

Service Provider Escalation Matrix:

Feb 2024

Contact Centre: Live Cases	Claims Management: Claims Queries and status updates	Network Management: Service Provider Network
1st Escalation Level: Immediate response if it is an emergency related escalation 124supervisors@er24.co.za or 079 492 9229	1st Escalation Level: 30 days after submission of claim, allow two (2) business days for response Claimsqueries@er24.co.za or 021 809 6994/6/6938	1st Escalation Level: Two (2) business days after first escalation submission, allow two (2) business days for response Gareth.Staley@er24.co.za or 074 857 6385
2nd Escalation Level Immediate response if it is an emergency related escalation, will update at time of escalation Sivern.Naicker@er24.co.za or 084 404 6631	2nd Escalation Level Two (2) business days after first escalation submission, allow two (2) business days for response funders@er24.co.za and claimsescalations@er24.co.za Copy: Jocelyn.Eales@er24.co.za or 074 903 0531	2nd Escalation Level Two (2) business days after first escalation submission, allow two (2) business days for response Jocelyn.Eales@er24.co.za or 074 903 0531
3rd Escalation Level: Immediate response if it is an emergency related escalation, to be escalate Sivern.Naicker@er24.co.za or 084 404 6631	3rd Escalation Level: Two (2) business days after second escalation submission, allow two (2) business days for response Mandisa.Khokhotho@er24.co.za or 011 319 6507	3rd Escalation Level: Two (2) business days after second escalation submission, allow two (2) business days for response Mandisa.Khokhotho@er24.co.za or 011 319 6507

Escalation to POLMED	Two (2) business days after 3rd escalation submission, allow 3 business days for response.	Email: complaints@polmed.co.za cc ZamakhizeM@polmed.co.za Tel: 012-818 7248 Cell: 082 591 8239 Attach the trail of escalations through 1 st , 2 nd and 3 rd escalations
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A kind reminder of the below email address for new claims and resubmissions. The email addresses in the Service Provider Escalation Matrix should not replace the process below.

- New claim submission - send Invoice and PRF to claims@er24.co.za
- Rejections on which you wish to resubmit amended information – send to resubmissions@er24.co.za
 - Please quote the Invoice or PRF Reference number specified in your email when resubmitting.
 - Please note that you have 60 days to resubmit rejected claims. If no resubmission has been received after 60 days the rejection will be deemed as accepted.

Thank you



Gareth Staley

Operations Manager – Assistance Services