

Customer Service Department	0860 502 502
Hospital Authorisation	0860 502 502
Ambulance: ER24	084 124
CareCross	0860 101 159
Prime Cure	0861 665 665
Fax Number	(011) 671 3248

E-Mail address for queries: eyethumed@medscheme.co.za

First time claims submissions only: claims@medscheme.co.za

Post claims and correspondence to:

EyethuMed Medical Scheme, Private Bag X212,
Bryanston, 2021

Hospital and Specialised Radiology Authorisations:

08h00 - 16h00 Mon - Fri

An automated voice system is available 24 hours a day, 7 days a week

Fax: 021 466 1913 (for authorisation only)

E-mail: authorisations.cpt@medscheme.co.za