



What should I do once I have reached my 10th GP or Nurse visit?

Please contact the Unity Health Call Centre on 0861 366 006 during office hours to request authorisation for your GP or Nurse visit before the consultation.

How do nurses' consultations work?

You can consult with a nurse at approved pharmacy clinics. In many practices, nurses can provide scripts for minor ailments for up to schedule 2 medications.

Is there a limit to nurses' consultations?

No, but pre-authorisation would need to be obtained from visit 10 onwards for both the nurses' as well as the GP consultations, and all authorisations are subject to clinical review. Please contact the Unity Health Call Centre on 0861 366 006 during office hours to request an authorisation.

How do I find an approved pharmacy clinic?

Any Dischem, Pick n Pay or Clicks pharmacy are approved on the Unity Health Networks.

How do I access my dental benefits?

Unity Health has an open network of dentists which means you may consult with any dentist of your choice. Once at the dentist, you must present your membership card and ID document. The provider is then required to contact the Unity Health call centre at 0861 366 006 for confirmation of benefits.

When can I see a specialist?

If you have visited your Unity Health Network GP and he/she believes that you require the treatment of a specialist, he/she must write a referral letter, you will then have to contact the Unity Health call centre at 0861 366 006 to obtain an authorisation.

How do I request a specialist authorisation?

Members are required to provide the Unity Health case manager with the following information when requesting an authorisation:

- Name and surname of the member requiring the authorisation
- Name and practice number of the Specialist your network GP has referred you to
- Membership number
- ICD10 code or diagnosis
- Name and practice number of the referring GP
- The specialist authorisation provided is valid for two (2) weeks allowing time for you to make an appointment and consult the specialist

You may only visit a specialist if the treatment provided by your GP failed and your GP is of the opinion that you require a specialist's intervention.



Ambledown House, Eton Office
Park East, c/o Sloane & Harrison
str. Bryanston, 2191



0861 366 006



membership@unityhealth.co.za



www.unityhealth.co.za