



## Contact details

### Medscheme Client Service Centres

For personal assistance, visit one of the following Medscheme Client Service Centres.

These branches are open Mon - Thurs: 07h30 - 17h00, Fri: 09h00 - 17h00, Sat: 08h00 - 12h00.

**Bloemfontein** : Medical Suites 4 and 5, First Floor, Middestad Mall, Corner West Burger and Charles Streets

**Cape Town**: Shop 6, 9 Long Street, Cnr Long & Waterkant Street, Cape Town

**Durban**: Ground Floor, 102 Stephen Dlamini Road, Musgrave, Durban

**Pietermaritzburg**: Park Lane Shopping Centre, Shop 32B, 12 Chief Albert Luthuli Street, Pietermaritzburg

**Port Elizabeth**: 1st Floor, Block 6, Greenacres Office Park, 2nd Avenue, Newton Park

**Pretoria**: Nedbank Plaza, Ground Floor, Shop 17, 631 Steve Biko Street, Arcadia

**Roodepoort**: Shop 21 & 22, Flora Centre, Cnr Ontdekkers and Conrad Roads, Florida North, Roodepoort

**Vereeniging**: 27 Grey Avenue

**Worcester**: 45 Church Street, Worcester

### Contact us

Fedhealth Customer Contact Centre

Monday to Thursday 08h30 - 17h00

Friday 09h00 - 17h00

**Tel:** 0860 002 153

**Email:** member@fedhealth.co.za

**Claim submission:** claims@fedhealth.co.za

**Web:** www.fedhealth.co.za

**Postal address:** Private Bag X3045, Randburg 2125

### Hospital Authorisation Centre

Monday to Thursday 08h30 - 17h00

Friday 09h00 - 17h00

**Tel:** 0860 002 153

**Email:** authorisations@fedhealth.co.za

**Web:** www.fedhealth.co.za

### Alignd

**Tel:** 0860 100 572

**Email:** referrals@alignd.co.za

### Ambulance Services

Europ Assistance

**Tel:** 0860 333 432

### Aid for AIDS

Monday to Friday 08h00 - 17h00

**Tel:** 0860 100 646

**Email:** afa@afadm.co.za

**Web:** www.aidforaids.co.za

**SMS (call me):** 083 410 9078

## CONTACT DETAILS

For more information, please visit [fedhealth.co.za](http://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  
0860 101 306

Europ Assistance  
0860 333 432

MVA Third Party Recovery Department  
012 431 9718

Fedhealth Baby  
0861 116 016



## Contact details

### Chronic Medicine Management

Monday to Thursday 08h30 - 17h00

Friday 09h00 - 17h00

**Tel:** 0860 002 153

**Email:** [cmm@fedhealth.co.za](mailto:cmm@fedhealth.co.za)

**Postal address:** P O Box 38632 Pinelands 7430

### Disease Management

Monday to Friday 08h00 - 16h30

**Tel:** 0860 002 153

**Email:** [dm@fedhealth.co.za](mailto:dm@fedhealth.co.za)

### Fedhealth Baby

Monday to Friday 08h00 - 17h00

**Tel:** 0861 116 016

**Email:** [info@babyhealth.co.za](mailto:info@babyhealth.co.za)

**Web:** [www.babyhealth.co.za](http://www.babyhealth.co.za)

### Fedhealth Paed-IQ

24 hour service

**Tel:** 0860 444 128

### Fraud Hotline

**Tel:** 0800 112 811

### MVA Third Party Recovery Department

Monday to Friday 08h00 - 16h00

**Tel:** 0800 117 222

### MediTaxi

**Dial** \*130\*3272\*31#

### Oncology Disease Management

Monday to Friday 08h00 - 16h00

**Tel:** 0860 100 572

**Email:** [cancerinfo@fedhealth.co.za](mailto:cancerinfo@fedhealth.co.za)

**Postal address:** P O Box 38632, Pinelands, 7430

### SOS Call Me

**Dial** \*130\*3272\*31#

### USSD

\*134\*999\*memberno#

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