

GEMS Self-help Guide

Have the following information on hand:

- Date of birth of the patient
- Practice numbers
- Admission date
- Procedure codes
- Facility number
- Diagnostic codes
- Membership number of the patient

General enquiries:

- Call Centre: **0860 00 4367**
(Monday to Friday from 08:00 to 17:00
and on Saturdays from 08:00 to 12:00)
- Fax number: **0861 00 4367**
- Emergency number: **0800 44 4367**
- Customer fraud line: **0800 21 22 02**
- Email: enquiries@gems.gov.za

Postal address:

- GEMS, Private Bag X782, Cape Town, 8000

Other specific email addresses:

- Chronic authorisations: chronicauths@gems.gov.za
- Chronic medicine supply: chronicdsp@gems.gov.za
- Claims: enquiries@gems.gov.za
- Complaints: complaints@gems.gov.za
- Compliments: compliments@gems.gov.za
- Events: events@gems.gov.za
- HIV/AIDS: hiv@gems.gov.za
- Hospital: hospitalauths@gems.gov.za
- Specialist Network contracts: specialist@gems.gov.za
- Suggestions: suggestions@gems.gov.za

Confidential HIV/AIDS line:

- Call Centre: **0860 436 736**
- Fax number: **0800 436 7329**
- Postal address: HIV/AIDS DMP, Private Bag x13, Rivonia, 2128

Join us in the fight against fraud: Report suspected fraud by calling the anonymous toll-free fraud line on **0800 21 22 02**. Confidentiality is guaranteed

GEMS Interactive Voice Response (IVR) Call Centre options:

Dial **0860 00 4367** and as a **Service Provider, press 2**. Thereafter, **press 1** followed by your **practice number**. You will then have the following options to choose from:

1. Benefit enquiries and referrals, press 1 and then enter the membership number
2. Claims enquiries, press 2
3. Pre-authorisation for Hospital, Advanced Radiology, in-hospital Physiotherapy or Oncology, press 3
4. Chronic medicine, press 4
5. GEMS GP and Specialist network, press 5 (only network queries and not for obtaining authorisation)
 - 5.1. For enquiries relating to the Sapphire & Beryl GP & Specialist network, press **1**
 - OR**
 - 5.2. For contract related enquiries relating to the Ruby, Emerald & Onyx GP or Specialist network, press 2
6. Friends of GEMS, press 6
7. HIV Benefit Management Programme, press 7

Take note of the following: Information provided by GEMS is not a guarantee of payment. It is subject to Scheme rules and benefits available at the time of receiving the claim.

GEMS Walk-in Centres

GEMS has eighteen (18) Walk-in Centres in South Africa, two in every province. Please note that the operating hours of the Regional Offices are Monday – Friday from 08:00 to 17:00 and on Saturday from 08:00 to 12:00.

Province:	Street Address:
EASTERN CAPE East London Mthatha	13A Surrey Road, Vincent Savoy Complex, Unit 11 and 12A, Nelson Mandela Drive
FREE STATE Bloemfontein Welkom	Bloem Plaza, Shop 124, Charlotte Maxeke Street Gold Fields Mall, Shop 51A, Cnr Strateway and Buiten Street
GAUTENG Braamfontein Pretoria- Arcadia	Traduna House, 118 Jorrisen Street, Ground Floor, Cnr. Jorrisen and Civic Boulevard (opposite Civic Centre) Sancardia Building, Shop 51 Cnr. Beatrix and Church Streets, Arcadia
LIMPOPO Polokwane Thohoyandou	Shop 1, 52 Market Street Unit G3, Metropolitan Centre
MPUMALANGA Nelspruit eMalahleni (Witbank)	Shop No. 18, Nedbank Centre, 30 Brown Street, Nelspruit CBD Safeways Crescent Centre, Shop S67, Cnr. President and Swartbos Streets, Die Heuwel
NORTH WEST Klerksdorp Mafikeng	City Mall, Shop 101, Cnr OR Tambo and President Street, Klerksdorp CBD Mmabatho Megacity, Shopping Centre, Shop 39, c/o Sekame and James Moraka Streets, Mmabatho
NORTHERN CAPE Kimberley Upington	New Park Centre, Shop 14, Bultfontein Way and Lawson Street 61A Market Street
KWAZULU-NATAL Durban Pietermaritzburg	The Berea Centre, Shop G18, Entrance 1, 249 Berea Road, Berea Deloitte House, Suite 3, Block A, 181 Hoosen Haffeejee Street (Berg Street)
WESTERN CAPE Worcester Cape Town	Mountain Mill Shopping Centre, Shop 125A and B, Mountain Mill Drive Constitution House, 124 Adderley Street