



## How to use the GLOBALITES® network in South Africa for Cashless Service

August 2015

Globalites®, Globality Health’s network of medical providers maintains a wide range of selected medical providers in South Africa.

We have Guarantee-of cashless-Payment (mainly GOP) agreements with hospitals and clinics. This way we can secure a smooth admission as well as follow-ups, should the insured member choose to stay within the Globalites® network.

The network in South Africa has been developed and quality assured by our service partner Euro-Center.

Our providers are physically visited and evaluated on a regular basis. You will find a recommended list of cashless providers within this document.

Treating hospitals and clinics may not know the exact conditions of your insurance. Before applying for direct billing at the hospital or sending invoices to us, please familiarize yourself with the general conditions of insurance applicable for your insurance policy.

For your convenience, Globality Health offers you cashless service with a minimum threshold of 500 EUR or equivalent for outpatient and dental treatments. For inpatient treatments, cashless service can be offered starting from 1 EUR or equivalent.

Your insurance policy covers “customary and reasonable” charges. Please be aware that some types of treatment or illness might not be covered or have limitations under your insurance plan.

Prior to any planned treatment, please contact your local Globalite office using the information provided on the back of your Globalites® Service Card and your Globalite will liaise directly with your chosen medical provider in order to place a Guarantee of Payment (GOP) for Cashless Service.

Please note that it is common practice at certain facilities to ask for credit card details as a guarantee of payment. If deductibles apply, or if costs exceed your

specific insurance limits, then your credit card might be charged for those expenses.

Further useful information to keep in mind for South Africa:

Make sure you are up-to-date on routine vaccines before every trip. These vaccines include measles-mumps-rubella (MMR) vaccine, diphtheria-tetanus-pertussis vaccine, varicella (chickenpox) vaccine, polio vaccine, and your yearly flu shot.

Hepatitis A and Typhoid are recommended. You can get typhoid through contaminated food or water in South Africa. CDC recommends this vaccine for most travelers, especially if you are staying with friends or relatives, visiting smaller cities or rural areas, or if you are an adventurous eater.

Key safety tips:

- Get vaccinated
- Eat and drink safely
- Keep away from animals
- Take antimalarial meds
- Prevent bug bites

Please contact your local Globalite office, which will assist you in finding the most suitable medical / provider facility.

Please always check the specific contact information on the back of your insurance card prior to speaking to us.

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### Contact Information:

Globalite Africa  
 P.O. Box 6644  
 Roggebaai 8012  
 South Africa  
 E-Mail: [Africa@globalites.com](mailto:Africa@globalites.com)

## Definitions:

“Cashless Service” is a customer service where the member does not have to pay for the treatment costs at the time of treatment at a medical provider. (Please be aware that some facilities may request an initial deposit for covering non payable expenses or reserving a bed)

Cashless Service can be availed in two different ways:

- a) **Guarantee of Payment (GOP)** is a method of offering Cashless Services. Here, the Globalite and the medical provider may or may not have a contract. For this reason you will have to inform the Globalite office in advance of the treatment and the Globalite will place a GOP with the medical provider on a case to case basis.
- b) **Direct Billing** is a method of availing Cashless Services. Here, the Globalite and the medical provider generally have a contract. The provider might have the list of members and details of products provided by Globality. There is no necessity for you to inform your Globalite in advance of the treatment (if contract between medical provider and Globalite exist). You can present the Globalites® Service Card at the medical provider and you or your family member covered on your policy will be treated without paying for the treatment out of your pocket-

Globalite South Africa has arranged Cashless Services options for you in South Africa, with the following providers:

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Disclaimer: Globality Health accepts no responsibility for any errors or omissions contained within this document and any consequences arising from recommendations provided in it. Accurate at time of publication. Medical provider availability may vary over time. For any medical advice please refer to your physician in charge.

**GLOBALITES® Network**

**Cape Town**

**General Note:**

Euro-Center Cape Town can place guarantee of payment with all hospitals falling under following hospital groups : Mediclinic, Netcare and Life Healthcare.

