

ZOOM



Self-service channels available to Fedhealth members

We'd like to remind you of all the convenient ways you can get in touch with Fedhealth to manage those simple, everyday things you might need from the Scheme like tax certificates, or to submit a claim. We've launched these platforms to help members, who are mostly tech-savvy these days, manage their membership with a few swipes or clicks.

For all your medical aid requirements, please submit your first-time request to Fedhealth

Fedhealth Customer Contact Centre: 0860 002 153 and email: member@fedhealth.co.za

Claims submission: claims@fedhealth.co.za

Chronic Medicine Management: cmm@fedhealth.co.za

Disease Management: dm@fedhealth.co.za

Fedhealth Baby: 0861 116 016 and info@babyhealth.co.za
or visit www.babyhealth.co.za

Fedhealth Paed-IQ: 0860 444 128

Fraud Hotline: 0800 112 811

MVA Third Party Recovery Department: 0800 117 222

Oncology Programme: 0860 100 572 and cancerinfo@fedhealth.co.za



Electronic solutions to help you find tax certificates, membership certificates, member statements, member claims, electronic membership cards and more:



Fedhealth Family Room and **LiveChat** via www.fedhealth.co.za



Fedhealth WhatsApp on 060 070 2479, type 'hi' to get the conversation started



MediTaxi:
Tel: 0860 333 432
press 5 for the point-to-point service



USSD:
Dial *134*999*memberno#



Fedhealth Member App - download it from the Google Play Store, Huawei App Gallery and Apple App store

CONTACT DETAILS

For more information, please visit fedhealth.co.za, or use the Fedhealth Family Room, WhatsApp service or Fedhealth Member App. You can also call the Fedhealth Customer Contact Centre on **0860 002 153**.

Disease Management	⋮	Europ Assistance	⋮	MVA Third Party Recovery Department	⋮	Fedhealth Baby
0860 101 306		0860 333 432		012 431 9718		0861 116 016



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.