

## Contact us

Please use the following contact details when you need to get in touch.

### For emergency ambulance services, contact Discovery 911:

- **Telephone** 0860 999 911

### To obtain pre-authorisation for a hospital admission, MRI, CT scan or radionuclide scan:

- **Telephone (toll-free from a Telkom landline)**  
0800 BANKMED (0800 226 5633)
- **Fax** 021 527 1928
- **E-mail** treatment@bankmed.co.za

### To obtain authorisation for chronic medication (Medicine Advisory Services Programme):

- **Telephone (toll-free from a Telkom landline)**  
0800 BANKMED (0800 226 5633)

### Core Saver, Traditional, Comprehensive and Plus Plans:

- **E-mail** chronic@bankmed.co.za
- **Fax** 011 770 6247

### Essential and Basic Plans:

- **E-mail** chronicbasicesential@bankmed.co.za
- **Fax** 011 539 7000
- Your **pharmacist** may contact our Call Centre 0800 BANKMED (0800 226 5633) for all Plans.
- Medical professionals may call 0800 132 345 directly for **Core Saver, Traditional, Comprehensive and Plus Plans**

### To submit a claim (remember to include your membership number and to ensure that all claims are legible):

- **E-mail** claims@bankmed.co.za
- **Fax** 021 527 1940
- **Post** Bankmed Claims, PO Box 1242, Cape Town, 8000

### To find information on our Designated Service Providers (DSPs):

- **Website** www.bankmed.co.za (Select "Network Providers")
- **Bankmed App** (Select "Find a Healthcare Provider")

### For customer service enquiries, requests or complaints:

- **Telephone (toll-free from a Telkom landline)**  
0800 BANKMED (0800 226 5633)
- **E-mail**  
**Active employees:** enquiries@bankmed.co.za  
**Pensioners:** pensioners@bankmed.co.za
- **Fax** 021 527 1926
- **Post** Bankmed Customer Services, PO Box 1242, Cape Town, 8000

### For self-help enquiries:

Try our easy-to-use App, telephonic or web-based facilities to obtain or request information and to update personal details without having to speak to an agent.

- **Telephonic self-help facility**  
0800 Bankmed (0800 226 5633) – log in with your membership number and ID number.
- **Web-based self-help facility**  
www.bankmed.co.za – sign in with your username and password; if you haven't registered before you will be prompted to register the first time you sign in.

- **Bankmed 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 may download the App from the different App stores, or visit the Bankmed website www.bankmed.co.za for instructions.

NB: If you have registered via the website, you will need to use the same log in details for the Bankmed App.

### To register on our HIV/AIDS Programme (confidentiality guaranteed):

- **Telephone** 0800 BANKMED (0800 226 5633)

### To register on the Baby-and-Me Maternity Programme:

- **Telephone (toll-free from a Telkom landline)**  
0800 BANKMED (0800 226 5633)
- **E-mail** babyandme@bankmed.co.za
- **Fax** 011 529 6485

### To register on the Oncology Treatment Programme:

- **Telephone (toll-free from a Telkom landline)**  
0800 BANKMED (0800 226 5633)
- **E-mail** oncology@bankmed.co.za
- **Fax** 011 539 5417

### To report fraud:

- **Call** 0800 004 500
- **E-mail** bankmed@tip-offs.com