



# **24 HOUR PRE-AUTHORISATION GUIDE**

# INTRODUCTION

The purpose of this guide is to assist you with navigating to the 24-hour pre-authorisation on the website.

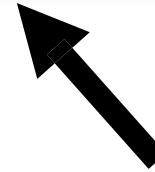
To access the website visit [www.medipos.co.za](http://www.medipos.co.za)

## Step 1

Type in the MEDiPOS Scheme's website address in your internet browser ([www.medipos.co.za](http://www.medipos.co.za))

The Google logo is displayed in its standard multi-colored font.A search bar with a rounded rectangular shape. On the left side, there is a small red and white icon. In the center, the text "www.medipos.co.za" is entered. On the right side, there is a small blue and red microphone icon.

[www.medipos.co.za](http://www.medipos.co.za)



# Step 2

## Click on the icon



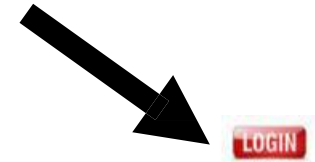
- Home
- Benefits
- Member Guide
- Newsletters
- Forms
- Fraud Policy
- Scheme Rules
- AGM Documents
- Managed Care
- Immunisation Formulary
- PMB Main List
- Dental Programme
- ICON
- Notice Board



### Home

#### Welcome to the MEDIPOS Medical Scheme website

This site offers you convenient access to important information regarding your benefits, all the applicable forms that you may need to complete, previous and current newsletters, as well as our contact details. The navigation to the left may be used to find your way around the site. We look forward to finding new and improved methods of providing you with friendly and efficient online services.



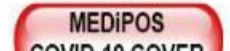
LOGIN

#### COVID-19 NEWS

09 April 2020

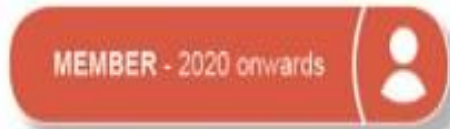


Click here for the South Africa's official Coronavirus (Covid-19) online news and information portal. In association with The Department of Health and the NHI.



# Step 3

## Click on the icon

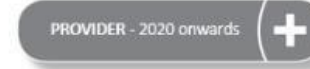
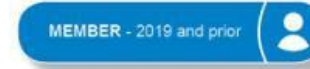
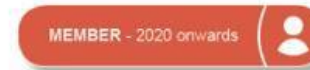


- Home
- Benefits
- Member Guide
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- Forms
- Fraud Policy
- Scheme Rules
- AGM Documents
- Managed Care
- Immunisation Formulary
- PMB Main List
- Dental Programme
- ICON
- Notice Board
- Complaints Process
- Council For Medical Schemes
- Provider Search
- Gallery



### Login

Please select a login option below



### Contact Us

**Client Services**  
Tel: 0860 100 078  
Fax: 0861 019 211

**Managed Care Services**  
(including hospital pre-  
authorisation & ICON)  
0860 100 078

**MEDIPOS Anti-fraud  
Hotline**  
Tel: 0800 112 811

**Email**  
enquiries@medipos.co.za



Click here for the South  
Africa's official Coronavirus  
(Covid-19) online news and  
information portal. In  
association with The  
Department of Health and  
the NHI.



## Step 4

Read the helpful information on this page and click on the icon

CLICK HERE TO LOGIN



## Login - 2020

Welcome to your new member login portal.

If this is your first time accessing the new portal, you will be required to register. Below is a guide to assist you with your registration:

- Select "Register/Forgot Password".
- Select "RSA Identity Number" or "Passport" depending on which form of identity you have supplied to the Scheme.
- Complete your "RSA Identity Number" or "Passport" number.
- Complete your email address which you have supplied to the Scheme.
- An OTP (one-time pin) will be emailed to you. You will be required to enter your OTP on the site where stipulated.
- Once you have entered your OTP and it has been validated, you will be instructed to create a password for future login.

Should you have any difficulty with registration please do not hesitate to contact our client services on 0860 100 078 for assistance.

CLICK HERE TO LOGIN



# Step 5

## Click on “LOGIN”

Post Office  
**MEDiPOS** Medical Scheme  
Putting your wellbeing first

[LOGIN](#) [REGISTER / FORGOT PASSWORD](#)

## LOGIN

You first need to register on this website before you log in. Your previous password from the old website will not work anymore. Please use your ID and preferred password to login.

