



## YOUR TELL THE CHAIRMAN HOTLINE: YOUR DIRECT LINE TO THE SPECTRAMED BOARD



### 1. VIA THE CALL CENTRE

Our friendly call centre agents are always here to assist you with your queries. A highly knowledgeable team, they are able to address your requests effectively and efficiently. We have created sub-teams that specialise in specific queries and it's always a good idea to save the below numbers on your phone for quick access:

Client services team		Hospital preauthorisation	
Tel:	0861 497 497	Tel:	0861 497 497
Email:	enquiries@spectramed.co.za	Email:	hospital@spectramed.co.za
24-Hour health line		Emergency transport	
Tel:	0800 773 2872	Tel:	0800 773 2872
Chronic benefit registration		Oncology benefit management	
Tel:	0861 497 497	Tel:	0861 497 497
Email:	chronicreg@spectramed.co.za	Email:	oncology@spectramed.co.za
Diabetes management programme		HIV / AIDS Benefit management programme	
Tel:	0861 497 497	Tel:	0861 497 497
Email:	diabetes@spectramed.co.za	Email:	hiv@spectramed.co.za

After every interaction, our members are given the opportunity to **rate the service they received**. If your experience did not meet your expectations, we will give you an immediate call from our customer survey division to see how we can further assist or resolve your complaint.



### 2. VIA THE TELL THE CHAIRMAN LINE

Our Tell the Chairman line was specifically set up as a way for our members to get in direct contact with the Spectramed Board. You can use this line for anything from compliments and suggestions to complaints and query escalations.

The Spectramed Chairman has committed to **get back to you within 24 hours of your call**. If you would like to escalate an issue to the Chairman, please make sure that you have all the necessary information, including your call centre reference numbers, on hand.

Tell the Chairman on 0861 2CHAIR (24247).



### 3. ON THE WEBSITE

Simply visit [www.spectramed.co.za](http://www.spectramed.co.za), select the TTC tab at the top right of the page and effortlessly submit your complaint or compliment electronically.