

## How to use the IVR in a few easy steps

### 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 the 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 from date of issue, e.g. if you called us and received authorisation on 1 September, the authorisation is valid until 3 September
- Claims need to be submitted within 14 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**
- **the authorisation number if you are calling to confirm a booking**

### Contact us

Call or WhatsApp: **0860 102 903**

Email: **health4me@momentum.co.za**

Momentum Health4Me is not a medical scheme product, and is not a substitute for medical scheme membership.

Momentum Health4Me is administered by Momentum Health Solutions, registration number 1969/016884/07, a Juristic Representative on the Momentum Healthcare Distribution Limited FSP license 27728 and the product is underwritten by Momentum Metropolitan Life Limited, registration number 1904/002186/06, an authorised insurer and financial services provider. Terms and conditions apply.



### Step 2

Call us on **0860 102 903**

[Enter your practice number excluding any zeros in front, followed by # to validate practice number]

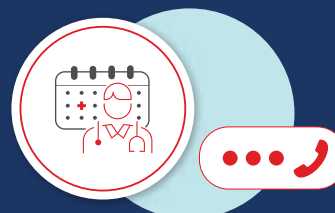


You will then have 3 options to choose from:

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 menu, **press 2**
3. To speak to a consultant, **press 3**