

Prime hospital network & day surgery network



Members of the Prime network benefit options must be admitted to a network hospital or day surgery when they need to undergo planned procedures. Members of other options should also use the day surgery network for ophthalmological, endoscopic, ear, nose, and throat procedures, removal of skin lesions and circumcisions.

Specialist network

Because certain specialists only admit patients to the hospital where they have their consultation rooms, Prime network members must make sure their specialists operate at a network hospital. A specialist in the specialist network for the Prime network options should be used for prescribed minimum benefits (PMB) services.

Where to find a network hospital

Medihelp's website has an updated list of network hospitals, day clinics/ surgeries and specialists. Visit www.medihelp.co.za

Download the Medihelp member app which is available for 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 where 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 first workday after an emergency admission.

Planned admissions

All hospital and day clinic/surgery 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



A 35% co-payment applies if ophthalmological, endoscopic and ear, nose and throat procedures, removal of skin lesions and circumcisions are obtain in facilities other than a day hospital/surgery.

Prime hospital network

Gauteng

Alberton	Netcare Clinton Hospital Netcare Union Hospital
Benoni	Netcare Lakeview Hospital (maternity and neonatal only) Netcare Linmed Hospital
Johannesburg	Netcare Garden City Hospital Netcare Mulbarton Hospital
Kempton Park	Birchmed Surgical Centre Ekurhuleni Surgiklin Day Clinic
Krugersdorp	Netcare Krugersdorp Hospital Netcare Pinehaven Hospital
Midrand	Cure Day Hospital Midstream
Pretoria	Cure Day Hospital Erasmuskloof Cure Day Hospital Medkin Intercare Hazeldean Day Hospital Life Brooklyn Day Hospital Netcare Jakaranda Hospital Netcare Montana Hospital Netcare Pretoria East Hospital (haematology and psychiatry only) Netcare Unitas Hospital
Roodepoort	Zuid-Afrikaans Hospital
Springs	Mayo Clinic
Vanderbijlpark	Netcare N17 Hospital Cormed Clinic Mediclinic Emfuleni PJ Schutte Theatre Unit (dental procedures only)
Vereeniging	Mediclinic Vereeniging Midvaal Private Hospital

Mpumalanga

Emalahleni	Advanced De La Vie Day Hospital Emalahleni Private Hospital
Ermelo	Mediclinic Ermelo
Middelburg	Life Midmed Hospital
Nelspruit	Busamed Lowveld Private Hospital Kiaat Private Hospital Mediclinic Nelspruit Mediclinic Nelspruit Day Hospital
Secunda	Mediclinic Secunda

KwaZulu-Natal

Amanzimtoti	Netcare Kingsway Hospital
Ballito	Netcare Alberlito Hospital
Durban	Busamed Hillcrest Private Hospital Life Chatsmed Garden Hospital Netcare St Augustine's Hospital
Howick	Mediclinic Howick
Ladysmith	Ladysmith Day Hospital Lenmed La Verna Private Hospital
Newcastle	Mediclinic Newcastle Mediclinic Newcastle Day Hospital
Pietermaritzburg	Mediclinic Pietermaritzburg Netcare St Anne's Hospital
Port Shepstone	Hibiscus Day Surgical Hospital Hibiscus Private Hospital
Richards Bay	Netcare The Bay Hospital
Shelly Beach	Shelly Beach Day Clinic
Umhlanga	KZN Day Clinic Netcare Umhlanga Hospital

Western Cape

Cape Town	Mediclinic Cape Gate Mediclinic Cape Gate Day Clinic Mediclinic Durbanville Day Hospital Mediclinic Louis Leipoldt Mediclinic Milnerton Mediclinic Strand Medicross Foreshore Day Hospital Melomed Bellville Melomed Gatesville Netcare N1 City Hospital
George	Mediclinic Geneva Mediclinic George
Hermanus	Mediclinic Hermanus
Mossel Bay	Life Bayview Private Hospital Vidamed Day Hospital
Oudtshoorn	Mediclinic Klein Karoo
Paarl	Cure Day Hospital St Stephen's Paarl Mediclinic Paarl
Plettenberg Bay	Mediclinic Plettenberg Bay
Somerset West	Mediclinic Vergelegen
Stellenbosch	Mediclinic Stellenbosch Mediclinic Stellenbosch Day Clinic Mediclinic Winelands Orthopaedic Hospital
Vredenburg	Life West Coast Private Hospital
Worcester	Mediclinic Worcester

Limpopo

Bela-Bela	Bela-Bela Phodclinic
Lephalale	Mediclinic Lephalale
Makhado	Zoutpansberg Private Hospital
Polokwane	Mediclinic Limpopo Mediclinic Limpopo Day Clinic
Tzaneen	Mediclinic Tzaneen

North West

Klerksdorp	Sunningdale Hospital Wilmed Park Private Hospital
Potchefstroom	Mediclinic Potchefstroom Medicross Potchefstroom
Rustenburg	Netcare Ferncrest Hospital
Vryburg	Vryburg Private Hospital

Northern Cape

Kimberley	Mediclinic Kimberley
Upington	Mediclinic Upington

Eastern Cape

East London	Life Beacon Bay Hospital Life St Dominic's Hospital Life St James Hospital
Grahamstown	Netcare Settlers Hospital
Humansdorp	Life Isivivana Private Hospital
Port Alfred	Netcare Port Alfred Hospital
Port Elizabeth	Life St George's Hospital (maternity and neonatal only) Medical Forum Theatre Netcare Greenacres Hospital
Queenstown	Life Queenstown Private Hospital
Uitenhage	Netcare Cuyler Hospital

Free State

Bethlehem	Bethlehem Medical Centre Mediclinic Hoogland
Bloemfontein	Citymed Day Hospital Mediclinic Bloemfontein Pasteur Eye Hospital Universitas Private Hospital
Kroonstad	Netcare Kroon Hospital
Welkom	Mediclinic Welkom Welkom Medical Centre

Day surgery network

It is important that members of all benefit options should undergo planned ophthalmological, endoscopic and ear, nose and throat procedures, skin lesion removal and circumcisions at one of the day surgeries below. By using the day surgery network for these services, you will avoid additional expenses.

