

LIBERTY MEDICAL SCHEME

We care. **For you**

Contact List and Escalation Procedures

FINANCIAL ADVISER CONTACT CENTRE		
Contact details	Tel: 0860 002 168 Email: intermediaries@libertyhealth.co.za Fax: +27 (21) 657 7581	
Postal address	Private Bag x35, Claremont, 7735	
Website	www.libmed.co.za	
ESCALATED REQUESTS		
Escalate 1st request to (after 48 hrs)	teamleader.intermediaries@libertyhealth.co.za	
Escalate 2nd request to (after 72 hrs)	teammanager.intermediaries@libertyhealth.co.za	
MEMBER/PROVIDER CONTACT CENTRE		
General administration, claims, contributions, new business follow up, card requests, change in member details.		
Contact details for general enquiries	Tel: 0860 002 163 Email: intermediaries@libertyhealth.co.za Fax: +27 (21) 657 7571	
Submission of new claims	Email: claims@libertyhealth.co.za Fax: +27 (21) 673 9583	
NEW BUSINESS		
New applications: Individuals	Email: newbusiness@libertyhealth.co.za Fax: 021 657 7651	
New applications: Groups	Email: newgroups@libertyhealth.co.za Fax: 021 657 7651	
Return signed terms or outstanding requirements	newbusiness@libertyhealth.co.za	
Escalations	follow the escalated requests procedure after 48 hours	
BANKING DETAILS		
Liberty Medical Scheme	Account number 2404 02235	
Standard Bank, Claremont	Branch code 025109	
Reference	Membership number	
COMMISSION, ACCREDITATION AND FINANCIAL ADVISER APPOINTMENT		
Commission Contact Centre	Tel: 0860 266 647 Email: commissions@uniquepay.co.za	
CARECROSS (BONA PLUS OPTION ONLY)		
Contact Centre	0860 103 491	
Email queries	liberty@carecross.co.za	
Chronic Contact Centre	0860 102 182	
OTHER		
PRE-AUTHORISATION	0860 002 163	approvals@libertyhealth.co.za
CHRONIC MEDICATION	0860 002 163	chronicmed@libertyhealth.co.za
ONCOLOGY	0860 002 163	oncology@libertyhealth.co.za
AfA (HIV MANAGEMENT)	0860 100 646	afa@afadm.co.za
DENTAL RISK COMPANY (DRC) (Titan option only)	0861 115 057	auth@dentalrisk.com
Liberty Baby	0861 116 019	www.libmedbaby.co.za
ER24 emergency transportation	084 124 or +27 (0)10 205 3081 (outside the borders of SA)	www.er24.co.za
ER24 International Travel Insurance (option dependent):	Applicable only on Gold Focus, Gold Saver, Platinum Focus, Platinum Saver and Platinum Complete Options.	
	Policy wording detail ER24 on Local: International: Medical emergency Local: International:	010 205 3100 +27 10 205 3100 010 205 3100 +27 10 205 3100
PPN (Titan option only)	086 010 3529	www.ppn.co.za
Website (view statements, claims history, contribution payments, personal information and benefits and update certain personal details)	www.libmed.co.za	or send a BLANK e-mail to webmail@libertyhealth.co.za