

## Suremed Shuttle Service & Escalations Process

<u>Query/Request</u>	<u>Dedicated Email to be used</u>	<u>SLA within Business hours (Mon – Fri 8am till 5pm Sat 8-12pm)</u>
Mobile App	Link for Android: <a href="https://play.google.com/store/apps/details?id=za.co.mip.suremedshuttle">https://play.google.com/store/apps/details?id=za.co.mip.suremedshuttle</a> Link for iOS: <a href="https://apps.apple.com/za/app/suremed-shuttle-plan/id1492722421s">https://apps.apple.com/za/app/suremed-shuttle-plan/id1492722421s</a>	
Contracted Network Provider	<a href="https://www.primecure.co.za/provider-search">https://www.primecure.co.za/provider-search</a>	
Policy Schedule Request (membership certificate) Policy status query- (active/terminated, dependants loaded)	<a href="mailto:membership@Suremedhealth.co.za">membership@Suremedhealth.co.za</a> or call 0860 080 888	We aim to respond to all queries within 2 working days.
Claims Query	<a href="mailto:correspondence@primecure.co.za">correspondence@primecure.co.za</a>	We aim to respond to all queries within 8 working hours.
Claims Refund	<a href="mailto:refunds@primecure.co.za">refunds@primecure.co.za</a>	We aim to respond to all queries within 8 working hours. Member to complete refund form online: <a href="https://www.primecure.co.za/refund-request-form/">https://www.primecure.co.za/refund-request-form/</a>
Mobile Applications Queries	<a href="mailto:dashboardlogin@kaelo.co.za">dashboardlogin@kaelo.co.za</a> or call 0861 665 665	We aim to respond to all queries within 8 working hours.
Optometrist Queries/Authorisation	<a href="mailto:Optical@primecure.co.za">Optical@primecure.co.za</a>	We aim to respond to all queries within 8 working hours. Providers to complete form online: <a href="https://www.primecure.co.za/optometry-authorisation-form/">https://www.primecure.co.za/optometry-authorisation-form/</a>
Dentist Queries/Authorisation	<a href="mailto:Dental.preauthorisations@primecure.co.za">Dental.preauthorisations@primecure.co.za</a> or call 0861 665 665	We aim to respond to all queries within 8 working hours.
Specialists Queries/Authorisation	<a href="mailto:casemanager@primecure.co.za">casemanager@primecure.co.za</a> or call 0861 665 665	We aim to respond to all queries within 8 working hours. Providers to complete form online: <a href="https://www.primecure.co.za/specialist-referral-form/">https://www.primecure.co.za/specialist-referral-form/</a>
GP Nomination & Changes	<a href="mailto:nominatemygp@primecure.co.za">nominatemygp@primecure.co.za</a>	We aim to respond to all queries within 8 working hours. Member to complete form online: <a href="https://www.primecure.co.za/change-my-gp/">https://www.primecure.co.za/change-my-gp/</a>
Benefits & Limit Queries	<a href="mailto:Support@primecure.co.za">Support@primecure.co.za</a> or call 0861 665 665	We aim to respond to all queries within 8 working hours.
Chronic Medication Application	<a href="mailto:pcauth@mediscor.co.za">pcauth@mediscor.co.za</a>	We aim to respond to all queries within 8 working hours. Member to complete form online: <a href="https://www.primecure.co.za/cdl-chronic-application-form-2/">https://www.primecure.co.za/cdl-chronic-application-form-2/</a>
HIV Medication	<a href="mailto:hivdmp@primecure.co.za">hivdmp@primecure.co.za</a>	We aim to respond to all queries within 8 working hours. Member to complete form online: <a href="https://www.primecure.co.za/hiv-disease-management-programme-registration/">https://www.primecure.co.za/hiv-disease-management-programme-registration/</a>
Clinical Escalations & Ex Gratia cases	<a href="mailto:clinicalreview@primecure.co.za">clinicalreview@primecure.co.za</a>	Guarantee of Payments – 4 working hours General Clinical Enquiries – 8 working hours Exception Ex Gratia_5 – 20 working days
Escalations	<a href="mailto:escalations@primecure.co.za">escalations@primecure.co.za</a>	We aim to respond to all queries within 4 working hours.
Underwriting	<a href="mailto:membership@suremed.co.za">membership@suremed.co.za</a>	We aim to respond to all queries within 2 working days.

\*Billing note – Private members are billed in advanced & members part of a group are billed in arrears.