

Hospital Networks

Members on Option B Classic and Option C have access to hospitals on the MEDIPOS Hospital Network.

Planned admissions outside this network will attract an out-of-hospital deductible of R10 000. Voluntary PMB admissions outside the hospital network will be covered up to 80% of the Medical Scheme Rate for the hospital account.

This network will not apply to emergency admissions.

Network lists can change at any time. Please go to www.medipos.co.za for the most updated list.

Region	Hospital Name
Eastern Cape	LIFE ST DOMINICS HOSPITAL
	LIFE BEACON BAY HOSPITAL
	LIFE QUEENSTOWN PRIVATE HOSPITAL
	LIFE MERCANTILE HOSPITAL
	LIFE EAST LONDON PRIVATE HOSPITAL
	LIFE ST GEORGE'S HOSPITAL
	ROYAL PRIVATE MEDICAL HOSPITAL
	ST MARY'S PRIVATE HOSPITAL
	AURORA HOSPITAL
	HEROLIM PRIVATE HOSPITAL
	CARE CURE QUEENSTOWN (PTY) LTD
	METRO MATERNITY HOME
	CROSS-MED MTHATHA PRIVATE HOSPITAL
	MATATIELE PRIVATE HOSPITAL
Free State	LIFE ROSE PARK HOSPITAL
	RH MATJHABENG PRIVATE HOSPITAL
	AT SPECIALIST HOSPITAL (PTY) LTD
	CAIRNHALL HOSPITAL
	EMOYAMED BLOEMFONTEIN
	RIEMLAND CLINIC
	PASTEUR EYE HOSPITAL
Gauteng	LIFE BEDFORD GARDENS HOSPITAL
	LIFE WILGERS HOSPITAL
	LIFE DALVIEW HOSPITAL
	LIFE EUGENE MARAIS HOSPITAL
	LIFE THE GLYNNWOOD
	LIFE SPRINGS PARKLAND HOSPITAL

Region	Hospital Name
Gauteng	LIFE BRENTHURST HOSPITAL
	LIFE ROBINSON PRIVATE HOSPITAL
	LIFE GROENKLOOF HOSPITAL
	LIFE CARSTENHOF HOSPITAL
	LIFE FOURWAYS HOSPITAL
	LIFE ROSEACRES HOSPITAL
	LIFE FLORA HOSPITAL
	LIFE WILGEHEUWEL HOSPITAL
	LIFE SUIKERBOSRAND HOSPITAL
	LIFE FAERIE GLEN HOSPITAL
	RASLOUW PRIVATE HOSPITAL
	ZUID-AFRIKAANS HOSPITAL
	BOTSHILU PRIVATE HOSPITAL (SHOSHANGUVE)
	NELSON MANDELA CHILDRENS HOSPITAL
	LOUIS PASTEUR HOSPITAL
	CINTOCARE
	JOHANNESBURG SURGICAL HOSPITAL
	OXFORD MATERNITY UNIT
	OPTIMED EYE AND LASER CLINIC
	MIDVAAL PRIVATE HOSPITAL
	ARWYP MEDICAL CENTRE
	PRETORIA UROLOGY HOSPITAL
CORMED CLINIC	
Kwazulu- Natal	ISIPINGO HOSPITAL
	CITY HOSPITAL LTD
	DURDOC PRIVATE HOSPITAL
	ASCOT PARK HOSPITAL (DURBAN)
	LIFE CHATSMED GARDEN HOSPITAL
	LIFE MOUNT EDGECOMBE HOSPITAL
	LIFE WESTVILLE HOSPITAL
	LIFE HILTON PRIVATE HOSPITAL
	LIFE THE CROMPTON HOSPITAL
	LIFE ENTABENI HOSPITAL
	LIFE EMPANGENI PRIVATE HOSPITAL
	DAYMED PRIVATE HOSPITAL
	HIBISCUS HOSPITAL CATO RIDGE
	KWADUKUZA PRIVATE HOSPITAL
	SHELLY BEACH HOSPITAL
	CAPITAL SUPER SPECIALTY HOSPITALS
	AHMED AL-KADI PRIVATE HOSPITAL
	GRACE BIRTHING CENTRE
	MELOMED RICHARDS BAY PTY LTD
	ABAQULUSI PRIVATE HOSPITAL