**Private Hospitals/Clinics**

**Highly recommended for service**

**Cape Town Medi-Clinic (Direct billing + GOP)**

21 Hof Street, Oranjezicht  
 Tel: +27214645500  
 Open 24/7

**Christian Barnard Memorial Hospital (GOP)**

181 Longmarket Street  
 Cape Town CBD  
 Tel: +27214806111  
 (Serious cases)

**Public Hospital**

**Public medical facilities are generally not recommended.**

Exceptions: in emergencies, complex stabilization.  
 Simple procedures, but the queues are often long, hygiene average and there is a lack of facilities.

**General Practitioners Services**

**Camps Bay Medical Practice (formerly Lite-Kem Healthcare Centre) (GOP)**

Dr Darren Levin  
 The Promenade Centre  
 Victoria Road  
 Camps Bay  
 Tel: +27214381468  
 Fax: +27862626771  
 Mon-Fri 8:30-17:30

**Doctor's Rooms on Kloof (GOP)**

Vila Maria Building  
3, Kloofneck Road  
Gardens, Cape Town  
Tel: +27214232425

**Medi-Travel International (GOP)**

Dr Marcus Brauer  
The Clock Tower Mall  
V&A Waterfront  
Tel: +27214191888  
Mon-Fri 09.00 – 17.00; Sat 09.00 – 13.00

**Pharmacies****Blooms Pharmacy (GOP)**

Palm Hof Center  
Kloof Street  
Tel: +27214230800  
(Agreement in connection to Hofmeyr Practice)

**Lite-Kem Pharmacy (GOP)**

The Promenade, Victoria Road  
Camps Bay  
Tel: +27214618040  
(Agreement in connection to Dr Benecke)

**International Pharmacy (GOP)**

Cape Town Medi-Clinic  
Hof Street  
Gardens  
Tel: +27214645523

**Ambulances****ER24 (GOP)**

Tel: +2784124

**GLOBALITES® Network**

**Durban**

**General Note:**

Euro-Center Cape Town can place guarantee of payment with all hospitals falling under following hospital groups : Mediclinic, Netcare and Life Healthcare.

**Private Hospitals/Clinics**

**Highly recommended for service:**

**Durban**

**Netcare Parklands Hospital (Direct billing + GOP)**

75 Hopelands Road  
Overport  
Tel: +27312424000  
Fax: +27312073763

**Netcare Kingsway Hospital (Direct billing + GOP)**

607 Kingsway Road  
Amazintoti  
Tel: +27319047000  
Fax: +27319047001

**Netcare St Augustine’s Hospital (Direct billing + GOP)**

107 JB Marks Road  
Mayville  
Tel: +27312685000  
Fax: +27312685279

**Howick**

**Mediclinic Howick (Direct billing + GOP)**

107 Main Street  
Howick  
Tel: +27333302456  
Fax: +27333302650  
Email: [hospmnrhowic@mediclinic.co.za](mailto:hospmnrhowic@mediclinic.co.za)

**Umhlanga**

**Netcare Umhlanga Hospital (Direct billing + GOP)**

323 Umhlanga Rocks Drive,  
Umhlanga  
Tel: +27315605500  
Fax: +27315605747

## Public Hospital

### **Public medical facilities are generally not recommended.**

Exceptions: in emergencies, complex stabilization.

Simple procedures, but the queues are often long, hygiene average and there is a lack of facilities.

## Ambulances

### **ER24 (GOP)**

Johannesburg

Tel: +2784124

**GLOBALITES® Network**

**Johannesburg**

**General Note:**

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**Private Hospitals/Clinics**

**Highly recommended for service:**

**Sandton Medi Clinic (Direct billing + GOP)**

Corner Main Road and Peter Place  
 Bryanston  
 Tel: +27117092000  
 Fax: +27117065991  
 Email: [hospmgrsandt@mediclinic.co.za](mailto:hospmgrsandt@mediclinic.co.za)

**Morningside Medi-Clinic (Direct billing + GOP)**

Corner Rivonia & Hill Roads  
 Morningside  
 Tel: +27112825000  
 Fax: +2711866465751  
 Email: [morningside.bookings@mediclinic.co.za](mailto:morningside.bookings@mediclinic.co.za)

**Intercare Irene (Direct billing + GOP)**

Southdowns Shopping Center  
 Corner John Vorster and Nelmaplus Roads  
 Centurion, Pretoria  
 Tel: +27126855500  
 Fax: +27126855501  
 Email: [irene@intercare.co.za](mailto:irene@intercare.co.za)

