

## Menopause medicine list (formulary)

### Who we are

Retail Medical Scheme (referred to as "the Scheme"), registration number 1176, is a non-profit organisation, registered with the Council for Medical Schemes.

Discovery Health (Pty) Ltd (referred to as "the Administrator"), is a separate company who is registered as an authorised financial services provider (registration number 1997/013480/07), administers the Retail Medical Scheme.

### Important information you need to know

Retail Medical Scheme Rules set out the requirements for the Chronic Illness Benefit (CIB). The utilisation of the benefits and programmes associated with the Chronic Illness Benefit is subject to specific conditions and rules. Members must ensure that they are familiar with these rules and conditions. The Scheme Rules are available on [www.retailmedicalscheme.co.za](http://www.retailmedicalscheme.co.za)

Any instruction or advice we give about medicines and the management of the member's condition is intended as a supplement to, and not a substitute for, the knowledge, expertise, skill and judgement of the member's doctor, pharmacist or other healthcare professional.

Retail Medical Scheme reserves the right to change the benefit at any time. We will communicate any changes to the way we pay for medicines.

You get full cover for approved chronic medicine on the medicine list (formulary). For medicine not on the medicine list (formulary), we cover you up to a set monthly rand amount called the Chronic Drug Amount (CDA).

### 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
Chronic Drug Amount (CDA)	The CDA is a set monthly amount we pay up to for a medicine class. This applies to medicine that is not listed on the medicine list (formulary). The Chronic Drug Amount includes VAT and the dispensing fee.
Medicine class	Medicines with similar chemical structures or similar therapeutic effects.

## Formulary medicines and monthly Chronic Drug Amounts

The menopause medicine list (formulary) applies to all Retail Medical Scheme Options for the 2024 benefit year.

Medicine name	Medicine class	Monthly Chronic Drug Amount (CDA)
Estrofem 1mg	Estrogens	R205
Estrofem 2mg	Estrogens	R205
Activelle	Progestogens and estrogens, fixed combinations	R285
Novofem	Progestogens and estrogens, sequential preparations	R240
Provera 5mg	Progestogens – Pregnen (4) derivatives	R210
Provera 10mg	Progestogens – Pregnen (4) derivatives	R210

## Contact us

You can call us on **0860 101 252** or visit [www.retailmedicalscheme.co.za](http://www.retailmedicalscheme.co.za) for more information.

## Complaints process

You may lodge a complaint or query with Retail Medical Scheme directly on 0860 101 252 or address a complaint in writing to the Principal Officer at the Scheme's registered address. Should your complaint remain unresolved, you may lodge a formal dispute by following the Retail Medical Scheme internal disputes process.

You may, as a last resort, approach the Council for Medical Schemes for assistance. Council for Medical Schemes Complaints Unit, Block A, Eco Glades 2 Office Park, 420 Witch-Hazel Avenue, Eco Park, Centurion, 0157 / 0861 123 267 / [complaints@medicalschemes.co.za](mailto:complaints@medicalschemes.co.za) / [www.medicalschemes.co.za](http://www.medicalschemes.co.za)