

2020

DISCOVERY HEALTH MEDICAL SCHEME

MENTAL HEALTH CARE PROGRAMME

Overview

The Mental Health Care Programme, together with your Premier Plus GP, will help you actively manage episodes of Major Depression. This programme gives you and your Premier Plus GP access to tools and benefits to monitor and manage your condition and ensure you get high quality coordinated healthcare and the best outcomes. This document gives you more information about the Mental Health Care Programme. This programme is available on all Discovery Health Medical Scheme Plans.

About some of the terms we use in this document

There may be some terms we refer to in the document that you may not be familiar with. Here are the meanings of these terms.

TERMINOLOGY	DESCRIPTION
Designated service provider (DSP)	A healthcare provider (for example doctor, specialist, pharmacist or hospital) who we have an agreement with to provide treatment or services at a contracted rate. Visit www.discovery.co.za or click on Find a healthcare provider on the Discovery app to view the full list of DSPs.
Discovery Health Rate	This is a rate we pay for healthcare services from hospitals, pharmacies, healthcare professionals and other providers of relevant health services.
Emergency medical condition	<p>An emergency medical condition, also referred to as an emergency, is the sudden and, at the time unexpected onset of a health condition that requires immediate medical and surgical treatment, where failure to provide medical or surgical treatment would result in serious impairment to bodily functions or serious dysfunction of a bodily organ or part or would place the person's life in serious jeopardy.</p> <p>An emergency does not necessarily require a hospital admission. We may ask you for additional information to confirm the emergency.</p>
Premier Plus GP	A Premier Plus GP is a network GP who has contracted with us to provide you with coordinated care for defined chronic conditions.
Prescribed Minimum Benefits (PMBs)	<p>In terms of the Medical Schemes Act of 1998 (Act No. 131 of 1998) and its Regulations, all medical schemes have to cover the costs related to the diagnosis, treatment and care of:</p> <ul style="list-style-type: none"> ▪ An emergency medical condition ▪ A defined list of 270 diagnoses ▪ A defined list of 27 chronic conditions. <p>To access Prescribed Minimum Benefits, there are rules defined by the Council for Medical Schemes (CMS) that apply:</p> <ul style="list-style-type: none"> ▪ Your medical condition must qualify for cover and be part of the defined list of Prescribed Minimum Benefit conditions ▪ The treatment needed must match the treatments in the defined benefits ▪ You must use Designated Service Providers (DSPs) in our network. This does not apply in emergencies. However even in these cases, where appropriate and according to the rules of the Scheme, you may be transferred to a hospital or other service providers in our network, once your condition has stabilised. If you do not use a DSP we will pay up to 80% of the Discovery Health Rate (DHR). You will be responsible for the difference between what we pay and the actual cost of your treatment. <p>If your treatment doesn't meet the above criteria, we will pay according to your plan benefits.</p>
HealthID	HealthID is an online digital platform that gives your doctor fast, up-to-date access to your health information. Once you have given consent, your doctor can use HealthID to access your medical history, make referrals to other healthcare professionals and check your relevant test results.
ICD-10 code	A clinical code that describes diseases, signs and symptoms, abnormal findings, complaints, social circumstances and external causes of injury or diseases, as classified by the World Health Organisation (WHO).

TERMINOLOGY	DESCRIPTION
SSRI	Selective serotonin re-uptake inhibitor. This is a class of anti-depressant medicine including fluoxetine, paroxetine, citalopram, escitalopram, sertraline and fluvoxamine.

How to join the Mental Health Care Programme

To access the Mental Health Care Programme, you must consult with a Premier Plus GP. If you meet certain criteria, and if you have given your doctor consent, your Premier Plus GP can enrol you on the programme through HealthID.

- Members on KeyCare plans must choose a doctor who is on both the KeyCare or KeyCare Start and Premier Plus GP network
- Members on Smart plans must choose a doctor who is on both the Smart and Premier Plus GP network

Visit www.discovery.co.za or click on **Find a healthcare provider** on the Discovery app to find a doctor in the network.

Your Premier Plus GP will work with you to manage your condition

The Mental Health Care Programme gives you and your Premier Plus GP access to tools and benefits to monitor and manage acute and/or episodic Major Depression and to ensure you have access to coordinated care.

You and your GP can track progress on a personalised dashboard on HealthID displaying your unique Mental Health Management Score. This will help to identify steps you can take to manage your condition and stay healthy over time.

It is important for you to visit your Premier Plus GP, as recommended, to assess and monitor your condition for the programme to be successful in getting you healthy.

Benefits available on the Mental Health Care Programme

The Mental Health Care Programme runs over a 6-month period. Members who are eligible to join will have access to the following benefits in that 6-month period:

- Three consultations with your Premier Plus GP
- An initial psychotherapy session if referred by your Premier Plus GP
- Anti-depressant medicine.

Members on *Executive or Comprehensive plans* have access to any medicine in the SSRI class up to a monthly limit of R160.

Members on *Priority, Saver, Core, Smart and KeyCare plans* will have access to any of the below medicine in the SSRI class up to a monthly limit of R80:

NAPPI 6	Product name	Strength
894303	Deprozan	20mg
719658	Prolax	20mg
705064	Zydus fluoxetine	20mg
700686	Ranflocs	20mg
716520	Fluoxetine actor	20mg

Contact us

Tel (Members): 0860 99 88 77, Tel (Health partner): 0860 44 55 66, PO Box 784262, Sandton, 2146, www.discovery.co.za,
1 Discovery Place, Sandton, 2196.

Complaints process

Discovery Health Medical Scheme is committed to providing you with the highest standard of service and your feedback is important to us. The following channels are available for your complaints and we encourage you to follow the process:

1 | STEP 1 – TO TAKE YOUR QUERY FURTHER:

If you have already contacted the Discovery Health Medical Scheme and feel that your query has still not been resolved, please complete our online complaints form on www.discovery.co.za. We would also love to hear from you if we have exceeded your expectations.

2 | STEP 2 – TO CONTACT THE PRINCIPAL OFFICER:

If you are still not satisfied with the resolution of your complaint after following the process in Step 1 you are able to escalate your complaint to the Principal Officer of the Discovery Health Medical Scheme. You may lodge a query or complaint with Discovery Health Medical Scheme by completing the online form on www.discovery.co.za or by emailing principalofficer@discovery.co.za.

3 | STEP 3 – TO LODGE A DISPUTE:

If you have received a final decision from Discovery Health Medical Scheme and want to challenge it, you may lodge a formal dispute. You can find more information of the Scheme's dispute process on the website.

4 | STEP 4 – TO CONTACT THE COUNCIL FOR MEDICAL SCHEMES:

Discovery Health Medical Scheme is regulated by the Council for Medical Schemes. You may contact the Council at any stage of the complaints process, but we encourage you to first follow the steps above to resolve your complaint before contacting the Council. Contact details for the Council for Medical Schemes: Council for Medical Schemes Complaints Unit, Block A, Eco Glades 2 Office Park, 420 Witch-Hazel Avenue, Eco Park, Centurion 0157 | complaints@medicalschemes.com
0861 123 267 | www.medicalschemes.com