

# Welcome to Coloplast Care, we are here to support you every step of the way!



Nurse support for  
the best start



Medical aid  
authorisation support



Direct delivery and  
order reminders



Ongoing  
lifestyle support



Visit our  
website for more  
information:

Get in touch! | 011 700 5000 | [dtcsa@coloplast.com](mailto:dtcsa@coloplast.com)

Order and general queries:

[dtcsa@coloplast.com](mailto:dtcsa@coloplast.com)

Medical aid authorisation queries (case management):

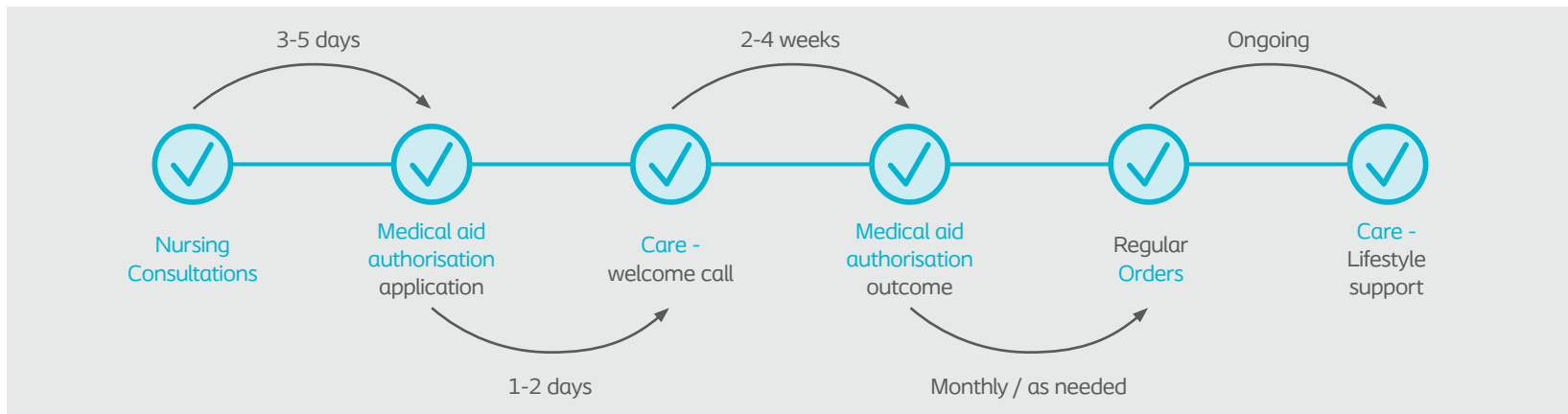
[casemanagement@coloplast.com](mailto:casemanagement@coloplast.com)

Medical aid claims or account queries:

[dtcsadebtors@coloplast.com](mailto:dtcsadebtors@coloplast.com)

Or simply call us on 011 700 5000

(Monday – Friday, 8:30am – 4:30pm)



## What's next?

Now that you are part of Coloplast Care, we will begin the process to assist you with your medical aid authorisation. Once your documents have been verified by our Case Management team, we will submit an authorisation application to your medical aid on your behalf and we then have to wait for the funding outcome from them. Our Care team will be in touch to check in on you and assist you with any queries you may have.

## Does it cost anything to join Coloplast Care?

No, Coloplast offers nursing consultations, medical aid authorisation support, home delivery and ongoing lifestyle support – all free of charge. You only need to pay for your products, either through your medical aid or cash.

Please look out for communication from our Consumer team over the coming weeks. We aim to keep you informed every step of the way, so keep an eye out for our emails, text messages, and calls. Feel free to reach out to us should you need our support at any stage – we are here to make your life easier because we Care!