

Disease Prevention Programme

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 and an authorised financial services provider (registration number 1997/013480/07). Discovery Health (Pty) Ltd administers the Scheme.

Overview

Risk factors for cardiometabolic syndrome include high blood pressure, elevated blood sugar, abnormal cholesterol, elevated blood triglycerides, high Body-Mass-Index (BMI) and increased abdominal or waist circumference measures. Members living with one or more of these risk factors have a higher chance of developing diabetes and cardiovascular disease and suffering a stroke or heart attack.

Retail Medical Scheme offers a Disease Prevention Programme designed to support members who are at risk of developing diabetes to improve health outcomes and quality of life.

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 some of the terms we use.

Terminology	Description
Scheme Rate	The rate that the Scheme sets for paying claims from healthcare professionals.
Screening assessment	The tests include: Finger prick test (Blood glucose and Cholesterol), Blood pressure and Body Mass Index (BMI). Tests need to be performed by a Designated Service Provider.
Impaired glucose tolerance (IGT)	Impaired glucose tolerance is a raised glucose level result after an oral glucose tolerance test, and impaired fasting glucose is defined as glucose levels of 100 to 125 mg per dL (5.6 to 6.9 mmol per L) in fasting patients.
Impaired fasting glucose (IFG)	Impaired fasting glucose is a raised glucose level result after a fasting oral glucose tolerance test.
Premier Plus GP Network	A Premier Plus GP (PP GP) is a network GP who has contracted with us to provide you with coordinated care for defined conditions.

Disease Prevention Programme

This Programme, together with your PP GP, supported by your Health Coach and a Dietitian in our network, will help you actively manage your risk of developing a chronic condition. The Programme gives you additional benefits to monitor and manage your health and to ensure you get high quality coordinated healthcare and improved outcomes.

How to join the Disease Prevention Programme

Our predictive model uses your screening assessment results, health claim patterns, family history and other information to determine if you are at risk of developing a diabetes or cardiovascular disease. If you meet the Scheme's eligibility criteria for the programme:

- A Health Coach will get in touch with you to explain how the Programme works.
- A PP GP can enrol you on the Disease Prevention Programme through HealthID, if you give them consent to do so.

Visit www.retailmedicalscheme.co.za or click on Find a healthcare provider using your Discovery app or call us on 0860 101 252 to find a provider in our network to enroll you on the programme.

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

The Disease Prevention Programme is based on clinical and lifestyle guidelines. Through the Programme, you, your Health Coach and your PP GP can agree on key goals and track your progress.

This will help to identify which areas require attention so that you and your PP GP can improve the management of your condition.

When you join the Disease Prevention Programme you will have access to the following additional benefits:

- An additional consultation with your PP GP
- Two consultations with a Dietitian in our network, to ensure that you get the best nutrition advice to optimise your health. The Dietitian is a skilled healthcare professional that is experienced in tailoring a nutritional plan for you.
- A defined set of blood tests
- Diabetes medicine (metformin) if prescribed by your PP GP
- Access to a Health Coach for 12 months. Your Health Coach will offer clinical support to help you track, monitor, change and improve your health and quality of life.

To enjoy full cover for the consultations and tests on the Programme, please ask your healthcare provider to claim the most appropriate code from the table below and include the appropriate ICD-10 diagnosis code on the claim.

BASKET	PROCEDURE CODE	DESCRIPTION AND RATES
GP visits (up to two)	0190 0191 0192 0193	New and established patient: Consultation/visit of new or established patient of an average duration and/or complexity
Dietitian visits (up to two)	84200 84201 84202 84203 84204	Nutritional assessment, counselling and/or treatment. Duration: 1-10min Nutritional assessment, counselling and/or treatment. Duration: 11-20min Nutritional assessment, counselling and/or treatment. Duration: 21-30min Nutritional assessment, counselling and/or treatment. Duration: 31-40min Nutritional assessment, counselling and/or treatment. Duration: 41-50min
Fasting glucose (up to two)	4057 or 54057	Glucose - random/fasting
Cholesterol (one)	4026 or 54026, 4027 or 54027, 4028 or 54028, or 4147 or 54147	LDL cholesterol (chemical determination) Cholesterol Total HDL cholesterol Triglyceride
Serum creatinine (one)	4032 or 54032	Creatinine

Can anyone join the Disease Prevention Programme?

The Programme uses an advanced predictive model to identify members that are eligible. This is based on their screening assessment results. If your assessment results indicate a high risk of developing diabetes or cardiovascular disease, you may be eligible for the Programme. From here your PP GP may enroll you on the programme.

What is the goal of the programme?

The goal of the Programme is to reduce your risk of developing diabetes. This may be in the form of addressing a high glucose level with a healthy food plan, exercise and if applicable, appropriate medicine. During, or at the end of the Programme, your PP GP will guide you on the next steps for you to take, which may include continuing with the changes you have made to your diet and exercise or continuing with the medicine prescribed. Alternatively, you may be diagnosed with diabetes.

What happens if you are diagnosed with diabetes during the 12-month programme?

Your PP GP will help to register you for diabetes on the Chronic Illness Benefit (CIB), which will give you access to benefits to manage your condition. You can then enroll in the Diabetes Care Programme to access support for your condition.

Contact us

You can call us on **0860 101 252** or visit www.retailmedicalscheme.co.za for more information.

Queries or Complaints

You may lodge a query or complaint 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 can find information about this process on www.retailmedicalscheme.co.za

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 / www.medicalschemes.co.za