

How to pre-authorise a hospital admission or procedure

MEMBERS CAN OBTAIN HOSPITAL PRE-AUTHORISATION VIA TELEPHONE, SMS OR EMAIL:

Telephonically or email

Step 1

Have the following information readily available:

- Membership number
- Patient's name and date of birth
- Contact details
- Appropriate ICD-10 Code and Tariff Codes (you can obtain this from your service provider)
- Date and time of admission and procedure
- Name of the admitting Doctor and his/her practice and telephone number
- Name of the hospital, the practice and telephone number
- Length of stay

Step 2

Contact Medshield Hospital Management on 086 000 2121/ +27 11 259 5026 or send an email to medshieldpreauth@mso.co.za or alternatively send a fax to 086 636 9067.

Do ensure that the information in Step 1 is reflected on your fax/email.

SMS Hospital

Step 1

Obtain the following information from the practitioner:

- Member number
- Patient's first name
- Hospital name
- Dr's practice number
- ICD-10 code and tariff codes (you can obtain this from your service provider)
- Procedure name
- Date of admission

Step 2

SMS the information, separated by commas, to **45115**.

The turnaround time is 4 working hours: 8:00am to 4:30pm Monday to Friday.

Step 3

Applies to both telephonic and SMS pre-authorisation requests.

Your request will be reviewed in line with the Scheme Rules, benefits covered, and available limits on your current option. You will receive a status text message (SMS) in relation to the following:

STATUS	MESSAGE	ACTION
When approved	Your Medshield authorisation request has been approved for PATIENT'S NAME from DATE-to-DATE. Your authorisation number is 123 456 789. Kindly note that the Scheme Rules, benefits, protocols, and co-payments apply wherever applicable. Automated SMS – Do Not Respond.	<ul style="list-style-type: none"> • You can now use this hospital authorisation number on admission • The pre-authorisation number is only applicable to that hospital admission. Any associated claims will be covered according to your specific Medshield benefit option and according to the Scheme Rules.
When pending	Your Medshield authorisation request for PATIENT'S NAME is pending due to additional medical information requested as per standard protocols. Please contact us on 086 000 2121. Automated SMS – Do Not Respond.	<ul style="list-style-type: none"> • A Medshield Case Manager will contact you to request additional details or information • Please make sure that the required information is submitted within three days from the initial pre-authorisation request. An automatic cancellation will apply if no information is received within three days.
When declined	Dear Medshield member, as per telephonic discussion, your authorisation request for PATIENT'S NAME for DATE has been declined. Automated SMS – Do Not Respond.	<ul style="list-style-type: none"> • A Medshield Case Manager would have called you before you receive this message.

