

## Advanced Illness Benefit

### Who we are

Retail Medical Scheme (referred to as 'the Scheme'), registration number 1176, is a not for profit organisation, registered with the Council for Medical Schemes.

Discovery Health (Pty) Ltd (referred to as 'the administrator') is a separate company and an authorised financial services provider (registration number 1997/013480/07). We take care of the administration of your membership for the Scheme.

### Overview

The Advanced Illness Benefit (AIB) provides access to comprehensive palliative care, provided by a multidisciplinary team, to members who have an illness in an advanced stage, in the comfort of their own home or in a hospice facility.

### 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
<b>Day-to-day benefits</b>	These are the available funds allocated to the Medical Savings Account and Above Threshold Benefit, on the Essential Plus Option or the defined set of out of hospital benefits allocated to members on the Essential Option.
<b>Scheme Rate</b>	This is the rate we pay for claims from hospitals, pharmacies, healthcare professionals and other providers of relevant health services.
<b>ICD-10 code</b>	A clinical code that describes diseases and signs, symptoms, abnormal findings, complaints, social circumstances and external causes of injury or diseases, as classified by the World Health Organization (WHO). All claims must show the relevant ICD-10 codes for the procedures or treatment provided.

### Your doctor must register you for cover on the Advanced Illness Benefit

To register, your doctor needs to complete the AIB application form and email it to [AIB@retailmedicalscheme.co.za](mailto:AIB@retailmedicalscheme.co.za). The application form is available on our website by logging in to [www.retailmedicalscheme.co.za](http://www.retailmedicalscheme.co.za).

## Access to the Advanced Illness Benefit is voluntary and is subject to clinical entry criteria

This benefit provides funding for palliative care for members in advanced stages of illness, where curative treatment has ceased and there is a palliative care plan to address symptoms related to the illness. If your application is approved, you will have access to the benefits offered by the AIB.

### The Advanced Illness Benefit at a glance

You have access to the following on the Advanced Illness Benefit:

- **Support from a dedicated care coordinator**

A dedicated care coordinator, who is a registered nurse, will contact you (or your family member) once we have registered you on the AIB. The care coordinator will support you and your family and will work closely with your GP and/or specialist to ensure you receive the best of care at all times.

- **Personalised support and counselling**

Once you are registered on the AIB, you and your family will have access to counselling services for support during this difficult time.

- **Comprehensive home-based services**

On the AIB you will have access to personalised home-based services such as:

- medical care by palliative care trained doctors
- rental of home oxygen concentrator and back up cylinder
- pain management and symptom control
- psychosocial support from social workers, counsellors or psychologists trained in palliation

The following services are subject to additional authorisation and managed care entry criteria may apply:

- home based visits from a nurse specialising in palliative care
- hiring/rental of specific equipment
- hospice care at home and/or in-patient units, where available
- limited radiology and pathology.

- **Access to limited home nursing and in patient hospice care personalised support and counselling**

Members enrolled on AIB have access to home nursing with a limited duration or in patient hospice care subject to authorisation and managed care criteria



- **Access to specialised telephonic support**

When you are registered on the AIB, you can contact 011 529 6797 during working hours for assistance with AIB related authorisations and claims-related enquiries.

## **Your cover on the Advanced Illness Benefit**

### **The Advanced Illness Benefit pays for services provided by a multidisciplinary healthcare team**

Retail Medical Scheme will pay for healthcare services provided by any of the healthcare professionals represented in the palliative multidisciplinary team, according to a specific basket of care and your specific care plan. These costs will not affect your day-to-day benefits and will be paid at the Scheme Rate, from the Core Benefits.

### **Palliative care must be provided by providers who are registered with the Board of Healthcare Funders**

Retail Medical Scheme will pay for these healthcare services or treatments as long as the application is approved and you use appropriately registered providers (with a valid Board of Healthcare Funders (BHF) registration number) who use valid tariff codes for the healthcare service or treatment.

Upon successful enrolment on to the benefit, the Palliative doctor may bill a once off fee for advanced care planning, thereafter a monthly management fee can be billed to ensure continued support whilst enrolled.

### **We need the appropriate ICD-10 codes on accounts**

All accounts for palliative care must have a relevant and correct ICD-10 code (diagnosis code) for us to pay it from the correct benefit. To ensure there isn't a delay in paying your healthcare providers' accounts, please notify the team managing your treatment (or your loved one's treatment) about this requirement.

## **Nominating a person to assist you**

Where you, as the patient, choose to nominate someone to assist you with managing your Scheme-related affairs, you can complete a third-party consent form. This form is available by logging in to [www.retailmedicalscheme.co.za](http://www.retailmedicalscheme.co.za). If, at any stage, you want to revoke consent, you can notify us accordingly.

## **Contact us**

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

## **Complaints process**

You can 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. If your complaint remains



unresolved, you can 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)