ZOOM

FEDHEALTH

SOS Call Me, a USSD call-back service free to members

When faced with an emergency, many of us tend to panic and struggle to think straight. This could make it difficult for you to contact the Europ Assistance Contact Centre. A lack of airtime could also prevent Fedhealth members from getting in touch with us.

As such, Europ Assistance introduced the SOS Call Me service:
a user-friendly call-back service that means the Scheme will call Fedhealth members back at no cost to them. This free service is available to all Fedhealth members and dependants.

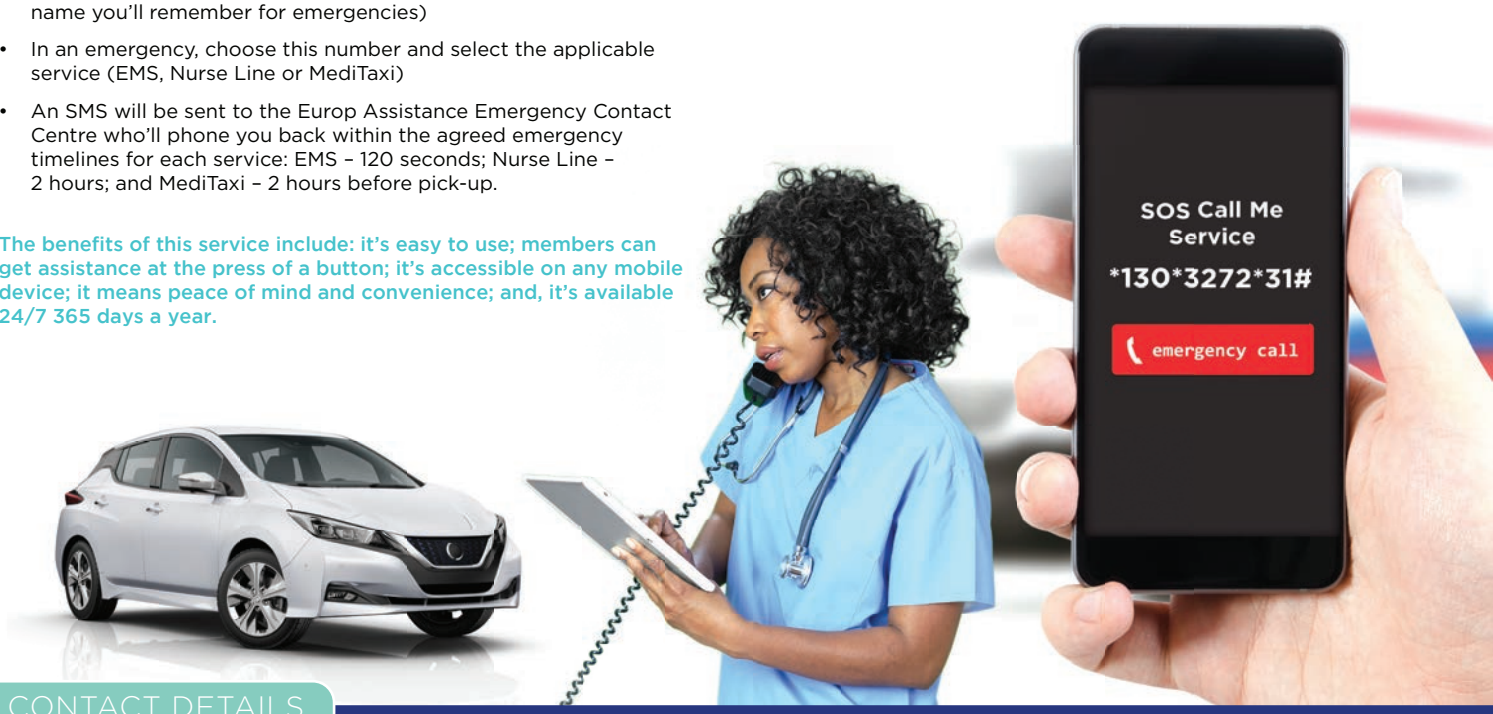
Members can select three options on the service:

1. Emergency Medical Services (EMS)
2. Nurse Line
3. MediTaxi

How to use the SOS Call Me service:

- Save the number ***130*3272*31#** for EMS, Nurse Line and Medical Taxi as a contact on your phone (under Europ Assistance or a name you'll remember for emergencies)
- In an emergency, choose this number and select the applicable service (EMS, Nurse Line or MediTaxi)
- An SMS will be sent to the Europ Assistance Emergency Contact Centre who'll phone you back within the agreed emergency timelines for each service: EMS – 120 seconds; Nurse Line – 2 hours; and MediTaxi – 2 hours before pick-up.

The benefits of this service include: it's easy to use; members can get assistance at the press of a button; it's accessible on any mobile device; it means peace of mind and convenience; and, it's available 24/7 365 days a year.



CONTACT DETAILS

Please call **0860 002 153** for all general enquiries and customer care assistance, including benefit and limit confirmation and document requests, as well as Hospital authorisations, chronic medication enquiries and oncology related authorisations.

Disease Management	Europ Assistance	MVA Third Party Recovery Department	Fedhealth Baby
0860 101 306	0860 333 432	012 431 9718	0861 116 016

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DISCLAIMER: This document is a summary for information purposes only and does not supersede the rules of the Scheme. In the event of any discrepancy between this summary and the Rules, the Rules will prevail. A copy of the Rules is available on request.