Identity type  South African identity document  Passport

RSA identity number

Password

Login

## Step 6

Type in your ID or  
Passport number  
and Email address  
and  
click on icon

Login

Post Office  
**MEDIPOS** Medical Scheme  
Putting your wellbeing first

LOGIN REGISTER / FORGOT PASSWORD

### LOGIN

You first need to register on this website before you log in. Your previous password from the old website will not work anymore. Please use your ID and preferred password to login.

Identity type  South African identity document  Passport

RSA identity number

Password

Login

[Contact us](#) | [Disclaimer](#) | [Terms and Conditions](#)

For this purpose of this manual, the ID and password are test information



# Step 7

The system will now allow you to have access to your member profile.

The screenshot shows the 'MEMBER DETAILS' page of the Post Office MEDIPOS Medical Scheme. The page has a red header with the logo and navigation links: PROFILE, BENEFITS, PRE-AUTHORISATION, CLAIMS, YOUR RECORDS, and ADDITIONAL INFO. The main content area displays the following information:

- Product Name : OPTION A
- Membership Status : ACTIVE
- Group Name : SANLAM PENCARE 1/3 MEMBER

Below this information is an 'Updates' section with a blue header and a text box containing the instruction: 'Click [here](#) to grant access to a person you wish the administrator to share information with.'

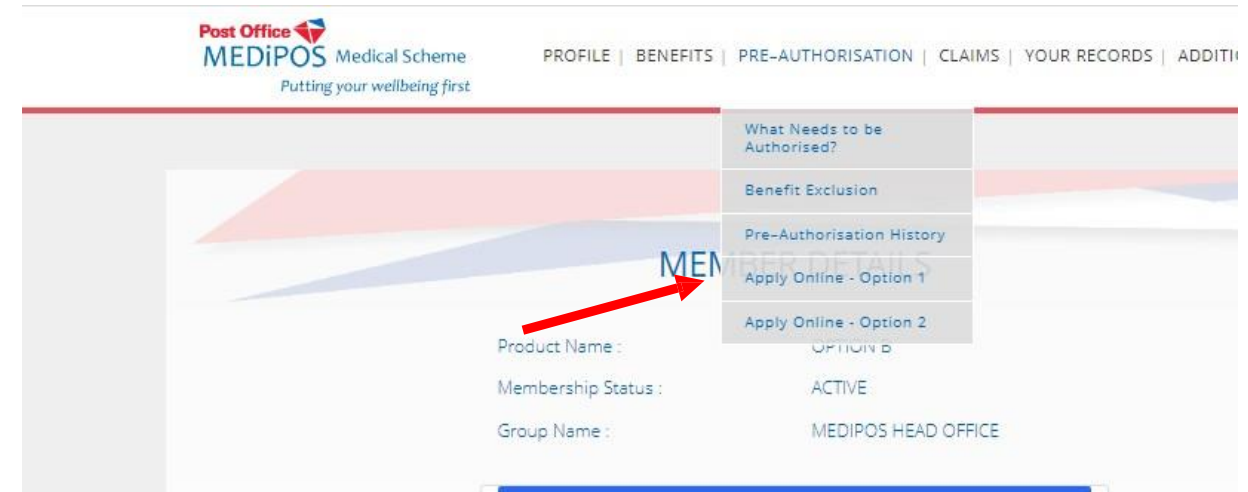
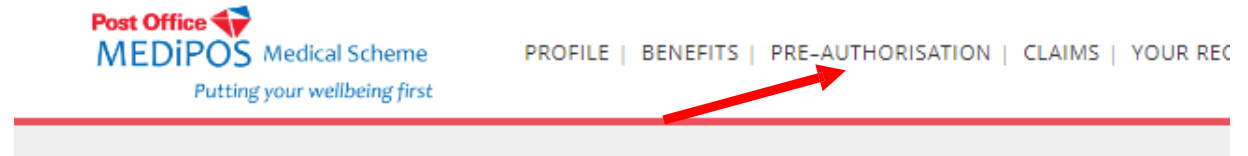
At the bottom, there is a 'Principal Member' section with a blue header and a table of fields:

Member :	
Member Number :	
Date Registered :	
Benefit Start Date :	
Email Address :	
Gender :	
Date Of Birth :	
ID Number :	
Marital Status :	

For this purpose of this manual, the principal member information area is blank.

