



SIZWE HOSMED
MEDICAL SCHEME
Your choice for quality care



Operations Escalation Matrix



Membership

Level 1

Membership@sizwehosmed.co.za
0860 002133

Level 2

Manager – 24 hours to respond.
membershipmanager@sizwehosmed.co.za
011 353 0035

Level 3

Operations Executive – 4 hours to respond.
operationsexecutive@sizwehosmed.co.za
011 353 0113



Billings

Level 1

Billing Specialist per employer group
reconqueries@sizwehosmed.co.za

Level 2

Team Leader – 48 hours to respond.
billingteamleader@sizwehosmed.co.za
011 353 0002

Level 3

Manager - 24 hours to respond.
billingmanager@sizwehosmed.co.za
011 353 0035

Level 4



Customer Services Call Centre

Level 1

Queries@sizwehosmed.co.za
0860 010 0871

Level 2

Manager – 24 hours to respond.
customerservicesmanager@sizwehosmed.co.za
011 353 0002

Level 3

Operations Executive – 2 hours to respond.
operationsexecutive@sizwehosmed.co.za
011 353 0113



Claims Assessing Department

Level 1

Claims@sizwehosmed.co.za

Level 2

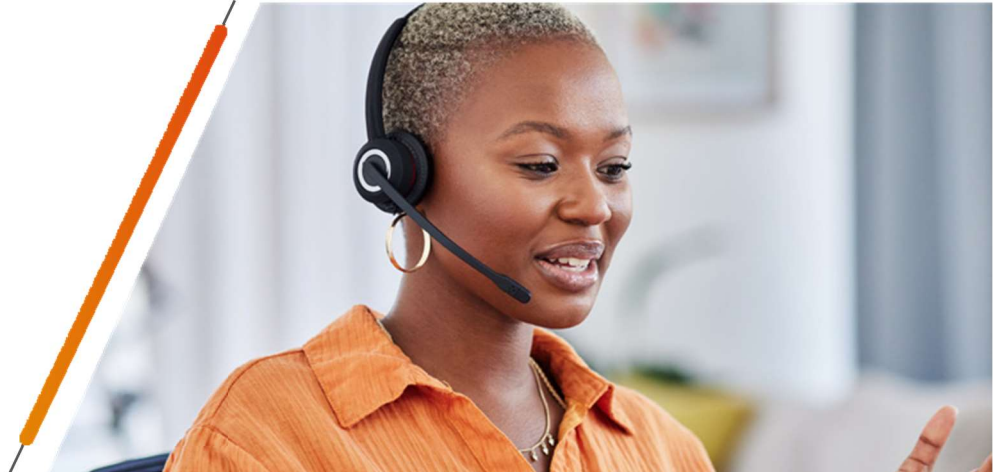
Manager – 24 hours to respond.
claimsmanager@sizwehosmed.co.za
011 353 0233

Level 3

Operations Executive – 8 hours to respond.
operationsexecutive@sizwehosmed.co.za
011 353 0113



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Pharmacy Services

Level 1

Chronic@sizwehosmed.co.za

Level 2

Team Leader – 48 hours to respond.
pharmacyteamleader@sizwehosmed.co.za
011 353 0202

Level 3

Manager – 24 hours to respond.
pharmacymanager@sizwehosmed.co.za
011 353 1111



Disease Risk Management

Level 1

Wellnessqueries@sizwehosmed.co.za
0860 010 3454/5

Level 2

Team Leader – 48 hours to respond.
DRMteamleader@sizwehosmed.co.za
011 353 1111

Level 3

Manager – 24 hours to respond.
DRMmanager@sizwehosmed.co.za
011 353 1111

Level 4

MHC Executive – 2 hours to respond.
MHCexecutive@sizwehosmed.co.za
011 353 0000

Level 4



Case Management

Level 1

Casemanagement@sizwe.co.za
0860 002133

Level 2

Team Leader – 48 hours to respond.
casemanagerteamleader@sizwehosmed.co.za
011 353 0208

Level 3

Manager – 24 hours to respond.
casemanagermanager@sizwehosmed.co.za
011 353 0233



Pre-authorisations

Level 1

authorisations@sizwehosmed.co.za
0860 100 871

Level 2

Team Leader
preauthteamleader@sizwehosmed.co.za
0011 353 0208

Level 3

Manager – 24 hours to respond.
preauthmanager@sizwehosmed.co.za
011 353 0002

Level 4

MHC Executive - 4 hours to respond
MHCexecutive@sizwehosmed.co.za

Level 4