

CLAIMS PROCESS

Linksave is responsible for the assessment and payment of all claims.

Claim forms are available from the Linksave offices and include instructions on how to submit a claim. Please email info@linksave.co.za or call 031 564 8920 to request a claim form.

Please note that it is the member's responsibility to submit a claim in writing within six (6) months of the first day of admission to hospital. Any claim received later than the six (6) month claiming period will not qualify for any benefit.

All claims without the required documentation will be held pending until all the documentation is received, or until the prescription period of twelve (12) months from the first day of hospitalization.

Linksave will endeavour to have claims finalised within 14 working days from the date in which the final documentation is received by the Linksave Claims Department.

A Claims Advice Letter will be emailed to the member on finalization of a claim.

The following documentation is required in order for Linksave to successfully assess a claim:

- A completed and signed Health Claim Form
- Copy of the Hospital Account
- Copies of all Medical Practitioner accounts where shortfalls have occurred
- Copy of the Detailed Claims Statement from your Medical Aid Administrator

Please remember that this policy does not form part of your medical aid and your medical aid call centre will thus not be able to assist you with any questions in regard to your gap cover.

Submission of claims, as well as claim queries can either be emailed to claims@linksave.co.za or faxed to 031 564 8922. Alternatively, queries can be discussed by phoning Linksave on 031 564 8920.

In order to expedite the processing of your claim, please provide your Linksave policy number in the field provided. Please refer to your welcome letter to obtain this number.

When querying a claim, please provide either your Linksave policy number or your claim