

29 October 2021

Sizwe Hosmed National Broker Contact Matrix

New Broker Applications & Commission Related Queries:

Broker Commission/Statements : brokers@3sixtyhealth.co.zaBroker and Member Portal Registrations : www.sizwehosmed.co.zaCentralised Broker Query Help Desk : brokerqueries@sizwehosmed.co.za

Broker Queries by Region:

Broker Queries CTN : brokerqueriesctn@sizwehosmed.co.zaBroker Queries DBN : brokerqueriesdbn@sizwehosmed.co.zaBrokers Queries JHB : brokerqueriesjhb@sizwehosmed.co.zaBroker Queries PLZ : brokerqueriespe@sizwehosmed.co.za

Employer Group Related Queries:

S&M Durban Work Pool : queriesdbn@sizwehosmed.co.zaS&M Cape Town Work Pool : queriesctn@sizwehosmed.co.zaS&M Johannesburg Work Pool : queriesjhb.sizwehosmed.co.zaS&M Port Elizabeth Work Pool : queriespe@sizwehosmed.co.za

Related Internal Departments and Service Providers:

National Contact Centre : 0860 100 871

General Enquiries : queries@sizwehosmed.co.zaMembership : membership@sizwehosmed.co.zaClaims : claims@sizwehosmed.co.za

Chronic Medication : 0860 103 455

Chronic Medication : chronic@sizwehosmed.co.zaPre-authorization : authorisations@sizwehosmed.co.zaOncology : oncology@sizwehosmed.co.zaBilling Service : billing.service@3sixtyhealth.co.zaPharmacy/Champs : chronic@sizwehosmed.co.zaDental authorisations & Benefit management : hosmedenquires@dentalrisk.com
: 087 943 9611Optical authorisations & Benefit management : sizwehosmed@isoleso.co.za
: (011) 340 9200Essential Copper Network – Out of Hospital –
authorisations & Benefit management : admin@enablemed.com
: 0860 002 400

Essential Copper Optical – PPN : (041) 476 0399

Essential Copper Dental – DENIS : 0861 033 647

Chronic Authorisations – MEDISCOR : preauth@mediscor.co.za