

Verify patients via the Health4Me IVR process

As always, we recommend that you verify patients before they consult your practice, to confirm their membership. Member verification and benefit booking can be done via the IVR as well as on the provider website.

Please take note of the following

- No authorisation is needed for members on the GP Booster Benefit
- No authorisation is needed for the member's first 3 visits, or first 5 visits if member is registered on the Maternity benefit, Chronic benefit or HIV programme
- The member/dependant has to be on benefit for an authorisation to be granted
- If the membership is suspended or terminated, you will be transferred to an agent
- GP authorisations are valid for 3 days date of issue, e.g. if you called us and received authorisation on September, the authorisation valid until 3 September
- Claims need to be submitted within days of the consultation



Step 1

For a quick and easy experience, have all the relevant details ready when contacting us, such as:

- your practice number, excluding the zeros in front
- the membership number
- the ID number of the member you are querying, or
- the dependant code
- the authorisation number if you are calling to confirm a booking

Contact us

Call or WhatsApp: **0860 102 903**
Email: **health4me@momentum.co.za**



Making the call

Step 2

Call us on **0860 102 903**
[Enter your practice number excluding any zeros in front, followed by # to validate practice number]

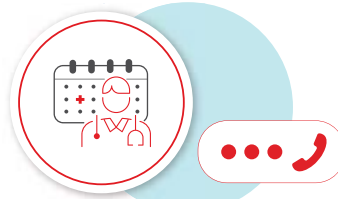


You will then have 3 options to choose from:

1. To book a GP consultation, **press 1**
2. To confirm an existing GP authorisation, **press 2**
3. For all other queries, **press 3**

Step 3

Depending on your selection, you will be prompted to provide the details necessary for a GP consultation to be booked or to confirm an authorisation, or for your query to be resolved.



Please ensure that you have all the relevant details on hand in order for us to assist you

Step 4



Once you have been able to book or confirm the authorisation number, you can either hang up or select one of the next three options:

1. To query another membership or ID number, **press 1**
2. To return to the Network GP menu, **press 2**
3. To speak to a consultant, **press 3**

