

What does the call centre do?

Our call centre is there to answer any questions you have about your membership and to help you do the necessary admin if you need to go to hospital (we call this hospital authorisation). We can also help you register for benefits. If you call us from a landline, your call is free.

Call us on 0800 001 615 for help with:

- Membership details
- Benefit information
- Updating your details
- Getting approval if you need to go to hospital
- Any questions about your membership.

Other ways to ask us questions

Call: 0800 001 615

Fax: 011 539 2766

Email: service@engenmed.co.za – If you do send us an email, please remember to put your membership number in the subject line.

Alternatively you can visit our website on www.engenmed.co.za and read up on our benefits.