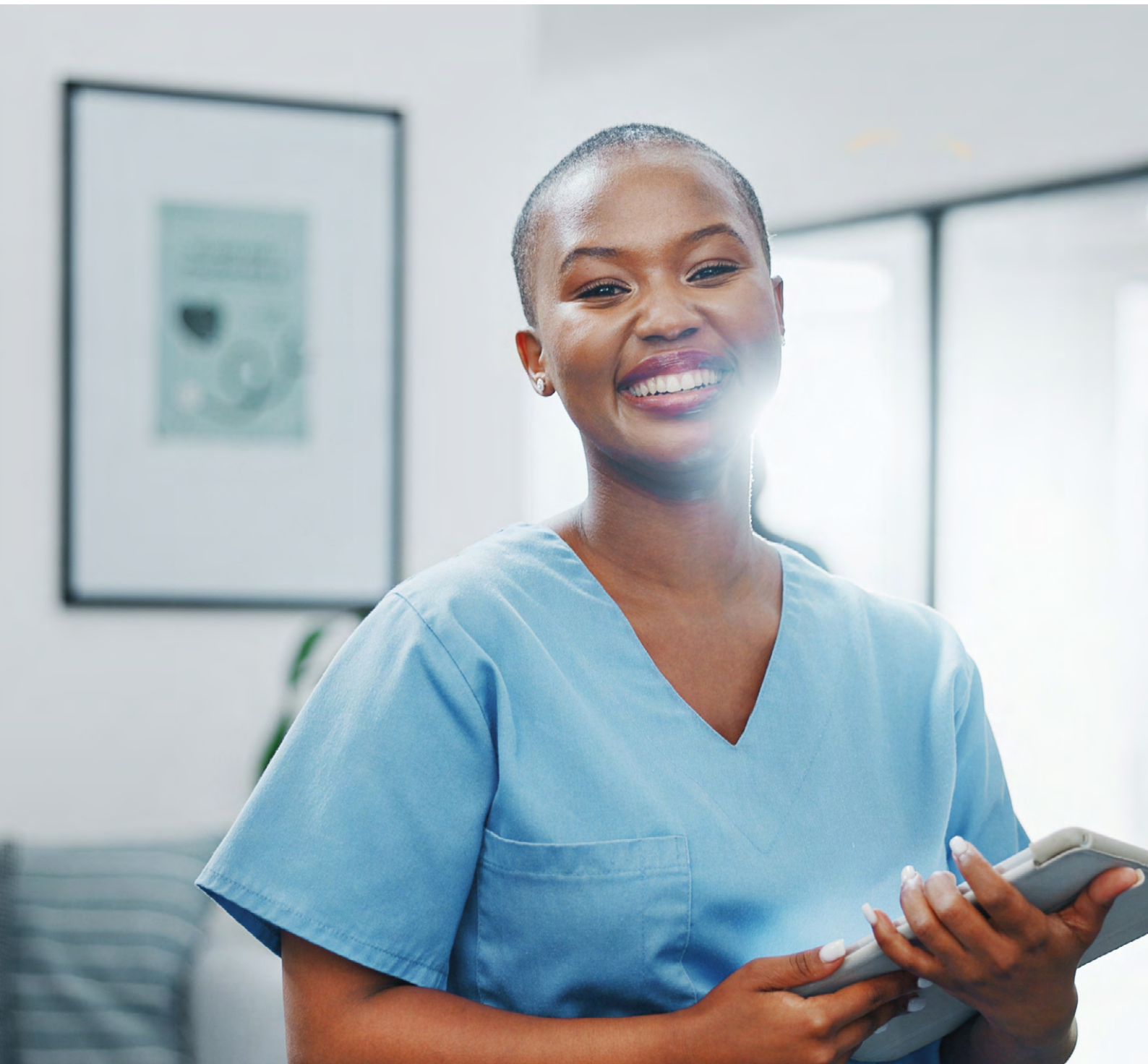




Making **Private Healthcare** Affordable
and Accessible for all South Africans.



