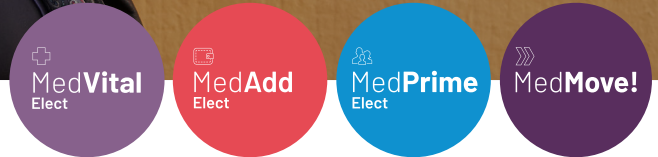


Ordering pre-authorised chronic medicine

Use Medipost to order PMB chronic medicine and avoid co-payments.




medihelp
Medical Aid in Action




Get authorisation from Medihelp for chronic medicine


STEP 01

Complete the chronic medicine application form together with the doctor
Download the application form from the **Member Zone** or app 

STEP 02

Email the completed form to medicineapp@medihelp.co.za 

STEP 03

Medihelp will notify the member of the outcome of the application within five workdays 

NB:


- Both formulary and non-formulary medicines are subject to protocols.
- Please keep a copy of the prescription to send to Medipost as well.

STEP 04


If your prescription changes, please email the new prescription with the ICD-10 codes to medicineapp@medihelp.co.za. 

Order medicine from Medipost


STEP 05

Send the prescription with membership and cellphone number to Medipost
Email: mrx@medipost.co.za
Whatsapp: 012 426 4655 

STEP 06

Medipost will call the member within 48 hours to discuss their prescription and collection point. They will then receive an SMS with the collection point address.
*Note: Members can also find an Elect chronic collection point at www.medihelp.co.za under **Provider search**.* 

STEP 07

Collect the medicine from the collection point after receiving a delivery confirmation SMS. 

Co-payments

- Co-payments on medicine must first be paid to Medipost before the medicine will be dispatched.
- A 60% co-payment will apply if members order non-formulary PMB medicine or if they choose not to use the network.

Medipost contact info

Phone: 012 426 4000
Email: customercare@medipost.co.za
Proof of payment:
Email: pay@medipost.co.za | Whatsapp: 012 426 4655

PMB chronic medicine for cancer and HIV/Aids

All PMB chronic cancer and HIV/Aids medicine must be ordered from the following providers:

Cancer

Dis-Chem Oncology
Tel: 010 003 8948
oncology@dischem.co.za
or
Medipost
Tel: 012 404 4430
Whatsapp: 012 426 4655
oncology@medipost.co.za

HIV/Aids

Dis-Chem Direct
Tel: 010 589 2788
direct.medihelp@dischem.co.za
or
Medipost
Tel: 012 426 4000
Whatsapp: 012 426 4655
life@medipost.co.za