

To Apply for Chronic Medication at FedHealth Medical Scheme

Dear Valued Client

STEP 1: Collect the information needed to apply

You will need the following information to apply. If you need help gathering this information, please contact us.

- Membership number
- Dependant code
- ICD10 code
- Drug name, strength and quantity
- Prescribing doctor's practice number
- Diagnostic test results, e.g. Total Cholesterol, LDL, HDL, glucose tests, thyroid (depending on your condition).

STEP 2: Apply

You have a choice of how to apply:

Apply by telephone: You can call Chronic Medicine Management (CMM) between 08h30 and 19h00, Monday to

Thursday and 09h00 to 19h00 on Fridays. Phone 0860 002 153.

Apply on our website: Go to www.fedhealth.co.za. You will need to register on the website before you can apply.

Once you have registered, click on "my authorisations" and then select "my chronic application". Select the person that you want to apply for and then click on the "Chronic" authorisation button at the bottom of the page. Then select "New Chronic Application".

Ask your doctor or pharmacist to apply on your behalf. They can do an online application or contact our Provider

Call Centre on 0861 112 666.

STEP 3: We will give you a response right away

We will reply to your application right away. If we need more information, we will let you, your doctor or your pharmacist know exactly what information to give to us. If we do not approve the application, we will give you the reasons why, and you will have the opportunity to ask us to review our decision.