

# Prescribed Minimum Benefits basket of care for **WHO GLOBAL OUTBREAK BENEFIT**

## Overview

From time to time, there are viruses or diseases that affect world health. These outbreaks are closely monitored by the World Health Organization (WHO) and are, depending on the severity and spread, declared as pandemics that place the global population's health at risk.

We recognise the importance of being responsive for these public health emergencies. Through careful benefit design and in support of public health initiatives aimed at containing and mitigating the spread of such outbreak diseases, members have access to supportive benefits during the outbreak period. The COVID-19 outbreak is actively monitored to assess the evolution and progression of the outbreaks. Having a timely and effective response to global epidemics help to improve the health outcomes for members.

Cover for COVID-19 is subject to the use of the services of the Scheme's Designated Service Providers (DSP) (where applicable), protocols and the treatment meeting the Scheme's entry criteria and guidelines. Any recommended treatment and healthcare services that are not included in the Scheme's defined basket of care, are covered according to your available benefits or in accordance with Prescribed Minimum Benefits (PMB), where applicable.

Retail Medical Scheme covers more than just the minimum benefits required by law. This document provides information about the PMB basket of care for treating COVID-19 as part of the WHO Global Outbreak Benefit.

### **Please make sure your claims have the appropriate ICD-10 code**

All claims must have the appropriate ICD-10 codes (diagnostic codes) so we can identify them and pay them from the WHO Global Outbreak Benefit. When you are referred to a pathologist or radiologist, your doctor must include the correct ICD-10 codes. This will enable the pathologists and radiologists to share the information with us and allow us to comply with legislation by paying PMBs claims correctly.

### **We may pay claims from your day-to-day benefits if PMB requirements are not met**

We will pay claims from your available day-to-day benefits when:

- The claims are submitted without the relevant PMB ICD-10 codes
- The treatment does not meet the Scheme's clinical entry criteria and guidelines for PMB funding

### **What happens if you need more treatment, or treatment that falls outside of these defined benefits**

If you need more treatment, or treatment that falls outside of the PMBs, you or your doctor can send additional clinical information with a detailed explanation of the treatment that is needed, and we will review it. If this treatment is approved as PMB, it will not be paid from your available day-to-day benefits, but from your approved PMB.

You can follow the below easy steps to apply for cover that is more than the PMB benefits stated in your approval letter:

1. Download the "Request for additional cover for out-of-hospital Prescribed Minimum Benefit conditions" form. Up to date forms are always available on [www.retailmedicalscheme.co.za](http://www.retailmedicalscheme.co.za).
2. You can also call 0860 101 252 to request the form.
3. Complete the form with the assistance of your doctor or healthcare professional.
4. Send the completed, signed form, along with any additional medical information, by email to [PMB\\_APP\\_FORMS@retailmedicalscheme.co.za](mailto:PMB_APP_FORMS@retailmedicalscheme.co.za).

If we approve the requested medicine or treatment, we will automatically pay the costs from your PMB cover for COVID-19. If the request is unsuccessful, and you are not satisfied with the outcome, you may dispute the funding decision by providing more information.

For more information on your cover for PMB, please visit our website [www.retailmedicalscheme.co.za](http://www.retailmedicalscheme.co.za).

## COVID-19 vaccine

Administration of the COVID-19 vaccines is covered in accordance with the National Department of Health COVID-19 guidelines. All South Africans have access to the COVID-19 vaccines and boosters which are provided by the National Department of Health to public sector facilities and private service providers free of charge.

You will have access to funding up to 100% of the Scheme Rate for the following:

	Description	Codes
COVID-19 vaccine administration	Administration fee for vaccine including material	3002823001

## Acute Covid-19

If you suspect you may have COVID-19, you will have access to funding for an approved basket of care up to Scheme Rate, from the Hospital Benefit. Please refer to your approval letter for the basket of care.

## COVID-19 medicine list

The table below contains the medicine on our list for supportive treatment for COVID-19. You have full cover for medicine on our medicine list. If your medicine is not on our list, we cover it up to the lowest cost medicine of the same kind on our list.

