



(COVID-19). CORONA VIRUS



Mediplus service providers SA

On Sunday, the 15th of March 2020, South African President Cyril Ramaphosa declared a national state of disaster in South Africa due to the COVID-19 pandemic. This state of disaster may last for three months if not extended or cancelled.

Following this declaration, Mediplus SA are implementing phases of an action plan which should enable the receiving, processing and reimbursement of claims to run smoothly during this period of uncertainty. We also hope to minimize employee exposure and risk to the Scheme.

According to the World Health Organization, one of the standard recommendations to prevent infection is to avoid close contact with possible infected people. In an effort to contain and delay the impact of the virus every person needs to protect themselves and fellow humans, whether at home, in the community, healthcare system, workplace or the transport system. Outbreaks of the virus may require restrictions and self-quarantine without prior warning.

In this first phase we request you to submit claims and queries electronically, rather than visiting our offices, to the following email addresses:

Claims queries: mz.claims@mediplussa.com

Submission of claims:

icor.claims@mediplussa.com	only - ICOR
privado.claims@mediplussa.com	only - HPM
clinicare.claims@mediplussa.com	only - Clinicare
mz.claims@mediplussa.com	All other service providers

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