

Prime hospital network



Members of the Prime Network benefit options must be admitted to one of the network hospitals or day clinics when they need to undergo planned procedures. Please ensure that there is a network hospital near you, and that it will provide for your specific healthcare needs.

Specialist network

Please bear in mind that certain specialists only admit patients to the hospital where they have their consultation rooms, so you'll have to make sure that your specialist operates at a network hospital. A specialist network for the Prime network options is available for prescribed minimum benefits (PMB) services to contain co-payments.

Where to find a network hospital

Medihelp's website lists all the network hospitals, day clinics and specialists. Visit www.medihelp.co.za

Download the **Medihelp member app** which is available on these devices:



iOS



Android



Windows

How to pre-authorise your hospital admission

Emergency admissions

Authorise on the 1st workday after an emergency hospital admission.

Planned admissions

All hospital and day clinic admissions must be pre-authorized well in advance because we may need more information from your doctor, e.g. test results or reports. Pre-authorization will ensure that you do not have to make a 20% co-payment. A 35% co-payment will apply to voluntary admissions to non-network hospitals. There are various ways to preauthorize your hospital admission and we have also developed an automated authorisation system that provides immediate authorisation 24 hours a day, seven days a week for 19 procedures.

Information needed for pre-authorization

- Your membership number and details of the patient
- The procedure and diagnosis codes (get these from your doctor)
- The treating doctor's details and practice number
- The details of the hospital to which the patient will be admitted and the practice number
- The date and time of admission
- For certain procedures, additional information may be required, such as medical reports, X-rays or blood test results. Medihelp's pre-authorization consultant will advise you on what is needed.
- Details of the anaesthetist (for dental procedures)

Immediate e-authorisation

Procedures that can be immediately authorised online:

Adenoidectomy	Dilatation and curettage	Myomectomy
Appendectomy	Gastroscopy	Myringotomy
Caesarean section	Hysterectomy	Normal birth
Cholecystectomy	Hysteroscopy	Sterilisation
Circumcision	Intra-uterine devices	Tonsillectomy
Colonoscopy	Laparoscopy	Vasectomy
Cysto-urethroscopy		

E-authorisation process

1. Visit Medihelp's website at www.medihelp.co.za
2. Look for the Login | Register block, select "Members" to go to our member secured site and click Login | Register. If you need to register, select "Register", follow the easy steps to register and then log in to our member secured site (Member Zone).
3. Click the pre-authorization button on the menu and select "Hospital authorisation". Then follow the steps to authorise your hospital admission and within moments you will receive details of the pre-authorization via SMS and an email with your reference number.

Approval of other planned hospital procedures

Apply for authorisation via Medihelp's secured site for members or use one of the

Other ways to pre-authorise hospital admissions



Use the **Medihelp member app**, and select e-services. Available on iStore and Google Play.



086 0200 678



hospitalauth@medihelp.co.za



012 336 9535



Dental procedures

Contact Dental Risk Company (DRC)

Phone DRC at
012 741 5143

Email DRC at
auth@dentalrisk.com

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www.medihelp.co.za



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Prime hospital network

Gauteng

Alberton	Clinton Clinic	5708877
	Union Hospital	5804981
Benoni	Linmed Hospital	5808588
Florida	Mayo Clinic	7700164
Johannesburg	Garden City Clinic	5805988
	Mulbarton Hospital	5808278
	Park Lane Clinic	5803004
	Rand Clinic	5804620
Kempton Park	Birchmed Surgical Centre	7700504
	Ekurhuleni Surgiklin Day Clinic	637459
Krugersdorp	Netcare Bell Street Hospital	5808731
	Krugersdorp Private Hospital	5808111
	Netcare Pinehaven Hospital	604968
Midrand	Cure Day Clinics (Midstream)	423556
Pretoria	Akasia Hospital	5808618
	Brooklyn Surgical Centre	7700318
	Cure Day Clinics (Erasmuskloof)	448087
	Intercare Day Hospital (Hazeldean)	472395
	Jakaranda Hospital	5804116
	Louis Pasteur Hospital	5808820
	Medkin Clinic	7700121
	Montana Private Hospital	5809002
	Pretoria East Private Hospital	5808855
	Unitas Hospital	5808138
	Zuid-Afrikaans Hospital	5805112

Gauteng

Springs	Netcare N17 Private Hospital	5809029
Vanderbijlpark	Cormed Clinic	5709113
	Mediclinic Emfuleni	5808375
	PJ Schutte Theatre Unit (dental procedures only)	7600534
Vereeniging	Mediclinic Vereeniging	5808081
	Midvaal Private Hospital	5808898

