

CONTACT LIST



FOR SELF-HELP ENQUIRIES

www.malcormedicalaid.co.za (use your username and password login), alternatively you would need to register first.

PLAN A, B and C: Digital support queries, call 0860 100 696



FOR CUSTOMER SERVICE ENQUIRIES, REQUESTS OR COMPLAINTS

Call: 0860 100 698

Email: service@malcormedicalaid.co.za



FOR CLAIMS

Submit a claim

Email: claims@malcormedicalaid.co.za

Claim queries

Email: service@malcormedicalaid.co.za

Call: 0860 100 698



TO REGISTER FOR MATERNITY PROGRAMME

Call: 0860 100 698



FOR EMERGENCY AMBULANCE SERVICE

Discovery 911, 0860 999 911



TO REGISTER FOR HIV/AIDS

Email: HIV_Diseasemanagement@malcormedicalaid.co.za.



TO REGISTER FOR ONCOLOGY

Email: Oncology@malcormedicalaid.co.za



OPTOMETRY BENEFIT CONFIRMATION

0860 100 698

Email: service@malcormedicalaid.co.za



TO OBTAIN PREAUTHORISATION FOR HOSPITAL ADMISSION AND PLANNED PROCEDURES

0860 100 698

Email: benefitauthinfo@malcormedicalaid.co.za



TO REPORT FRAUD

Report irregular or fraudulent claims.

Email: forensics@discovery.co.za

To stay anonymous, call our Fraud Hotline on 0800 004 500 or email: forensics@discovery.co.za



TO OBTAIN AUTHORISATION FOR CHRONIC MEDICATION

Email:

New application email:

CIB_APP_FORMS@malcormedicalaid.co.za

Call: 0860 100 698



TO FIND INFORMATION ON OUR DESIGNATED SERVICE PROVIDERS

Visit the Scheme's website at www.malcormedicalaid.co.za and click on the 'Doctor visits > Find a healthcare professional' for a complete list.