



How to Check and Submit Your Optical Claims

Get the most out of your optical benefits with our easy 3-step process for checking your available benefits and submitting claims.

FOLLOW THESE EASY STEPS:

1.



Confirm Your Optical Benefits

Before visiting your healthcare provider, confirm the availability of your optical benefit or remaining funds by contacting IsoLeso:

- Call: 011 340 9200
- Email: medshield@isoleso.co.za

2.



Details that should be visible on a claim

Ensure the following is displayed on your healthcare provider account before submitting your claim:

- Service provider (Optometrist) practice number
- Optical codes for frames and lenses
- ICD-10 Code/s
- Date of treatment

3.



Submit your claim

Once you've gathered all required information, submit your claim via email:

- Email: medshieldclaims@isoleso.co.za