






Hospital authorisations

All hospital admissions must be pre-authorised by Medihelp at least five workdays before the planned admission date.



Where can you authorise admissions?

	Online on the Member Zone
	or the member app .
	You can also call 086 0200 678 Mondays to Thursdays from 07:30 to 16:00 Fridays from 08:00 to 16:00
	or email hospitalauth@medihelp.co.za .


When should you authorise admissions?

	Pre-authorise planned admissions well in advance – at least five workdays before the admission date – to ensure a smooth process. Authorise emergency admissions on the first day following admission .
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When can you expect feedback?

	Please allow five days for feedback via email from the Hospital Authorisation team.
	Advisers and members can follow up by phone or email . To prevent duplication , please use only one method .

What about specialist referrals?

	For specialist referrals, please email referral@medihelp.co.za .
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If you have any enquiries, please phone us on 012 336 9099/9199 or email brokers@medihelp.co.za.

Kind regards

Your Adviser Support team