

HEALTH INSURANCE

t 011 781 4488
f 086 633 3761



STRATUM BENEFITS BUSINESS HOURS

Mon - Thurs 8:00 - 16:30
Fri 8:00 - 16:00
Sat 8:00 - 13:00
Call Centre for Health Insurance

QUERIES AND POLICY CHANGES

For policy amendments, benefit enquiries, option changes, adding or removing dependants or debit order changes, email:
✉ yoursupport@stratumbenefits.co.za

HEALTH INSURANCE CLAIMS

If you've paid for a medical service and need to claim back, email or fax:
✉ claims@unityhealth.co.za
f 011 706 5568
Standard turn-around time is 7 - 14 working days (subject to change)

ACCIDENT OR EMERGENCY

HERE'S WHAT TO DO:



Call **ER24** on **0861 366 006** and select **option 1** or press the **push-to-call ER24 button** in your App.



CLIENT VERIFICATION

ER24 will verify the membership of the person in need of help.



ER24 will assist with **ADVICE** and **EMERGENCY TRANSPORTATION** to the nearest hospital facility if needed.



ER24 will route the call to a case manager to assist with **PRE-AUTHORISATION**.



Remember to keep your membership card and form of identification on you if you don't have access to the App.



Call **011 781 4488** for general enquiries.



WHAT IS AN EMERGENCY?

Sudden and unexpected onset of a health condition that requires immediate medical treatment, e.g. heart attack.



WHAT IS AN ACCIDENT?

Bodily injury caused by violent accidental and external physical means, e.g. motor vehicle accident or falling.