

November 2022

Dear Pharmacist

Prepare your clinic to participate in the Diabetes Clinic Network in 2023

Education is very important so members living with diabetes can successfully manage their condition, prevent disease progression and prevent developing comorbidities. From 1 January 2023, most of the schemes we administer will pay for diabetes education as part of their standard basket of care.

Pharmacy clinics are an ideal setting to offer diabetes education and to support members living with diabetes beyond medicine dispensing services. We are sending you this letter to tell you about the new service and the participation criteria for pharmacies and nurses.

Who can be diabetes educators and what are the requirements

We are creating a network of diabetes educators to support the members of the schemes we administer and give them access to quality diabetes education in addition to the care they get from their primary treating provider.

To qualify as a diabetes educator, the provider must:

- Be a registered nurse with a special interest in diabetes and
- Have a minimum of two years professional experience as a registered nurse and
- Have a current BHF number and
- Have completed one of the courses listed below and
- Have at least 1,000 hours of diabetes education (full-time for six months) under mentorship of a diabetes educator.

The nurse must have successfully completed one of these courses

- Centre for Diabetes and Endocrinology (CDE) – Core principles
- Diabetes Education Society of South Africa (DESSA) – Basic course for healthcare professionals
- International Diabetes Federation (IDF) qualification consisting of the following courses:
 - Diabetes educators
 - Prevention of diabetes type 2
 - Diabetes and CVD (cardiovascular diseases)
- Postgraduate qualification
 - Postgraduate diploma in diabetes
 - Master's degree in diabetes

Discovery Health (Pty) Ltd. Registration number: 1997/013480/07. An authorised financial services provider and administrator of medical schemes.
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Directors: Dr A Ntsaluba* (Chairperson), A Gore* (Group CEO), Dr J Broomberg*, H L Bosman, R Farber, F N Khanyile, N S Koopowitz*, Dr T V Maphai, R N Noach*, A Pollard*, B Swartzberg*, D M Viljoen*, S V Zilwa (*Executive).
Secretary: N N Mbongo.

Services the Diabetes Clinic Network can offer

Members of participating schemes who are registered on the Chronic Illness Benefit for diabetes mellitus type 1 or 2 will be eligible for these benefits from January 2023:

- Two diabetes education consultations per year that we pay from their risk benefits (not savings).
- One foot screening per year that we pay from their risk benefits (not savings). This is if their treating doctor or a podiatrist did not already perform a screening during that year.
- Diabetes-related point-of-care pathology tests. This is only if the member's primary treating doctor asks for the tests.

Requirements for a pharmacy clinic to take part in the Diabetes Clinic Network

It is voluntary to take part in the Diabetes Clinic Network and it is open to any pharmacy clinic that meets the following criteria :

New criteria:

- Be able to submit claims for consultations and point-of-care tests, noting the *BHF practice number* of the diabetes educator in the 'treating provider' field in the claim.
- Have at least *one diabetes educator with their own BHF practice number*.

Other criteria

- Be part of the Wellness Network when they apply to join the Diabetes Clinic Network.
- Have a private consultation room within the pharmacy with appropriate clinic equipment and furniture and an easily accessible bathroom.
- Comply with good pharmacy practice (GPP) and be registered with the South African Pharmacy Council
- Be able to send results and reports to us and to the treating doctor. This may be by email for the first half of 2023. Thereafter, the pharmacy clinic must use the Discovery electronic health platform to enter results.
- Make sure that there is clear and visible signage that diabetes education is available in the pharmacy clinic.

What to do if you are interested in joining the Diabetes Clinic Network

1. Confirm with your software vendor that your pharmacy's claim system can submit the *diabetes educator's BHF practice number* in the *field for 'treating provider'* in the diabetes claim line. If the software cannot accommodate this, the pharmacy cannot successfully claim for these services.
2. Make sure that the nurses in the clinic have:
 - a. BHF practice numbers
 - b. Proof of completion of one of the approved diabetes-specific courses
 - c. Required work experience
 - d. Entered into a practical training agreement and have an appointed mentor
3. Complete the agreement and required documents that you will receive early in December 2022.

Members who are excluded from these added benefits

Not all the Schemes we administer take part in this programme and other healthcare providers also offer some of these benefits.

These members are excluded from this programme and are not eligible for these benefits:

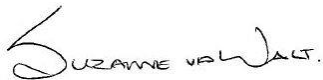
1. Members of Anglo Medical Aid Scheme
2. Members who are currently receiving diabetes education through an arrangement with CDE (Centre of Diabetes and Endocrinology)
3. Members who are on the Diabetes Care Programme with a doctor who provides the diabetes education as part of their agreement with Discovery Health

In December, we will send out:

1. An agreement to join the Diabetes Clinic Network that you can fill in if you want
2. A handbook for the Diabetes Clinic Network
3. Detailed participation criteria for the Diabetes Clinic Network
4. The rates for the Diabetes Clinic Network for 2023

Please keep an eye open for the agreement. If you have any questions, please write to us at Healthpartnerinfo@discovery.co.za.

Regards



Suzanne van der Walt
Pharmacy network and contract manager
Discovery Health