

Hospitalisation



How hospital benefits work

Hospitalisation is paid at 100% of the Medihelp tariff*

- Your hospital cover has no overall annual limit.
- There may be procedure-specific co-payments for certain non-PMB procedures.
- Certain sub-limits or maximum benefit amounts apply, e.g. for prostheses.
- An 80% benefit (20% co-payment) will apply on a hospital admission that was not pre-authorised by Medihelp (non-emergencies).
- A 65% benefit (35% co-payment) will apply for Prime network and Necessé members who are voluntarily admitted to non-network hospitals.
- Emergency admissions must be authorised on the first working day after the admission and emergency admissions are subject to the definition for emergencies as specified in the Medical Scheme Act.

* MT – Medihelp tariff refers to the tariff paid by Medihelp for different medical services, and can include the contracted tariff for services agreed with hospitals or the Medihelp Dental Tariff for dental services.

How to pre-authorise your hospital admission

It is best to authorise your planned hospital admission well in advance. There are various ways to pre-authorise your hospital admission, including an automated authorisation system that provides immediate authorisation for 19 planned procedures 24 hours a day, seven days a week, for your convenience.

Information you will need to pre-authorise

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

Immediate e-authorisation

Procedures that can be immediately authorised:

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

E-authorisation process

Step 1 – Visit Medihelp's website at www.medihelp.co.za

Step 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 the member secured site.

Step 3 – Click the pre-authorisation 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-authorisation via SMS and an email with your reference number.

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 in hospital

Dental Risk Company (DRC) manages Medihelp's dental benefits, and you can phone them directly to pre-authorise in-hospital/day clinic for dental procedures. They will also be able to tell you if your benefit option covers the proposed treatment.

The DRC consultants will need the following information:

- Your membership number
- The details of the patient
- The procedure and diagnosis codes (get these from your dentist)
- The treating dentist's details
- The details of the hospital or day clinic to which the patient will be admitted
- The date and time of admission
- Details of the anaesthetist



Contact Dental Risk Company (DRC)

Tel: 012 741 5143

Email: auth@dentalrisk.com
enquiries@dentalrisk.com
claims@dentalrisk.com

086 0100 678
www.medihelp.co.za



Medihelp is an authorised financial services provider (FSP No 15738)