of the agent who assisted you.

ONLINE/SOCIAL MEDIA COMMENTS AND QUERIES
The POPI Act prohibits the Scheme from disclosing any member’s personal information to third parties without a member’s consent. It is for this reason that POLMED cannot communicate with you via any social media platform such as Facebook, Twitter and Instagram or any other social medium.

POLMED further has an agreement with the Administrator whereby we monitor their level of service offered to members. If the formal processes are not followed, it is impossible to monitor or measure these service levels.