**Intercare Fourways (GOP)**

Corner of Fourways Boulevard and Short Street  
 Fourways  
 Johannesburg  
 Tel: +27117456700  
 Fax: +27117456701  
 Email: [fourways@intercare.co.za](mailto:fourways@intercare.co.za)

**Netcare Milpark Hospital (Direct billing + GOP)**

9 Guild Road  
 Parktown West  
 Johannesburg  
 Tel: +27114805600  
 Fax: +27114823317

**Netcare Rosebank Hospital (Direct billing + GOP)**

14 Sturdee Avenue  
Rosebank  
Johannesburg  
Tel: +27113280500  
Fax: +27113280563

**Netcare Sunninghill Hospital (Direct billing + GOP)**

Corner Nanyuki & Witkoppen Roads  
Sunninghill Park  
Tel: +27118061500  
Fax: +27118061636

**Netcare Sunward Park Hospital (Direct billing + GOP)**

Corner Kingfisher Avenue, Aquarius and Bert Road  
Lacey Drive  
Sunward Park  
Boksburg  
Tel: +27118971600  
Fax: +27118971613

**Public Hospitals****Public medical facilities are generally not recommended.**

Exceptions: in emergencies, complex stabilization.

Simple procedures, but the queues are often long, hygiene average and there is a lack of facilities.

**Ambulances****ER24 (GOP)**

Johannesburg  
Tel: +2784124



**GLOBALITES® Network**

**Port Elizabeth**

**General Note:**

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**Private Hospitals/Clinics**

**Highly recommended for service**

**Life St Georges Hospital (GOP)**

40 Park Drive

Port Elizabeth

Tel: +27413926111

Fax: +27413926000

Email: [Natalie.Henman@lifehealthcare.co.za](mailto:Natalie.Henman@lifehealthcare.co.za)

**Netcare Greenacres Hospital (Direct billing + GOP)**

Corner Cape and Rochelle Roads

Greenacres

Port Elizabeth

Tel: +27413907000

Fax: +27413907089

**Public Hospitals**

**Public medical facilities are generally not recommended.**

Exceptions: in emergencies, complex stabilization.

Simple procedures, but the queues are often long, hygiene average and there is a lack of facilities.

**Ambulances**

**ER24 (GOP)**

Johannesburg

Tel: +2784124

**GLOBALITES® Network**

**Pretoria**

**General Note:**

Euro-Center Cape Town can place guarantee of payment with all hospitals falling under following hospital groups : Mediclinic, Netcare and Life Healthcare.

**Private Hospitals/Clinics**

**Highly recommended for service:**

**Medi Clinic Group**

**Muelmed Medi-Clinic (Direct billing + GOP)**

557 Pretorius Street,  
Acadia  
Pretoria  
Tel: +27124400600

For a complete list of their hospitals in South Africa, please see their web site on <http://www.mediclinic.co.za/framesets/fshospitals.htm> or call us for further assistance.

**Netcare Group**

**Netcare Akasia Hospital (Direct billing + GOP)**

Corner. Heinrich Ave & Brits Road  
Tel: +27125221000  
Fax: +27125491032

**Netcare Femina Hospital (Direct billing + GOP)**

460 Belvedere Street  
Tel: +27213041700  
Fax: +27123262714

**Netcare Jakaranda Hospital (Direct billing + GOP)**

213 Middelberg Street  
Tel: +27124216700  
Fax: +27124216774

**Netcare Moot General Hospital (Direct billing + GOP)**

572 18th Avenue  
Tel: +27123308200  
Fax: +27123308225

**Netcare Pretoria East Hospital (Direct billing + GOP)**

Corner of Garsfontein and Netcare Roads

Tel: +27124222300

Fax: +27129985929

**Netcare Unitas Hospital (Direct billing + GOP)**

Clifton Avenue

Tel: +27126778000

Fax: +27126646225

For further information and a complete list of their hospitals in South Africa, please see their web site on <http://www.netcare.co.za/live/index.php> or call us for further assistance.

**Public Hospital****Public medical facilities are generally not recommended.**

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**Ambulances****ER24 (GOP)**

Johannesburg

Tel: +2784124