

# How to Claim

## and other Frequently Asked Questions

### To see a doctor / GP

Find your closest doctor here:

[www.pamc.co.za/Essentialmed/LookUp](http://www.pamc.co.za/Essentialmed/LookUp)



### To get your medication

Go to any Clicks, Dischem, or Medirite+ Pharmacy



### To get an Ambulance

Call 0861 007 702 (option 1)



### Emergency Casualty for Illness (AFTER HOURS)



Always request pre-authorisation if you require treatment at the Emergency Room at a hospital, even if you are not going to be admitted.

Call 0861 007 702 (option 1)

### For Accident Authorisations



You or a family member must inform Sanlam Primary Care within 24 hours of the accident.

Contact 0861 007 702 to do so

## For reimbursement of a claim you have paid

If you have consulted with a doctor and paid for the visit/treatment upfront, and need to claim back from the insurer, the following is required:

- Reimbursement form to be completed (attached)
- Your Proof of Payment to the healthcare provider
- Please request a detailed account from the provider indicating the:
  - > Practice number
  - > Practice address detail
  - > Referring practice detail (if applicable)
  - > Tariff code
  - > ICD10 code
  - > Service date
  - > Claimed amount
  - > Patient information detail

Submit your claim and supporting documents to:  
[Sanlam.claims@afrocentric-ics.com](mailto:Sanlam.claims@afrocentric-ics.com)

