

ZIMBABWE
Denis Tapson

CLAIMS MANAGER

Email: claims@healthintergrp.com

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(Business Hours)

BULAWAYO +263 (0) 778 821 256 **24hrs**

ZAMBIA +260 (0) 966 853 948 **24hrs**

MALAWI +265 (0) 888 495 038 **24hrs**

SOUTH AFRICA

Simoné or Lola

YOUR CASE MANAGERS

Air Health International Johannesburg,
PostNet Suite 18, Private Bag X2,
Edenglen 1613

+27 (0) 11 452 2130 **24hrs**

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case
management
24hr

**ELECTIVE AND
EMERGENCY CLAIMS
PROCEDURES
AND PROTOCOLS**

ELECTIVE TREATMENT / PROCEDURES IN SOUTH AFRICA

Health International members travelling to South Africa for Elective treatment / procedures

1. **Very important** - ensure that you have obtained pre-authorisation from the Claims Department prior to departing for South Africa.
2. Contact your Case Manager at Air Health International on arrival in R.S.A.
(See Case Managers' numbers on back page).
3. Do not make any payments to service providers - refer to Air Health International.
(See contact details on back-page).
4. Please maintain contact with your Case Manager throughout your treatment.
5. Please keep your Case Manager updated on any new developments.
6. Receipts for any payments that you may have made must be submitted for refunds within 30 days.

TO ASSIST MEMBERS IN THE EVENT OF AN EMERGENCY CLAIM

- ✓ Please notify the claims department of your emergency within **72 hours** of the event.
- ✓ Where possible, please complete an emergency claim form and ensure that this is submitted to the Claims Manager in your Region, **as soon as possible**.
- ✓ In the event of possible payment requests from service providers, please ensure that receipts for refunds are submitted to the Claims Manager within 30 days to avoid repudiation.
- ✓ In the event that you require further assistance with your medical emergency please contact the Claims Manager or the emergency number relevant to your location.

We Thank You For Your Co-Operation.

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