BROAD DRUG CATEGORY	ACTIVE INGREDIENT	NAPPI	PRODUCT NAME	STRENGTH	DOSAGE FORM
Analgesics	Acetylsalicylic acid	720577	Disprin	300 mg	Effervescent tablet
		704642	Soluspirin (was aspirin soluble)	300 mg	Effervescent tablet

BROAD DRUG CATEGORY	ACTIVE INGREDIENT	NAPPI	PRODUCT NAME	STRENGTH	DOSAGE FORM
Analgesics	Paracetamol	758558	Pyralen	120 mg/5 ml	Syrup
		704093	Actamol red (unboxed)	120 mg/5 ml	Syrup
		792101	Actamol red (boxed)	120 mg/5 ml	Syrup
		703820	Feverpain	120 mg/5 ml	Syrup
		704450	Painogesic	120 mg/5 ml	Syrup
		863742	Feverpain (boxed)	120 mg/5 ml	Syrup
		889772	Painblok (plastic bottle)	120 mg/5 ml	Syrup
		895199	Go-pain p	120 mg/5 ml	Syrup
		745723	Adco-napamol	500 mg	Tablet
		805467	Antalgic	500 mg	Tablet
		757403	Adco-prolifief	500 mg	Tablet
	Codeine and paracetamol	745707	Adco-napacod	500 mg/10 mg	Tablet
		707910	Painamol plus	500 mg/8 mg	Tablet
		719662	Cogesic	500 mg/8 mg	Tablet
		787043	Codorol	500 mg/8 mg	Tablet
	Paracetamol, Combinations with Psycholeptics	892662	Nucopain	-	Tablet
		809055	Adco-salterpyn	-	Tablet
		823538	Astrapain forte	-	Tablet
		834440	Spectrapain forte	-	Tablet
Musculoskeletal	Diclofenac	786012	Mylan diclofenac	25 mg	Tablet
		893390	A-lennon diclofenac	25 mg	Tablet
		718479	Diclofenac biotech	25 mg	Tablet
		893391	A-lennon diclofenac	50 mg	Tablet
		786020	Mylan diclofenac	50 mg	Tablet
		788597	Adco-diclofenac	50 mg	Tablet
		752398	Panamor at	50 mg	Tablet
	Indometacin	787833	Betacin	25 mg	Capsule
		868213	Gulf indomethacin	25 mg	Capsule
		701891	Amdocin	25 mg	Capsule
		814393	Methocaps	25 mg	Capsule

BROAD DRUG CATEGORY	ACTIVE INGREDIENT	NAPPI	PRODUCT NAME	STRENGTH	DOSAGE FORM
Musculoskeletal	Ibuprofen	700315	Ibucine (was Ibumax)	100 mg/5 ml	Suspension
		704781	Ibugesic	100 mg/5 ml	Suspension
		3004030	Ibugesic oral suspension (strawberry)	100 mg/5 ml	Suspension
		721335	Inflamax Paediatric	100 mg/5 ml	Suspension
		700316	Ibucine (was Ibumax)	200 mg	Tablet
		787426	Betaprofen	200 mg	Tablet
		708536	Ibusor	200 mg	Tablet
		868221	Ibunate	200 mg	Tablet
		705940	Ibu	200 mg	Tablet
		701975	Betaprofen fc	400 mg	Tablet
		708290	Bren	400 mg	Tablet
		700318	Ibucine (was Ibumax)	400 mg	Tablet
	Mefenamic acid	875643	Adco-mefenamic acid	50 mg/5 ml	Suspension
		797014	Fenamin	50 mg/5 ml	Suspension
		793264	Ponac	50 mg/5 ml	Suspension
Corticosteroids	Betamethasone	826928	Betanoid	0.5 mg	Tablet
		899124	Pharma-q betamethasone ampoule 1 ml	4 mg/1 ml	Injection
	Dexamethasone	713730	Dexona ampoule 1 ml	4 mg/1 ml	Injection
		720206	Fresenius dexamethasone ampoule 1 ml	4 mg/1 ml	Injection
	Methylprednisolone	741116	Medrol	4 mg	Tablet
		741124	Medrol	16 mg	Tablet
		717086	Mylan methylprednisolone powder for solution vial	40 mg	Injection