## Step 8

Click on the Pre-  
authorisation tab to  
request for an  
authorisation to  
receive treatment  
/care in hospital.



**Step 9**  
You are required to complete all the information with a \* and you can complete the other information if you have it and click **APPLY**

Post Office MEDiPOS Medical Scheme  
Putting your wellbeing first

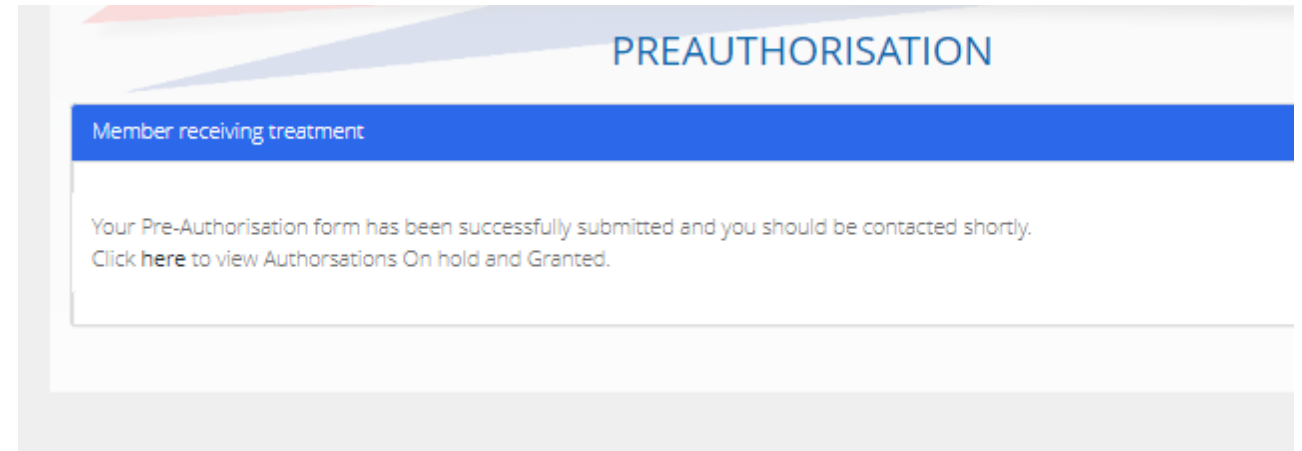
PROFILE | BENEFITS | PRE-AUTHORISATION | CLAIMS | YOUR RECORDS | ADDITIONAL INFO