Gauteng

Alberton	Chimera Surgical Clinic Optimed Eye & Laser Clinic The Ear & Eye Clinic
Benoni	Karibu Day Clinic Metamorphosis Day Clinic The Healthy Eye Clinic
Boksburg	Advanced East Rand Day Hospital Medicross Boksburg
Centurion	Centurion Day Hospital Centurion Eye Hospital
Edenvale	Edenvale Day Clinic
Germiston	Birchmed Surgical Centre Ekurhuleni SurgiKlin Medicross Germiston Mercidoc Day Clinic
Johannesburg	The Ear & Eye Clinic 20/20 Eye Surgery Centre Centre Of Advanced Medicine Dr GM Pitje Day Hospital Fordsburg Clinic Intercare Sandton Medicross Randburg Rosewood Clinic
Krugersdorp	Netcare Protea Day Clinic
Midrand	Cure Day Hospital Midstream
Pretoria	Advanced Groenkloof Day Hospital Cure Day Hospital Erasmuskloof Cure Day Hospital Medkin Intercare Hazeldean Intercare Irene Kilnerpark Day Hospital Life Brooklyn Day Hospital Life Pretoria North Surgical Medicross Constantia Park Medicross Silverton Pretoria East Eye Institute Waterkloof Surgical Centre
Randburg	Bioart Fertility Centre Johannesburg Eye Hospital Medicross The Berg
Roodepoort	Visiomed Eye Laser Clinic Advanced Medgate Day Hospital Cure Day Hospital Wilgeheuwel Fauchard Clinic Life Wilgeheuwel Day Clinic Mayo Clinic
Sandton	Netcare Constantia Clinic Cure Day Fourways Sandhurst Eye Centre Vitalab Centre
Soweto	Advanced Soweto Day Hospital Apex Surgi-Centre Soweto
Vanderbijlpark	Ocumed Eye & Laser Institute PJ Schutte Threatre Unit
Vereeniging	Visiclin Eye Clinic

Eastern Cape

Port Elizabeth	Medical Forum Theatre
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Free State

Bethlehem	Bethlehem Medical Centre
Bloemfontein	Citymed Day Hospital Cure Day Hospital Bloemfontein Medovs Day Clinic Stirling Hospital
Kroonstad	Koinonia Theatre
Welkom	Praxmed Theatre Welkom Medical Centre

KwaZulu-Natal

Berea	Westridge Surgical JMH Morningside Hospital
Bluff	Medicross Bluff
Durban	Durban Eye Hospital Lorne Street Anaesthetics Medicross Malvern Howick Day Clinic
Howick	Ladysmith Day Hospital
Ladysmith	Mandeni Medical Centre
Mandini	Shelly Beach Day Clinic
Margate	Mediclinic Newcastle Day Clinic
Newcastle	Pietermaritzburg Eye Hospital
Pietermaritzburg	Medicross Pinetown
Pinetown	Hibiscus Day Surgical Hospital Medicross Richards Bay
Port Shepstone	Richards Bay Medical Institute
Richards Bay	KZN Day Clinic Umhlanga Eye Institute
Umhlanga	Care Clinic (Westville)
Westville	

Limpopo

Polokwane	Mediclinic Limpopo Day Clinic
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Mpumalanga

Badplaas	St Anthony's Clinic
Emalahleni	Advanced De La Vie Day Hospital Emalahleni Day Hospital Highveld Eye Hospital
Nelspruit	Mediclinic Nelspruit Day Clinic

North West

Mahikeng	St Jailanis Clinic - Molopo
Potchefstroom	Medicross Potchefstroom
Rustenburg	Rustenburg Private Eye Clinic

Northern Cape

Kimberley	Medi-harts Day Clinic Kimberley Narko Clinic
Upington	Medicross Kalahari Day Theatre

Western Cape

Cape Town	Advanced Durbanville Surgical Centre Advanced Harbour Bay Surgical Centre Advanced Panorama Surgical Centre Advanced Vergelegen Surgical Centre Aevitas Fertility Clinic Alchimia Clinic Cape Dental Theatres Cure Day Hospital Bellville Cure Day Hospital Somerset West Driftwood Clinic Drs Heylen le Roux and Matebes Intercare Century City John Hill Eye & Laser Centre Khangella Eye Theatre Kraaifontein Medical & Dental Centre Life Sports Science Day Centre Marie Stopes - Cape Town Mediclinic Cape Gate Day Clinic Mediclinic Durbanville Day Clinic Medicross Foreshore Day Hospital Medicross Monte Vista Clinic Medicross Tokai Panorama Laser Clinic Parow Medical & Dental Centre Renaissance Surgical Clinic Rose Cottage Somerset Aesthetic Clinic Strathmed Paediatric Dental Theatre The Surgical Institute Themban Theatre Wesfleur Private Clinic George Surgical Centre Hermanus Day Hospital Advanced Knysna Surgical Vidamed Day Hospital Oudtshoorn Cango Medicentre Cure Day Hospital St Stephen's Paarl Mediclinic Stellenbosch Day Clinic Wijnland Fertility Clinic Advanced Worcester Surgical Centre
George	
Hermanus	
Knysna	
Mossel Bay	
Oudtshoorn	
Paarl	
Stellenbosch	
Worcester	