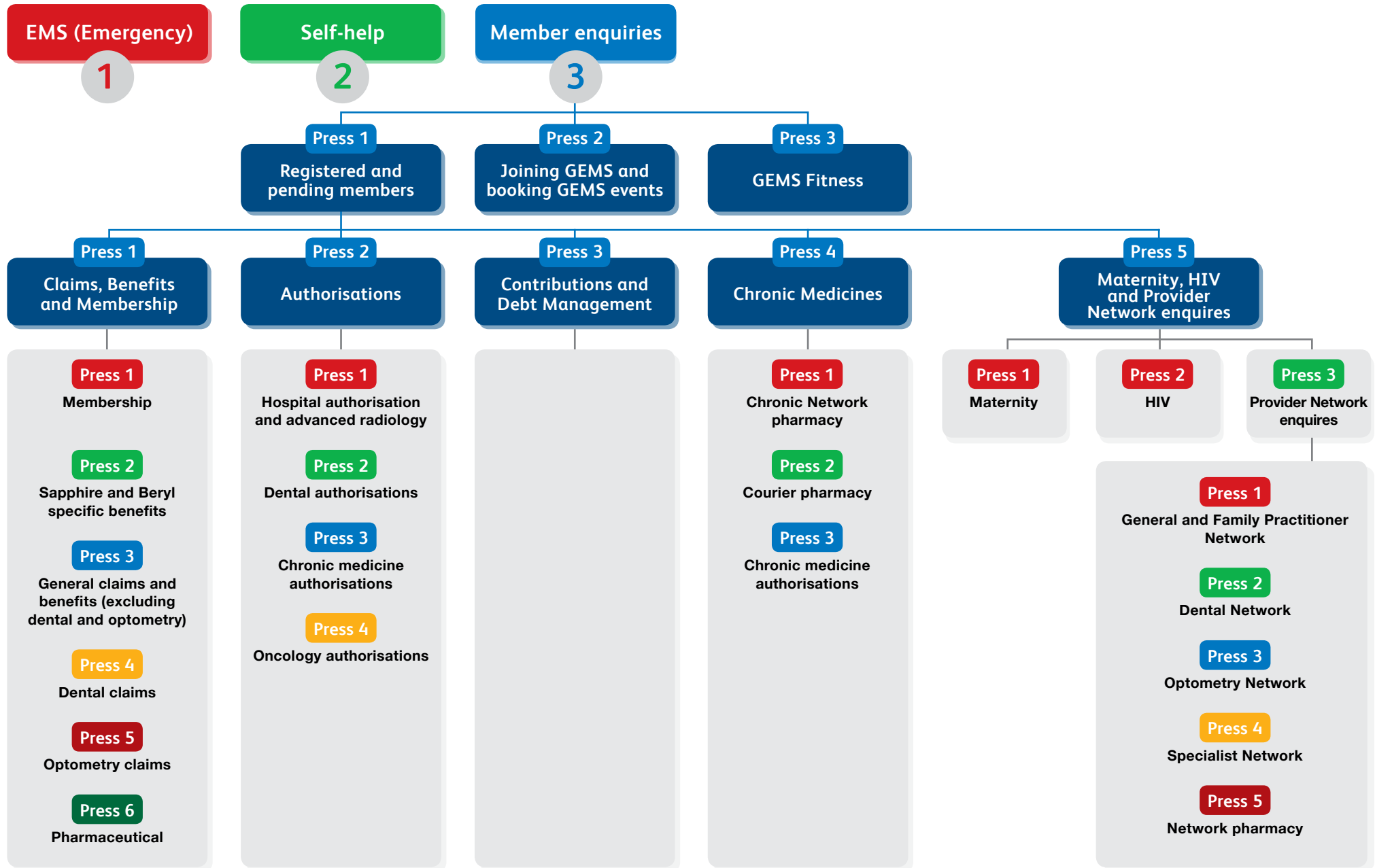


IVR for Members



- For member enquires, call the GEMS Call Centre on **0860 00 4367**.
- Please listen carefully to the voice prompts and ensure that you select the correct options.
- Please enter your membership number.



To enhance your interaction with GEMS, the call centre framework has been simplified



Examples of seamless member call centre navigation

Needing to be assisted with general claims and benefit requests?

Follow these easy to access voice prompts >

Dial 0860 00 4367 → **Press 3:** Member enquires → **Press 1:** Registered and pending members → **Press 1:** Claims, Benefits and Membership → **Press 2:** General Claims and benefits (excluding dental and optometry).

Needing to be assisted with general member requests?

Follow these easy to access voice prompts >

Dial 0860 00 4367 → **Press 3:** Member enquires → **Press 1:** Registered and pending members → **Press 1:** Claims, Benefits and Membership → **Press 1:** Membership.

Needing to be assisted with hospital authorisation and special radiology requests?

Follow these easy to access voice prompts >

Dial 0860 00 4367 → **Press 3:** Member enquires → **Press 1:** Registered and pending members → **Press 2:** Authorisations → **Press 1:** Hospital authorisation and special radiology.

Needing to be assisted with chronic medicine authorisation requests?

Follow these easy to access voice prompts >

Dial 0860 00 4367 → **Press 3:** Member enquires → **Press 1:** Registered and pending members → **Press 2:** Authorisations → **Press 3:** Chronic medicine authorisations.

Needing to be assisted with contributions and claims debt management?

Follow these easy to access voice prompts >

Dial 0860 00 4367 → **Press 3:** Member enquires → **Press 1:** Registered and pending members → **Press 3:** Contributions and claims debt management.

Needing to be assisted with pharmaceutical requests?

Follow these easy to access voice prompts >

Dial 0860 00 4367 → **Press 3:** Member enquires → **Press 1:** Registered and pending members → **Press 6:** Pharmaceutical

Needing to be assisted with courier pharmacy related matters?

Follow these easy to access voice prompts >

Dial 0860 00 4367 → **Press 3:** Member enquires → **Press 1:** Registered and pending members → **Press 4:** Chronic medicines → **Press 2:** Courier pharmacy.

Needing to be assisted with network pharmacy related matters?

Follow these easy to access voice prompts >

Dial 0860 00 4367 → **Press 3:** Member enquires → **Press 1:** Registered and pending members → **Press 5:** Maternity, HIV and Provider Network enquiries → **Press 2:** Provider Network enquiries → **Press 5:** Network pharmacy.

Needing to be assisted with Maternity related matters?

Follow these easy to access voice prompts >

Dial 0860 00 4367 → **Press 3:** Member enquires → **Press 1:** Registered and pending members → **Press 5:** Maternity, HIV and Provider Network enquiries → **Press 1:** Maternity and HIV → **Press 1:** Maternity.

Needing to be assisted with HIV related matters?

Follow these easy to access voice prompts >

Dial 0860 00 4367 → **Press 3:** Member enquires → **Press 1:** Registered and pending members → **Press 5:** Maternity, HIV and Provider Network enquiries → **Press 2:** HIV.

Needing to be assisted with Provider Network enquiries, relating to the Specialist Network?

Follow these easy to access voice prompts >

Dial 0860 00 4367 → **Press 3:** Member enquires → **Press 1:** Registered and pending members → **Press 5:** Maternity, HIV and Provider Network enquiries → **Press 2:** Provider Network enquiries → **Press 4:** Specialist Network.

Needing to be assisted with GEMS Fitness Programme requests?

Follow these easy to access voice prompts >

Dial 0860 00 4367 → **Press 3:** Member enquires → **Press 3:** GEMS Fitness Programme.