Hospital Manual 2024

This is not a Medical Scheme and the cover is not the same as that of a Medical Scheme.
This Policy is not a substitute for Medical Scheme membership.
Prime Cure is 100% owned by Kaelo Simply Healthcare and is an accredited managed healthcare services provider.



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Membership Cards



Plan Type

Insured Parties			
Insured No.	Name and Surname	Date of Birth	Benefit Date

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ID Number

Plan Type

Insured Parties			
Insured No.	Name and Surname	Date of Birth	Benefit Date
00	Name and Surname	0000/00/00	0000/00/00
01	Name and Surname	0000/00/00	0000/00/00
02	Name and Surname	0000/00/00	0000/00/00
03	Name and Surname	0000/00/00	0000/00/00
04	Name and Surname	0000/00/00	0000/00/00

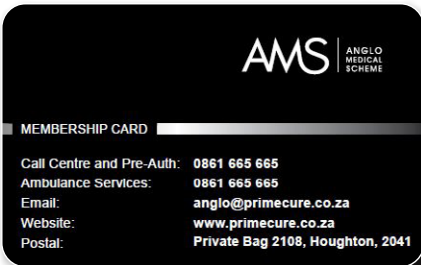
CENTRIQ Kaelo



Plan Type

Dependants			
Dependant No.	Name and Surname	Date of Birth	Benefit Date

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Plan Type

Insured Parties			
Insured No.	Name and Surname	Date of Birth	Benefit Date
00	Name and Surname	0000/00/00	0000/00/00
01	Name and Surname	0000/00/00	0000/00/00
02	Name and Surname	0000/00/00	0000/00/00
03	Name and Surname	0000/00/00	0000/00/00
04	Name and Surname	0000/00/00	0000/00/00

Emergency Department



Scheme Members and Insurance Policyholders are required to authorise their **Emergency Department** visit with a **Kaelo Hospital Case Manager** by calling **0861 665 665** and following the voice prompts. **Details for the Member or Policyholder** and the event requiring authorisation **must be verified by Kaelo Hospital Case Manager**.

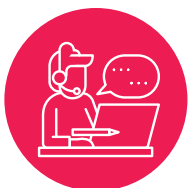


Authorisation will only be approved if the Member or Policyholder has an active Plan or Policy and if the event is a covered Benefit. Authorisation must be requested from **Kaelo within 72 hours of the event** to be considered for funding. The authorised amount is determined by the Member or Policyholder's **individual Benefit limits**.



The authorised amount for an Emergency Department visit **covers all facility and associated costs up to the Benefit limit**. If an **individual requires transfer to a State Facility** after stabilisation in an Emergency Department, **Kaelo will cover** the cost of emergency transportation.

Hospital Admission



Scheme Members and Insurance Policyholders are **required to authorise their hospital admission** with a **Kaelo Hospital Case Manager** by calling **0861 665 665** and following the voice prompts. **Details of the event** requiring authorisation must be **verified by a hospital employee and a Kaelo Hospital Case Manager**.



Authorisation will only be approved if the Member or Policyholder has an active Plan or Policy and if the event is a covered Benefit. Authorisation must be requested from **Kaelo within 72 hours of the event** to be considered for funding. The authorisation amount is determined by the Member or Policyholder's **individual Benefit limits**.



The authorised amount for a hospital admission **covers all facility and associated costs up to the benefit limit**. When the benefit limit is reached, the Member or Policyholder will be **moved to a State Facility or will be liable for the additional costs** of the admission if they **remain in a private hospital**. **Kaelo will cover the cost of ambulance transportation** to a State Facility when the benefit limit is reached if required.

Contact Information

* Member verification during office hours is available by calling 0861 665 665 or by registering on the Prime Cure Dashboard on www.primecure.co.za "Dashboard Login" under the Provider tab.

Contact Details

The following contact details can be used for both scheme members and insurance Policyholders during and after office hours.

Telephone: 0861 665 665

Follow telephonic prompts to request authorisation for the emergency department visit or hospital admission.

Email: primecure@mhs.co.za

Submit details for the emergency department or hospital authorisation request and supporting documents via email.

Queries

Clinical queries on an existing case:
clinicalreview@primecure.co.za

All other **non-clinical queries:**
escalations@primecure.co.za