## PREAUTHORISATION

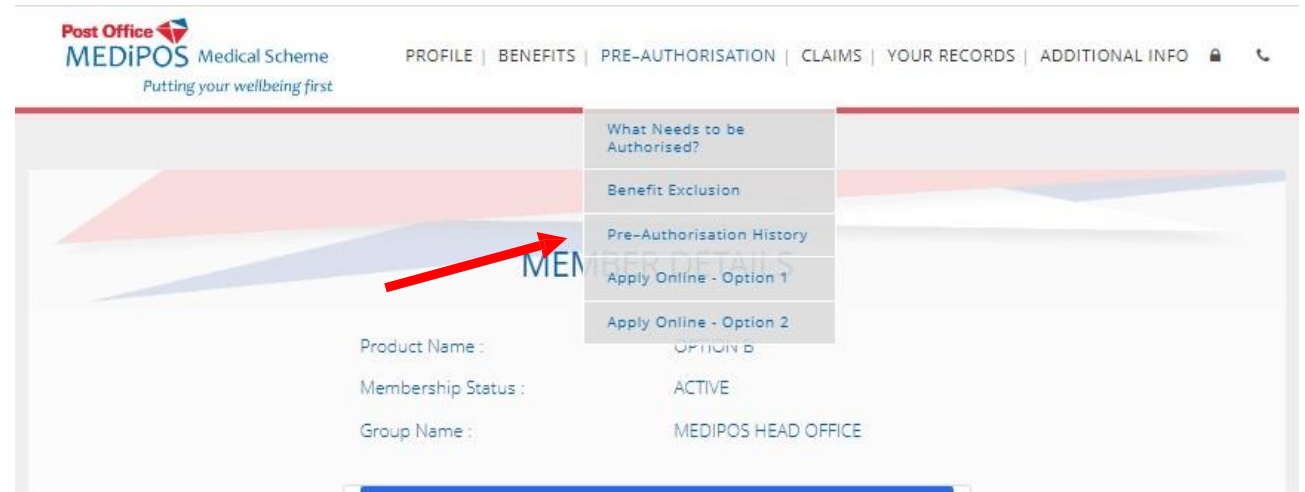
Member receiving treatment

Membership Number :	1045
Patient Name :	SIZAKELE SHANGE ▾
Patient Date of Birth :	1987/05/10
Date of Procedure * :	13 / Jul / 2022 ▾
Expected length of stay * :	2 ▾
Attending Doctor performing procedure * :	<input type="button" value="Search for Attending Doctor"/>
Attending Doctor Name * :	DR LYNETTE AUGUSTINE - 16 GYNAECOLOGY
Practice number * :	597902
Referring Doctor performing procedure :	<input type="button" value="Search for Referring Doctor"/>
Referring Doctor Name :	HART A - 14 GENERAL PRACTITIONER
Referring number :	1510231
Facility/Practice where procedure will be performed * :	<input type="button" value="Search for Facility"/>
Facility/Practice name * :	HILL CROFT PRIVATE HOSPITAL - 57 PRIVATE HOSPITALS

**Step 10**  
Once all the required  
information is  
submitted you will  
get the following  
message.



**Step 11**  
You can then go to  
Pre-Authorisation  
History to view the  
status for your  
authorisation.





# Step 12

This is the Pre-Authorisation History status for your authorisation.

MISS SIZAKELE SHANGE    MR LWAZI SHANGE

Authorisations granted to MISS SIZAKELE SHANGE

Case number	Admitting Facility	Practitioner	Status	Effective from	Effective to	Diagnosis
13322722	DR GILBERT ANYETEI		GRANTED	31 Jan 2019	09 Mar 2019	Not Disclosed
13320298	BRENTHURST CLINIC		GRANTED	18 Mar 2019	20 Mar 2019	Not Disclosed

Pre-Authorisations submitted for MISS SIZAKELE SHANGE

Case number	Admitting Facility	Practitioner	Status	Effective from	Effective to	Diagnosis
135####4	OLIVEDALE CLINIC		ON HOLD	01 Jul 2022	01 Jul 2022	Not Disclosed
135####5	OLIVEDALE CLINIC		ON HOLD	02 Jul 2022	02 Jul 2022	Not Disclosed
135####6	OLIVEDALE CLINIC		ON HOLD	02 Jul 2022	02 Jul 2022	Not Disclosed
135####7	HILLCREST PRIVATE HOSPITAL		ON HOLD	13 Jul 2022	14 Jul 2022	Not Disclosed

Your requested is currently being attended to

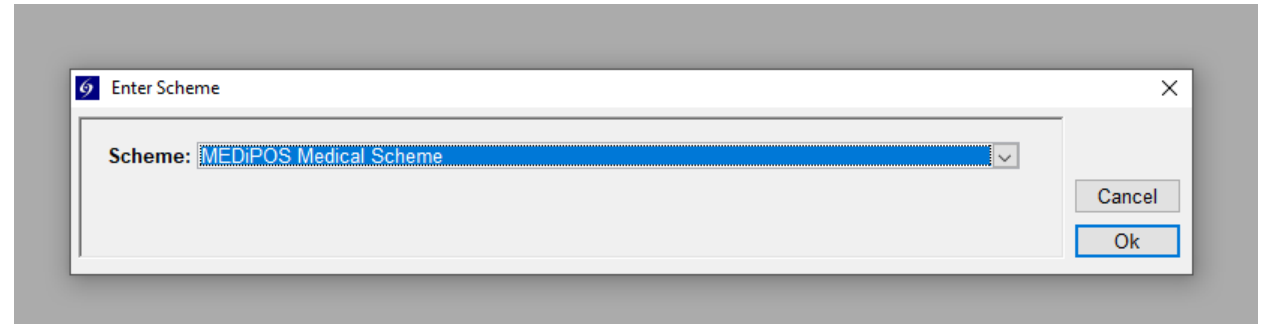
Pre-Authorisations not granted to MISS SIZAKELE SHANGE

Case number	Admitting Facility	Practitioner	Status	Effective from	Effective to	Diagnosis
133####0	DR GILBERT ANYETEI		NOT GRANTED	09 Mar 2019	09 Mar 2019	Not Disclosed
133####4	BRENTHURST CLINIC		NOT GRANTED	25 Mar 2019	26 Mar 2019	Not Disclosed

Please contact our Pre Authorisation Department

## Step 13

To get to the authorisation, you need to go on SHIFT + L on iMED, choose MEDiPOS Medical Scheme and Click OK.



