

CONTACT WITH SASOLMED MADE EASY:



sasolmed.co.za



0860 002 134



Sasolmed SasChat

- Chat in real-time with a consultant
- Attach documents
- Receive documents
- View your e-card

OWN YOUR TOMORROW



Access your Electronic Health Record on the member zone to get information on your medical condition, surgical procedures and medication.

Sasolmed EHR

Sasolmed Customer Services - 0860 002 134

Hours: Monday to Friday **08:00 to 17:00**, excluding public holidays

Email: enquiries@sasolmed.co.za

Fax: 0860 665 357

Sasolmed SasChat: Visit www.sasolmed.co.za and click on the chat bubble

Client Liaison Consultant (CLC): Face-to-face interaction at Sasol Operating Model Entities. Contact us for a CLC visiting your area.

24-hour Self-Help Facility – 0860 002 134

Dial 0860 002 134

Available 24 hours a day, seven days a week, 365 days a year, including weekends, public holidays and after-hours.

Follow the voice prompts to request membership certificates, your latest claims statements, tax certificates and other items any time of the day or night.

ER24 (Emergency Medical Services) - 084 124

Authorisations and extensions of hospitalisation - 0860 002 134

Monday to Friday: **08:00 to 17:00**, excluding public holidays

Email: authorisations@sasolmed.co.za

Pre-authorisation for chronic conditions and chronic medication benefits - 0860 002 134

Hours: Monday to Friday **08:00 to 17:00**, excluding public holidays

Email: chronic@sasolmed.co.za

Current claims submission

Post claims to:

Post: Sasolmed Claims, PO Box 2109, Bellville, 7535

Email: claims@sasolmed.co.za

Fax: 0860 665 357

For motor vehicle accident (Road Accident Fund) claims and enquiries – 0860 002 134

Email: MVA@sasolmed.co.za

Ex Gratia requests

Email: exgratia@sasolmed.co.za

Sasol Ethics Hotline - 0800 016 017

Confidential Fraud Hotline - 0800 000 436

Email: sasolmed@tip-offs.com

Registration for HIV/AIDS Management Programme – 0860 002 134

Hours: Monday to Friday **08:00 to 17:00**, excluding public holidays

Email: yourlife@sasolmed.co.za

Active Disease Risk Management - 0860 002 134

Email: adrm@sasolmed.co.za

Mental Health Member Care Call Centre - 0860 002 134

Email: mentalhealth@sasolmed.co.za

Oncology - 0860 002 134

Email: oncology@sasolmed.co.za

Dental and Orthodontic quotations - 0860 002 134

Email: (out of hospital) dental@sasolmed.co.za

(in hospital) authorisations@sasolmed.co.za

Paed IQ BabyLine (Child Health Advice Line) – 0860 666 112

Available 24 hours a day, seven days a week, 365 days a year, including weekends, public holidays and after-hours

Allen Carr (Smoking Cessation) - 0861 100 200

Easyway Clinics - National booking line

Website: www.allencarr.co.za

Registration on Weight Management Programme – 0860 002 134

Email: weightmanagement@sasolmed.co.za