

# Get the support you need with your Coloplast catheter

Tatiana  
catheter user



**SpeediCath®**  
designed for you

We understand that it isn't easy living with intimate healthcare needs. That's why at Coloplast we can offer you support and advice on your intermittent catheters and reimbursement questions, as well as ensuring you have the products you need delivered straight to your door.

As part of Coloplast Direct you get access to:



**Free Clinical Support:** Get trained on your new catheter by our dedicated team of nurses



**Free starter stock:** You receive 4 weeks of catheters to get started



**Free case management:** We assist with your authorisation application process



**Products:** Get access to our innovative range of intermittent catheters



**Free home delivery:** Convenient, discrete delivery straight to your door

Contact us to hear more!



011 700 5000



dtcsa@coloplast.com

# What you need to know about Coloplast Direct!



## Where can I get my SpeediCath® catheters?

You can buy your catheters directly from Coloplast by purchasing them cash through our online store or we can supply you and claim this back from your medical aid.

## How do I order my SpeediCath® catheters?

If you purchase cash, you can order through our online store [www.coloplast.co.za](http://www.coloplast.co.za) and click on Products and Samples. If you sign up with us and use your medical aid as payment, you will receive an SMS monthly to confirm your order. You simply reply 'Yes' with your quantity required or 'No' and if you need to chat with us, call us on 011 700 5000 or send an email [dtcsa@coloplast.com](mailto:dtcsa@coloplast.com)

## Does it cost anything to use Coloplast's services?

No, Coloplast offers clinical support, starter stock, case management support and home - delivery all free of charge.

## How long does delivery take?

Delivery takes between 3-5 working days from when your order is processed. **Always reach out to us if you are running low on stock, before you run out.**

## How do I get my Coloplast catheters funded by my medical aid?

To better support you, we can submit the documents to your medical aid on your behalf. You will receive your funding outcome directly from your medical aid, so you need to share this with us so that we can update our records.

## How long will it take to confirm my funding?

Our case management team will respond to your queries within 2 working days, but the turnaround times on getting your funding outcome depends entirely on your medical aid.

## How do I know what my medical aid covers?

Most medical aids do pay for Coloplast catheters, but even if you have a medical aid, this does not always guarantee payment. Check your policy and authorisation letter for scheme rules, tariff rates and benefit limits so that you're fully aware of what's covered. Anything not paid by your medical aid, must be covered by you.

## How often do I need to renew my auth?

An authorisation usually expires after 6 or 12 months. That means that you will need to get new documents from your doctor 1- 2 months before your authorisation expires. These documents will be used for reauthorisation. It is your responsibility to collect the documents and let us know of any medical aid changes.

## Who is responsible for paying my catheters if I have a medical aid?

You're responsible for the payment of all your Coloplast catheters. If you claim through your medical aid and there are shortfalls, it is your responsibility to settle any shortfalls with us before we can release your next order.

## To avoid a shortfall can I adjust my order?

Always check what your medical aid is covering and what they have decided not to cover. If you need to adjust your order get in touch with us, our consumer service team can assist you with any changes.

## How do I know if I have an outstanding amount?

You know from your medical aid claims what has been covered and what is outstanding. If you have any outstanding amounts, please get in touch with us to settle your account to avoid delays in getting your future products.

## How often can I claim from my medical aid?

We can submit claims for you if that is what you have opted for but medical aids only allow us to do this once a month. If you need additional products in that month, you will need to fund this yourself.

## How do I get extra catheters?

You are always welcome to purchase extra catheters directly from our online store.

## Can I return an unopened package?

Yes, you can return an unopened package but you need to let us know within 10 days of receiving your products. We'll refund you or your medical aid for any unopened or faulty items.