

BANKMED NUMBERS

When you need to get in touch

Bankmed Emergency Services

Telephone 0860-999-911

Customer Services

- ▶ **Telephone** (toll-free)
0800-Bankmed
(0800-226-5633)
- ▶ **Fax** 021-527-1926
- ▶ **Email**
enquiries@bankmed.co.za
- Pensioners** pensioners@bankmed.co.za
- ▶ **Post** Bankmed, Private Bag X2, Rivonia, 2128

To Submit a Claim

- (Incl your membership number and ensure all claims are legible)
- ▶ **Fax** 021-527-1940
 - ▶ **Email** claims@bankmed.co.za
 - ▶ **Post** Bankmed Claims, Private Bag X2, Rivonia, 2128

Pre-authorisation for hospitalisation, MRI/CT scans and radionucleotide scans

- Telephone** (toll-free)
0800-Bankmed
(0800-226-5633)
- ▶ **Fax** 021-527-1928
- ▶ **Email** treatment@bankmed.co.za
- ▶ **Post** Bankmed Claims, Private Bag X2, Rivonia, 2128

HIV/Aids confidential line

- ▶ **Telephone** (toll-free)
0800-Bankmed
(0800-226-5633)

Oncology treatment programme

- ▶ **Telephone** (toll-free)
0800-Bankmed
(0800-226-5633)
- ▶ **Fax** 011-539-5417
- ▶ **Email**
oncology@bankmed.co.za

Bankmed DSPs info

- ▶ **Website**
www.bankmed.co.za
(select 'Network Providers')

Baby-and-Me maternity programme

- ▶ **Telephone** (toll-free)
0800-Bankmed
(0800-226-5633)
- ▶ **Fax** 011-529-6485
- ▶ **Email**
babyandme@bankmed.co.za



Medicine advisory services programme

- Authorisation for chronic medicines
- ▶ **Telephone** (toll-free)
0800-Bankmed
(0800-226-5633)

Essential and Basic plans

- ▶ **Email**
chronicbasicesential@bankmed.co.za
- ▶ **Fax**
011-539-7000

Core Saver, Traditional, Comprehensive and

Plus plans

- ▶ **Email**
chronic@bankmed.co.za
- ▶ **Fax**
011-770-6247
- ▶ Or have your doctor or pharmacist call 0800-Bankmed (0800-226-5633) for all plans. Medical professionals can call 0800-132-345 directly for Core Saver, Traditional, Comprehensive and Plus plans (this number is available only for medical professionals)

SELF-HELP ENQUIRIES

- ▶ **Allows you to obtain or request information and update your personal details without speaking to an agent**
- ▶ **Telephonic self-help 0800-Bankmed (0800-226-5633)**
- ▶ **Web-based self-help (customer online) www.bankmed.co.za**
- Sign in with your username and password (you will be prompted to register the first time you sign in)**
- ▶ **Mobi-site m.bankmed.co.za**
- ▶ **Bankmed mobile app**
- Download the Bankmed mobile app to your smartphone or feature phone and follow the prompts. You can download the app from the various app stores or visit www.bankmed.co.za for instructions.**

FRAUD LINE

Telephone:
0800-004-500
Email: reportfraud@bankmed.co.za

