



Fedhealth operating hours during lockdown

In order to help you manage your clients' expectations during the national lockdown, we'd like to confirm the operating hours of the Fedhealth Customer Contact Centre, as well as other member services.

Fedhealth Customer Contact Centre:

Monday to Friday **09h00 - 16h00**
0860 002 153
member@fedhealth.co.za

LiveChat from the website www.fedhealth.co.za:

Monday - Thursday **08h30 - 19h00**
Friday **09h00 - 19h00**

Emergency transport

No change to service
0860 333 432

Hospital Authorisation Centre:

Monday to Friday **09h00 - 16h00**
0860 002 153
Email: authorisations@fedhealth.co.za

Aid for AIDS:

Monday to Friday **08h00 - 17h00**
0860 100 646
Email: afa@afadm.co.za

Chronic Medicine Management:

Monday to Friday **09h00 - 16h00**
0860 002 153
Email: cmm@fedhealth.co.za

Disease Management:

Email only dm@fedhealth.co.za

Oncology Disease Management:

Monday to Friday **08h00 - 16h00**
0860 100 572
Email: cancerinfo@fedhealth.co.za

Emotional Wellbeing Programme:

no change to service
087 365 8664
24/ 7

Fedhealth Paed-IQ:

no change to service
0860 444 128
24/ 7

MediTaxi:

no change to service
*130*3272*31#

Broker Call Centre

09h00 - 16h00
0860 002 153

During this time, we are endeavouring to still offer all Fedhealth members the service they deserve.



Fedhealth Support

General enquiries: 0860 002 153 and press 5
Broker Portal: www.fedhealth.co.za/broker-portal/
Quotes and comparisons: support@fedhealth.co.za
General enquiries and Broker contract applications: brokers@medscheme.co.za