Region	Hospital Name
Kwazulu- Natal	HIBISCUS HOSPITAL SCOTTBURGH (PRIVATE HOSPITAL)
	EDEN GARDENS PRIVATE HOSPITAL
	HIBISCUS HOSPITAL
	MIDLANDS MEDICAL CENTRE
Lesotho	WILIES HOSPITAL
Limpopo	HOEDSPRUIT PRIVATE HOSPITAL
	MEDLEB
	ZOUTPANSBERG PRIVATE HOSPITAL
	QUALITY CARE PRIVATE HOSPITAL
Maseru	MASERU PRIVATE HOSPITAL
Mpumalanga	LIFE MIDMED HOSPITAL
	LIFE COSMOS HOSPITAL
	RH PHODICLINIC
	EMALAHLENI PRIVATE HOSPITAL
	KIAAT PRIVATE HOSPITAL
	RH PIET RETIEF PRIVATE HOSPITAL (PTY) LTD
	SURGICLINIC
North West	LIFE PEGLERAE HOSPITAL
	LIFE ANNCRON HOSPITAL
	VRYBURG PRIVATE HOSPITAL HOLDCO (PTY) LTD
	THE FOUNTAIN PRIVATE HOSPITAL
	LESEGO PRIVATE HOSPITAL
	RUSTENBURG MEDI-CARE CENTRE
Northern Cape	KIMMED PRIVATE HOSPITAL PTY LTD
	HOSPITAL AT EKHAYA
	JANE KEYSER CLINIC
Western Cape	PENINSULA EYE HOSPITAL
	LIFE VINCENT PALLOTTI HOSPITAL
	LIFE KINGSBURY HOSPITAL
	LIFE BAY VIEW PRIVATE HOSPITAL
	LIFE KNYSNA PRIVATE HOSPITAL
	LIFE WEST COAST PRIVATE HOSPITAL
	MELOMED BELLVILLE
	RONDEBOSCH HEART CENTRE
	CAREWELL ROBERTSON PRIVATE HOSPITAL
	MELOMED TOKAI
	CAPE EYE HOSPITAL
	MELOMED MITCHELL'S PLAIN
	CRESTCARE MALMESBURY
	RONDEBOSCH MEDICAL CENTRE
MELOMED GATESVILLE	

Contact us for preauthorisation

You must obtain preauthorisation of certain procedures and any planned admission to a hospital before a procedure or planned admission takes place. It includes associated treatment or procedures performed when going to hospital. Whenever your healthcare provider plans to admit you to hospital, you must let us know at least three working days before you go to the hospital or day clinic.

Please note: If you don't preauthorise your admission, you will be liable for a R2 640 shortfall on the hospital account.

Call us on 0860 100 078 to get pre-authorisation. We will provide you with an authorisation number. Please give this number to the relevant healthcare provider and ask them to include this when submitting claims.

Contact us

You can call us on 0860 100 078 or visit www.medipos.co.za for more information. MEDiPOS Medical Scheme is committed to providing you with the highest standard of service and your feedback is important to us.

Complaints Process

You may lodge a complaint or query with MEDiPOS directly on 0860 100 078 or address a complaint in writing directly to the Principal Officer. Should your complaint remain unresolved, you may lodge a formal dispute by following the Scheme's internal disputes process.

Members who wish to approach the Council for Medical Schemes for assistance, may do so in writing to: Council for Medical Schemes Complaints Unit, Block A, Eco Glades 2 Office Park, 420 Witch-Hazel Avenue, Eco Park, Centurion, 0157 or email complaints@medicalschemes.co.za.
Customer Care Centre: 0861 123 267 / website: www.medicalschemes.co.za

01 | TO TAKE YOUR QUERY FURTHER:

If you have already contacted MEDiPOS and feel that your query has still not been resolved, please complete our online complaints form on www.medipos.co.za. We would also love to hear from you if we have exceeded your expectations.

02 | TO CONTACT THE PRINCIPAL OFFICER:

If you are still not satisfied with the resolution of your complaint after following the process above, you are able to escalate your complaint to the Principal Officer of the Scheme. You may lodge a query or complaint by completing the online form on www.medipos.co.za or by emailing enquiries@medipos.co.za.

03 | TO LODGE A DISPUTE:

If you have received a final decision from the Scheme and want to challenge it, you may lodge a formal dispute. You can find more information of the Scheme's dispute process on the website.

04 | TO CONTACT THE COUNCIL FOR MEDICAL SCHEMES:

MEDiPOS Medical Scheme is regulated by the Council for Medical Schemes. You may contact the Council at any stage of the complaints process, but we encourage you to first follow the steps above before contacting the Council. Contact details for the Council for Medical Schemes: Council for Medical Schemes Complaints Unit, Block A, Eco Glades 2 Office Park, 420 Witch-Hazel Avenue, Eco Park, Centurion 0157 | complaints@medicalschemes.co.za | 0861 123 267 | www.medicalschemes.co.za.

Your privacy is important to us

We hold your privacy in the highest regard. Our unwavering commitment to protecting your personal information and ensuring the security and confidentiality of your data is clearly outlined in our Privacy Statement. You can view our latest version on www.medipos.co.za.

Contact us

0860 100 078 | Operating hours: 08:00 - 17:00 Monday to Friday | enquiries@medipos.co.za