

Sanlam Gap Seamless Claims Process

SIMPLIFIED

MANUAL PROCESS

Medical event occurs

Medical provider submits claims to medical scheme for payment

Medical Scheme assesses claims and identifies shortfalls

Member receives statement noting payment shortfalls, requiring payment

Member completes paperwork and submits to Sanlam Gap (sanlamclaims@kaelo.co.za)

Paperwork is received by Sanlam GAP and assessed, according to the policy benefits

Once all documentation is received, claims shortfalls are paid within 7 to 14 working days

Member is paid and send a statement as confirmation

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SEAMLESS PROCESS

Medical event occurs

Medical provider submits claims to medical scheme for payment

Medical Scheme assesses claims and identifies shortfalls

Member receives statement noting payment shortfalls, requiring payment

Member does not complete ANY PAPERWORK as all information is automatically sent by the medical scheme directly to Sanlam Gap for assessment, according to the policy benefits

Claims shortfalls are paid within 7 to 14 working days

Member is paid and send a statement as confirmation

Please direct all queries to our **Customer Care Centre** on **0861 111 167**.

Contact Information

Sanlam Gap Cover
T 0861 111 167
E sanlaminfo@kaelo.co.za
www.sanlam.co.za

*Sanlam Gap Cover is not a medical scheme, and the cover is not the same as that of a medical scheme. The policy is not a substitute for a medical scheme membership.

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