



BANKMED CHECKLIST

Useful information to have on hand when you call us

Update your contact details and request claim statements, savings balances, membership cards and forms without needing to speak to an agent.

To save time when you contact us, have the following information ready:

1 FOR HOSPITAL PRE-AUTHORISATION

(Your treating doctor should be able to give you the information requested below.)

- ▶ The **treating doctor's name and practice number**
- ▶ The **name of the hospital** to which you (or your dependant) will be admitted
- ▶ The **initials, surname and date of birth** of the patient
- ▶ The **planned admission date** and how long your hospital stay is expected to be
- ▶ The **diagnosis code/s** (also referred to as ICD-10 codes)
- ▶ Any **tariff codes and procedure codes** that will be used

2 FOR ACCOUNT /PAYMENT QUERIES (CLAIMS)

- ▶ **Copy of the account and/or Bankmed claims statement**
- ▶ **Service provider's name and practice number** (This will appear on the account.)
- ▶ **Date of service** (Actual date on which the service was rendered.)
- ▶ **Name of patient** (This becomes necessary when more than one patient was treated.)
- ▶ **Tariff code/s** (These should appear on the account.)

3 FOR GENERAL QUERIES

- ▶ **Your BANKMED member number** (This is printed on your membership card.)
- ▶ **Your RSA identity number** (For security reasons, the agent will need your ID number to verify that you are who you say you are.)

4 FOR BENEFIT QUOTATIONS

(To avoid misunderstandings, we prefer to respond in writing to written quotations from treating doctors but telephonic quotations can be provided on request.)

- ▶ A copy of the **doctor's quotation** (This will usually contain all further details mentioned below. Please tell us if the doctor is going to perform multiple procedures under one anaesthetic.)
- ▶ The treating **doctor's name and practice number**
- ▶ The **diagnosis code/s** (also referred to as ICD-10 codes)
- ▶ **Tariff and procedure code** for each service that will be rendered
- ▶ The **number of times each service will be performed** or each tariff code will be charged (For example, if the doctor will be removing multiple lesions under one anaesthetic, we need to know how many lesions will be removed.)

CALL CENTRE SELF-HELP FACILITY 0800-BANKMED (0800-226-5633)

Have your membership number and ID number on hand.

WEB-BASED SELF-HELP FACILITY (CUSTOMER ONLINE) www.bankmed.co.za

Log in with your membership number and secure PIN. If you haven't registered for a PIN, you'll be prompted the first time you log in.