

Liberty Health Cover (Liberty Blue)

Contact Details and Processes During the COVID-19 Response

Dear Valued Customer/Members/Healthcare Providers

During the COVID-19 response, please be assured that we will continue to provide services to all our clients and members by working remotely from the SWAN offices. To continue to provide services, and to limit social contact, please use the following processes until further notice. We apologise for any inconvenience this may cause.

Please use our email address or the online portal

All members are invited to submit claims and membership applications via our email address or the self-service portal where available.

Claims:

- Either scan or photograph your receipts and submit your claim via our email address for a refund.
- It remains mandatory for you to insert the claimant name and membership number in the subject line when submitting your claim.

Membership:

- Either scan or photograph your membership form and required documents, then email them to us for activation.
- Unfortunately, distribution of temporary membership/admission cards is on hold until further notice. You will, however, receive an electronic membership certificate to be used as proof of health insurance cover in case you require healthcare treatment.

For Claims and Membership Submissions:

Email: mauritius@libertyhealth.net

- To request a membership certificate to confirm your membership with Liberty Blue
- To submit claims for refunds and to receive payment for valid claims within 10 working claims

For Queries:

First line contact: Jariya Aza
Telephone: 212 26 00
Mobile: 5941 7533
Email: Jariya.aza@libertyhealth.net

If you have no response within 7 working days, please contact:

Second line contact: Audrey Ricaud
Telephone: 207 35 34
Mobile: 5253 5035
Email: Audrey.ricaud@swanforlife.com

Online portal: www.libertyhealth.net



For Pre-authorisations:

212 26 00

5941 7533 (after hours)

membercare@libertyhealth.net

For 24-hour medical emergency assistance: 5941 7533

For 24-hour international medical emergency evacuation: +27 21 657 7740 (South Africa)

Kind regards

Liberty Blue