Emergency treatment in a casualty ward

Did you know Fedhealth is one of the few schemes that pay for trauma procedures from the Core Benefit Bundle. However, a co-payment of R570 per visit for non-PMB conditions will apply on maxima EXEC, maxima EXECoct, flexiFED 4, flexiFED 4oct, flexiFED 4oct, flexiFED 3oct, flexiFED 3oct, flexiFED 2oct, flexiFED 2oct, flexiFED 2oct, flexiFED 1oct and myFED.

According to the rules of the scheme, a trauma or emergency treatment is defined as a physical injury caused to the body by an external force, which requires immediate attention or, for life threatening conditions, that requires immediate hospitalisation after treatment in the trauma unit.

Claims will be paid from risk if...
- A member visits the trauma unit of a clinic or hospital with an ailment other than a life threatening condition and is not admitted immediately into hospital.

These claims will be paid from the Day-to-Day benefit as normal GP consultations.

Trauma incidents must be authorised by the Authorisation Centre

The member, member’s family or hospital must contact the Authorisation Centre on 0860 002 153 within 2 working days of treatment taking place to get an authorisation number. If authorisation is not obtained, all claims will be paid from the member’s Day-to-Day benefit, and not from the Core Benefit Bundle.

The authorisation number is important!

The authorisation number must appear on all claims relating to the trauma incident if they are to be paid from the Core Benefit Bundle. This also helps speed up claims processing for payment.

CLAIMS WILL NOT BE PAID FROM RISK IF...
- A member visits the trauma unit of a clinic or hospital with an ailment other than a life threatening condition and is not admitted immediately into hospital.

**CONTACT NUMBERS**

Please call **0860 002 153** for all general enquiries and customer care assistance, including benefit and limit confirmation and document requests, as well as Hospital authorisations, chronic medication enquiries and oncology related authorisations.

<table>
<thead>
<tr>
<th>Service</th>
<th>Contact Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Disease Management</td>
<td>0860 101 306</td>
</tr>
<tr>
<td>Europ Assistance</td>
<td>0860 333 432</td>
</tr>
<tr>
<td>MVA Third Party Recovery Department</td>
<td>0800 117 222</td>
</tr>
<tr>
<td>Fedhealth Baby</td>
<td>0861 116 016</td>
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**DISCLAIMER:** This document is a summary for information purposes only and does not supersede the rules of the Scheme. In the event of any discrepancy between this summary and the Rules, the Rules will prevail. A copy of the Rules is available on request.