Limpopo

Bela-Bela	St Vincent's Hospital	5706548
Lephalale	Mediclinic Lephalale	5708125
Makhado	Zoutpansberg Private Hospital	253871
Polokwane	Mediclinic Limpopo	5808189
	Mediclinic Limpopo Day Clinic	0603120
Tzaneen	Mediclinic Tzaneen	132454

KwaZulu-Natal

Amanzimtoti	Kingsway Hospital	5808200
Ballito	Alberlito Hospital	250562
Durban	Chatsmed Garden Hospital	5808219
	Busamed Hillcrest Private Hospital	426563
	Nu-Shifa Hospital	5808464
	St Augustine's Hospital	5802563

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KwaZulu-Natal

Howick	Mediclinic Howick	122092
Ladysmith	La Verna Hospital	5808235
Newcastle	Mediclinic Newcastle	5808871
Pietermaritzburg	Mediclinic Pietermaritzburg	5808073
	St Anne's Hospital	5808197
Pinetown	The Crompton Hospital	5808596
Port Shepstone	Hibiscus Hospital	5808901
Richards Bay	The Bay Hospital	5808472
Shelly Beach	Shelly Beach Day Clinic	380059
Umhlanga	KZN Day Clinic	534463
Umhlanga	Umhlanga Hospital	5808936

Mpumalanga

eMalahleni	Advanced De La Vie Day Hospital	0670170
	eMalahleni Private Hospital	413615
Ermelo	Mediclinic Ermelo	5808863
Middelburg	Life Midmed Hospital	5808243
Nelspruit	Kiaat Private Hospital	558818
	Lowveld Hospital	463345
	Mediclinic Nelspruit	5808340
Secunda	Mediclinic Secunda	540110

Western Cape

Cape Town	Christiaan Barnard Memorial Hospital	5807778
	Kuilsriver Private Hospital	88978
	Mediclinic Cape Gate	366714
	Mediclinic Durbanville	5808766
	Mediclinic Durbanville Day Hospital	592781
	Mediclinic Louis Leipoldt	5806860
	Mediclinic Milnerton	5808669
	Mediclinic Strand	5709075
	Melomed Bellville	5802881
	Melomed Gatesville	5808103
	N1 City Hospital	5808537
	Vincent Pallotti Hospital	5801443
George	Mediclinic Geneva	5709059
	Mediclinic George	5807905
Hermanus	Mediclinic Hermanus	5709091
Mossel Bay	Bayview Hospital	5808790
Oudtshoorn	Mediclinic Klein Karoo	5808928
Paarl	Cure Day Clinics (St Stephen's Paarl)	468541
	Mediclinic Paarl	5808251
Plettenberg Bay	Mediclinic Plettenberg Bay	283207
Somerset West	Mediclinic Vergelegen	5808030
Stellenbosch	Mediclinic Stellenbosch	5808405
Vredenburg	West Coast Private Hospital	5808979
Worcester	Mediclinic Worcester	5808006

Prime hospital network

North West

Klerksdorp	Sunningdale Hospital	5706696
Klerksdorp	Wilmed Park Private Hospital	5808812
Potchefstroom	MediClinic Potchefstroom	5808057
	Potchefstroom Medical and Dental Centre	7700784
Rustenburg	Ferncrest Hospital	5808391
Vryburg	Vryburg Private Hospital	5808553

Northern Cape

Kimberley	Mediclinic Kimberley	5808049
Upington	Mediclinic Upington	5808804

Eastern Cape

East London	Life Beacon Bay Hospital	357669
	St Dominic's Hospital	5808294
	St James Operating Theatres	5703816
Grahamstown	Settlers Hospital	348090
Humansdorp	Isivivana Private Hospital	168386
Port Alfred	Port Alfred Hospital	328871
Port Elizabeth	Greenacres Hospital	5807875
	Medical Forum Theatre	7700873
Queenstown	Life Queenstown Private Hospital	5709156
Uitenhage	Cuyler Clinic	5808642

Free State

Bethlehem	Bethlehem Medical Centre	7700792
	MediClinic Hoogland	5808707
Bloemfontein	Citymed Theatre	7700938
	Horizon Eye Care Centre	225681
	Mediclinic Bloemfontein	5808154
	Universitas Private Hospital	131938
Kroonstad	Kroon Hospital	5808383
Welkom	MediClinic Welkom	5808758
	Welkom Medical Centre	399337

Medihelp may change the information contained in this list from time to time and will publish any changes on the Medihelp website at www.medihelp.co.za.



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medical scheme

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