

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.

Specialist network

Because certain specialists only admit patients to the hospital where they have their consultation rooms, ensure that the specialist operates at a network hospital. A specialist in the specialist network for the Prime network options should be used for prescribed minimum benefits (PMB).

Where to find a network hospital

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

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



Information needed for pre-authorisation

- Membership number and details of the patient
- The procedure and diagnosis codes (get these from the 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-authorisation consultant will indicate what is needed
- Details of the anaesthetist

Pre-authorisation of hospital admissions

Emergency admissions

Authorise on the 1st workday after an emergency admission.

Planned admissions

All hospital and day clinic admissions must be pre-authorized well in advance because Medihelp may require more information from the doctor, e.g. test results or reports.

Authorisation platforms



Visit the Member Zone (secured website for members) at www.medihelp.co.za



086 0200 678



hospitalauth@medihelp.co.za



012 336 9535



Use the Medihelp member app, and select e-services to request pre-authorization



Dental procedures
Contact Dental Risk Company (DRC)

Tel: 087 943 9618

Email: auth@dentalrisk.com

Avoid co-payments



Pre-authorization will ensure that a 20% co-payment does not apply



A 35% co-payment will apply to voluntary admissions to non-network hospitals

Prime-network hospitals

Gauteng		Practice No
Alberton	Netcare Clinton Hospital	5708877
	Netcare Union Hospital	5804981
Benoni	Netcare Lakeview Hospital (maternity and neonatal only)	5709121
	Netcare Linmed Hospital	5808588
Johannesburg	Netcare Garden City Clinic	5805988
	Netcare Mulbarton Hospital	5808278
	Netcare Park Lane Hospital	5803004
Kempton Park	Birchmed Surgical Centre	7700504
	Ekurhuleni Surgiklin Day Clinic	637459
Krugersdorp	Netcare Krugersdorp Hospital	5808111
	Netcare Pinehaven Hospital	604968
Midrand	Cure Day Hospital Midstream	423556
Pretoria	Cure Day Hospital Erasmusloof	448087
	Cure Day Hospital Medkin	7700121
	Intercare Hazeldean Day Hospital	472395
	Life Brooklyn Day Hospital	7700318
	Louis Pasteur Private Hospital	5808820
	Netcare Akasia Hospital	5808618
	Netcare Jakaranda Hospital	5804116
	Netcare Montana Hospital	5809002
	Netcare Pretoria East Hospital	5808855
	Netcare Unitas Hospital	5808138
Zuid-Afrikaans Hospital	5805112	
Roodepoort	Mayo Clinic	7700164
Springs	Netcare N17 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

Prime hospital network

Western Cape

Cape Town	Life Vincent Pallotti Hospital	5801443
	Mediclinic Cape Gate	366714
	Mediclinic Durbanville	5808766
	Mediclinic Durbanville Day Hospital	592781
	Mediclinic Louis Leipoldt	5806860
	Mediclinic Milnerton	5808669
	Mediclinic Strand	5709075
	Medicross Foreshore Day Hospital	810304
	Melomed Belville	5802881
	Melomed Gatesville	5808103
	Netcare Christiaan Barnard Memorial Hospital	5807778
	Netcare Kuilsrivier Hospital	88978
	Netcare N1 City Hospital	5808537
George	Mediclinic Geneva	5709059
	Mediclinic George	5807905
Hermanus	Mediclinic Hermanus	5709091
Mossel Bay	Life Bayview Private Hospital	5808790
Oudtshoorn	Mediclinic Klein Karoo	5808928
Paarl	Cure Day Hospital Paarl	468541
	Mediclinic Paarl	5808251
Plettenberg Bay	Mediclinic Plettenberg Bay	283207
Somerset West	Mediclinic Vergelegen	5808030
Stellenbosch	Mediclinic Stellenbosch	5808405
	Mediclinic Stellenbosch Day Clinic	809608
	Mediclinic Winelands Orthopaedic Hospital	819409
Vredenburg	Life West Coast Private Hospital	5808979
Worcester	Mediclinic Worcester	5808006

North West

		Practice No
Klerksdorp	Sunningdale Hospital	5706696
	Wilmed Park Private Hospital	5808812
Potchefstroom	Mediclinic Potchefstroom	5808057
	Medicross Potchefstroom	7700784
Rustenburg	Netcare Ferncrest Hospital	5808391
Vryburg	Vryburg Private Hospital	5808553

Eastern Cape

		Practice No
East London	Life Beacon Bay Hospital	357669
	Life St Dominic's Hospital	5808294
	Life St James Hospital	5703816
Grahamstown	Netcare Settlers Hospital	348090
Humansdorp	Life Isivivana Private Hospital	168386
Port Alfred	Netcare Port Alfred Hospital	328871
Port Elizabeth	Life St George's Hospital (maternity & neonatal only)	5807972
	Medical Forum Theatre	7700873
	Netcare Greenacres Hospital	5807875
Queenstown	Life Queenstown Private Hospital	5709156
Uitenhage	Netcare Cuyler Hospital	5808642

KwaZulu-Natal

		Practice No
Amanzimtoti	Netcare Kingsway Hospital	5808200
Ballito	Netcare Alberlito Hospital	250562
Durban	Busamed Hillcrest Private Hospital	426563
	Lenmed Shifa Private Hospital	5808464
	Life Chatsmed Garden Hospital	5808219
	Netcare St Augustine's Hospital	5802563
Howick	Mediclinic Howick	122092
Ladysmith	Ladysmith Day Hospital	830518
	Lenmed La Verna Private Hospital	5808235
Newcastle	Mediclinic Newcastle	5808871
	Mediclinic Newcastle Day Hospital	767301
Pietermaritzburg	Mediclinic Pietermaritzburg	5808073
	Netcare St Anne's Hospital	5808197
Pinetown	Life Crompton Hospital	5808596
Port Shepstone	Hibiscus Private Hospital	5808901
Richards Bay	Netcare The Bay Hospital	5808472
Shelly Beach	Shelly Beach Day Clinic	380059
Umhlanga	KZN Day Clinic	534463
	Netcare Umhlanga Hospital	5808936

Limpopo

		Practice No
Bela-Bela	Bela-Bela Phodclinic	5706548
Lephalale	Mediclinic Lephalale	5708125
Makhado	Zoutpansberg Private Hospital	253871
Polokwane	Mediclinic Limpopo	5808189
	Mediclinic Limpopo Day Clinic	603120
Tzaneen	Mediclinic Tzaneen	132454

Mpumalanga

		Practice No
eMalahleni	Advanced De La Vie Day Hospital	670170
	eMalahleni Private Hospital	413615
Ermelo	Mediclinic Ermelo	5808863
Middelburg	Life Midmed Hospital	5808243
Nelspruit	Busamed Lowveld Private Hospital	463345
	Kiaat Private Hospital	558818
	Mediclinic Nelspruit	5808340
	Mediclinic Nelspruit Day Hospital	867446
Secunda	Mediclinic Secunda	540110

Northern Cape

Kimberley	Mediclinic Kimberley	5808049
Upington	Mediclinic Upington	5808804

Free State

Bethlehem	Bethlehem Mediese Centre	7700792
	Mediclinic Hoogland	5808707
Bloemfontein	Cityrmed Day Hospital	7700938
	Mediclinic Bloemfontein	5808154
	Pasteur Eye Hospital	225681
	Universitas Privaat Hospital	131938
Kroonstad	Netcare Kroon Hospital	5808383
Welkom	Mediclinic Welkom	5808758
	Welkom Medical Centre	399337