# Step 14

The list shows all cases on an ON HOLD status. To identify the Web based authorisation requests, refer to the Reference Number column. It will show 'Web'

iMed Administration System [ JOANINE KNOETZE Logged On To Server - ZARDPICSTEST\IMEDTEST1 172.27.165.26,55337 ]  
File Edit View Administration General Maintenance Reporting Scheduling System Window Help

Case Action List

Case Number	Reference Number	Member Number	First Name	Last Name	Practice
13587447	P5002458497	18766346	MOSES	MAGODI	MEDICLINIC BLOEMFC
13588813		18756725	GERRIT	SMIT	RABIE J & PARTNERS
13589345		18879000	THABANG	SEBOGO	BUSAMED MODDERFC
13589875		18805941	NOMVUYISELO	KLAAS	NEW MERCANTILE HC
13594071	L7002077586	18791153	SINA	VAN DER MERWE	MEDICLINIC MIDSTREA
13594132	Q5006064654	18792949	HENDRIKA	STRYDOM	MEDICLINIC WELKOM
13594151	F7004669943	18768738	MARIANNA	DE GOEDE	MEDICLINIC -CAPE GA
13594259	Q5006065230	18856294	ZONGEZILE	MATYANE	MEDICLINIC WELKOM
13594268	D1010008888	18787721	ODETTE	OWEN	MEDICLINIC PANORAM
13594287	F7004672798	18780979	JAKOB	DE LA FONTYN	MEDICLINIC -CAPE GA
13594308		18750668	RONEL	COLYN	ST GEORGES HOSPIT.
13594333	N1003615137	18802201	UINICE	MOTAUNG	MEDICLINIC HOOGLAN
13594345	P5010010495	18854005	KELELLO	MATSELANE	MEDICLINIC BLOEMFC
13594432	R1004862993	18811420	VERONICA	ARENDS	MEDICLINIC GEORGE
13594444	Web	18745513	SIZAKELE	SHANGE	OLIVEDALE CLINIC
13594445	Web	18745513	SIZAKELE	SHANGE	OLIVEDALE CLINIC
13594446	Web	18745513	SIZAKELE	SHANGE	OLIVEDALE CLINIC
13594448	Web	18745173	GLODINE	NONG	BEDFORD GARDENS I
13594449	Web	18751591	HENRY	VAN DER WESTHUIZEN	BEDFORD GARDENS I
13594451	Web	18745513	SIZAKELE	SHANGE	HILLCREST PRIVATE H

Notes Case Management Member

Note As At	Note	Send	Estimated Cost	Note Type	
13 Jul 2022 14:30:40	Requested By Member(MemNum_Benfcnum) -- 18745513_0	NO	R .00	General	imedweb
13 Jul 2022 14:30:40	Primary ICD10 Code - I10	NO	R .00	General	imedweb
13 Jul 2022 14:30:40	Tariff Code(s) - 1507,5104,001	NO	R .00	General	imedweb
13 Jul 2022 14:30:40	Email Address -	NO	R .00	General	imedweb
13 Jul 2022 14:30:40	If Other Number - 0722265021	NO	R .00	General	imedweb
13 Jul 2022 14:30:39	Contact Number - OTHER	NO	R .00	General	imedweb
13 Jul 2022 14:30:39	Contact Name - SIZAKELE SHANGE	NO	R .00	General	imedweb
13 Jul 2022 14:30:39	Medical History -	NO	R .00	General	imedweb
13 Jul 2022 14:30:39	Name Of Procedure - Hypertension	NO	R .00	General	imedweb
13 Jul 2022 14:30:39	Length Of Stay - 2 Days	NO	R .00	General	imedweb