

Hospitalisation

Medihelp applies no overall annual limit on hospital cover and pays hospitalisation at 100% of the Medihelp tariff. All hospital admissions must be pre-authorized, and emergency admissions should be authorised on the first workday after the admission. Pre-authorization can be done via the member app, on the Member Zone, by phone, email or fax. Members of network options should use network hospitals.

Who should you contact to pre-authorise a hospital admission?

Apply for pre-authorization of planned admissions well in advance and emergencies within 72 hours

- 086 0200 678
- hospitalauth@medihelp.co.za
- Use Medihelp's member app/ Member Zone
- Obtain pre-authorization by phoning or emailing Medihelp, or use the member app or [Member Zone](#).

Dental procedures in hospital

- Obtain pre-authorization from Dental Risk Company (DRC)
- 087 943 9618
 - auth@dentalrisk.com

If emergency transport is required

- Netcare 911
- 082 911
- Netcare 911-app

Information required for pre-authorization

- Membership number
- Details of the patient, hospital, treating doctor and anaesthetist
- The procedure and diagnosis codes (get these from the admitting doctor)
- Date and time of the admission
- For certain procedures, additional information may be required, such as medical reports, X-rays or blood test results. Ask Medihelp's pre-authorization consultant what is needed.

Hospital networks

- Day procedure network – all Medihelp members must use this network for ophthalmological, endoscopic and ear, nose and throat procedures, removal of skin lesions, dental procedures and circumcisions.
- Prime hospital network – Prime network option members must use this network for all procedures/services other than those stated for the day procedure network above.
- Necesses hospital network – Necesses members must use this network for all procedures/services other than those stated for the day procedure network above.

How to find a network hospital (only for Prime network and Necesses options)








- Visit www.medihelp.co.za – use the provider search function
- Consult your benefit guide
- Use the Medihelp app for members or visit the Member Zone at www.medihelp.co.za
- Phone 086 0100 678
- Email enquiries@medihelp.co.za

Tip: Specialists and doctors usually work only in certain hospitals. Members of the network options must make sure their specialists/doctors practise in a network hospital.

How hospital benefits work

Read more about how hospital benefits work on the next page.

How hospital benefits work

	 Necesse Network	 Prime1 Hospital plan	 Prime2 Savings	 Unify Savings	 Prime3 Comprehensive	 Elite Comprehensive	 Plus Comprehensive
No overall limits	✓	✓	✓	✓	✓	✓	✓
Procedure-specific co-payments may apply on certain non-PMB procedures	✓	✓	✓	✓	✓	✓	✓
Sub-limits or maximum benefit amounts may apply	✗	✓	✓	✓	✓	✓	✓
An 80% benefit applies if admissions are not pre-authorized	✓	✓	✓	✓	✓	✓	✓
65% benefit applies for ophthalmological, endoscopic and ear, nose and throat procedures, removal of skin lesions and circumcisions not performed in the day procedure network	✓	✓	✓	✓	✓	✓	✓
65% benefit applies for dental procedures not performed in the day procedure network	✓	✓	✓	✓	✓	✓	✓
A 65% benefit applies in case of voluntary admissions to non-network hospitals (all procedures other than those stated in respect of the day procedure network)	✓	✗ Prime 1 ✓ Prime 1N	✗ Prime 2 ✓ Prime 2N	✗	✗ Prime 3 ✓ Prime 3N	✗	✗
Emergency admissions (authorized on the first workday after the admission)	✓	✓	✓	✓	✓	✓	✓
Applicable prescription medicine dispensed and charged by the hospital (TTO) on discharge from the hospital (excluding PMB chronic medicine)	✓	✓	✓	✓	✓	✓	✓