

Suremed Shuttle Service & Escalations Process

<u>Query/Request</u>	<u>Dedicated Email to be used</u>	<u>SLA within Business hours (Mon – Fri 8am till 5pm Sat 8-12pm)</u>
Mobile App	Link for Android: https://play.google.com/store/apps/details?id=za.co.mip.suremedshuttle Link for iOS: https://apps.apple.com/za/app/suremed-shuttle-plan/id1492722421s	
Contracted Network Provider	https://www.primecure.co.za/provider-search	
Policy Schedule Request (membership certificate) Policy status query- (active/terminated, dependants loaded)	membership@Suremedhealth.co.za or call 0860 080 888	We aim to respond to all queries within 2 working days.
Claims Query	correspondence@primecure.co.za	We aim to respond to all queries within 8 working hours.
Claims Refund	refunds@primecure.co.za	We aim to respond to all queries within 8 working hours. Member to complete refund form online: https://www.primecure.co.za/refund-request-form/
Mobile Applications Queries	dashboardlogin@kaelo.co.za or call 0861 665 665	We aim to respond to all queries within 8 working hours.
Optometrist Queries/Authorisation	Optical@primecure.co.za	We aim to respond to all queries within 8 working hours. Providers to complete form online: https://www.primecure.co.za/optometry-authorisation-form/
Dentist Queries/Authorisation	Dental.preauthorisations@primecure.co.za or call 0861 665 665	We aim to respond to all queries within 8 working hours.
Specialists Queries/Authorisation	casemanager@primecure.co.za or call 0861 665 665	We aim to respond to all queries within 8 working hours. Providers to complete form online: https://www.primecure.co.za/specialist-referral-form/
GP Nomination & Changes	nominatemygp@primecure.co.za	We aim to respond to all queries within 8 working hours. Member to complete form online: https://www.primecure.co.za/change-my-gp/
Benefits & Limit Queries	Support@primecure.co.za or call 0861 665 665	We aim to respond to all queries within 8 working hours.
Chronic Medication Application	pcauth@mediscor.co.za	We aim to respond to all queries within 8 working hours. Member to complete form online: https://www.primecure.co.za/cdl-chronic-application-form-2/
HIV Medication	hivdmp@primecure.co.za	We aim to respond to all queries within 8 working hours. Member to complete form online: https://www.primecure.co.za/hiv-disease-management-programme-registration/
Clinical Escalations & Ex Gratia cases	clinicalreview@primecure.co.za	Guarantee of Payments – 4 working hours General Clinical Enquiries – 8 working hours Exception Ex Gratia_5 – 20 working days
Escalations	escalations@primecure.co.za	We aim to respond to all queries within 4 working hours.