BROAD DRUG CATEGORY	ACTIVE INGREDIENT	NAPPI	PRODUCT NAME	STRENGTH	DOSAGE FORM	
Corticosteroids	Methylprednisolone	717229	Mylan methylprednisolone powder for solution vial	500 mg	Injection	
		717230	Mylan methylprednisolone powder for solution vial	1000 mg	Injection	
	Hydrocortisone	722809	Macleods hydrocortisone powder for sol for inj vial	100 mg	Injection	
	Prednisone	752304	Panafcort	5 mg	Tablet	
		818267	Trolic	5 mg	Tablet	
		788783	Be-tabs prednisone	5 mg	Tablet	
		716381	Adco Prednisone	15 mg/5 ml	Syrup	
		714552	Aspelone	15 mg/5 ml	Liquid	
	Vitamins and Minerals	Nicotinic acid	723588	Solal niacin	35 mg	Tablet
	Anticoagulants	Enoxaparin	3001997	Noxibra pre-filled syringe 0.2 ml	20 mg/0.2 ml	Injection
3006745			Crusia pre-filled syringe 0.2 ml	20 mg/0.2 ml	Injection	
3002000			Noxibra pre-filled syringe 0.4 ml	40 mg/0.4 ml	Injection	
3006746			Crusia pre-filled syringe 0.4 ml	40 mg/0.4 ml	Injection	
3002001			Noxibra pre-filled syringe 0.6 ml	60 mg/0.6 ml	Injection	
3006747			Crusia pre-filled syringe 0.6 ml	60 mg/0.6 ml	Injection	
3002002			Noxibra pre-filled syringe 0.8 ml	80 mg/0.8 ml	Injection	
3006748			Crusia pre-filled syringe 0.8 ml	80 mg/0.8 ml	Injection	
Rivaroxaban		3008139	Xabriva	10 mg	Tablet	
		3002434	Rivaxored	10 mg	Tablet	
		3002520	Rezalto	10 mg	Tablet	

BROAD DRUG CATEGORY	ACTIVE INGREDIENT	NAPPI	PRODUCT NAME	STRENGTH	DOSAGE FORM
Anticoagulants	Rivaroxaban	3008140	Xabriva	15 mg	Tablet
		3002436	Rivaxored	15 mg	Tablet
		3002521	Rezalto	15 mg	Tablet
		3008141	Xabriva	20 mg	Tablet
		3002437	Rivaxored	20 mg	Tablet
		3002522	Rezalto	20 mg	Tablet

## Understanding Long COVID-19

'Long COVID' is the term commonly used to describe signs and symptoms that continue or develop after acute COVID-19 illness. It includes both ongoing symptomatic COVID-19 (from four to 12 weeks) and post COVID-19 syndrome (12 weeks or more). Some symptoms may only start for the first time three to four weeks after the acute COVID-19 infection.

Common symptoms of Long COVID include:

- Fatigue
- Persistent loss of smell and taste
- Shortness of breath
- Joint or muscle pains
- Persistent cough
- Headaches
- Difficulty thinking or concentrating (sometimes referred to as "brain fog")

Other symptoms that have been reported include chest or stomach pain, fast-beating or pounding heart (also known as heart palpitations), pins-and-needles, diarrhoea, sleep problems, fever, dizziness on standing (light-headedness), body rash, mood changes, changes in menstrual cycles.

Illness severity can range from mild to critical:

- Mild to moderate – mild symptoms, mild pneumonia, occurs in approximately 80% of cases
- Severe - difficulty breathing, requiring oxygen, generally results in a hospital admission
- Critical - requiring intensive care.

**Long COVID medicine list**

BROAD DRUG CATEGORY	ACTIVE INGREDIENT	NAPPI6	PRODUCT NAME	STRENGTH	DOSAGE FORM
Analgesics	Acetylsalicylic acid	720577	Disprin	300 mg	Effervescent
		704642	Soluspirin (was aspirin soluble)	300 mg	Effervescent
	Paracetamol	758558	Pyralen	120 mg/5 mL	Syrup
		704093	Actamol red (un-boxed)	120 mg/5 mL	Syrup
		792101	Actamol red (boxed)	120 mg/5 mL	Syrup
		703820	Feverpain	120 mg/5 mL	Syrup
		704450	Painogesic	120 mg/5 mL	Syrup
		863742	Feverpain (boxed)	120 mg/5 mL	Syrup
		889772	Painblok (plastic bottle)	120 mg/5 mL	Syrup
		895199	Go-pain p	120 mg/5 mL	Syrup
		745723	Adco-napamol	500 mg	Tablet
		805467	Antalgic	500 mg	Tablet
757403	Adco-prolif	500 mg	Tablet		
Musculo-Skeletal	Diclofenac	786012	Mylan diclofenac	25 mg	Tablet
		893390	A-lennon diclofenac	25 mg	Tablet
		718479	Diclofenac biotech	25 mg	Tablet
		893391	A-lennon diclofenac	50 mg	Tablet
		786020	Mylan diclofenac	50 mg	Tablet
		788597	Adco-diclofenac	50 mg	Tablet
		752398	Panamor at	50 mg	Tablet
	Indometacin	787833	Betacin	25 mg	Capsule
		868213	Gulf indomethacin	25 mg	Capsule
		701891	Amdocin	25 mg	Capsule
		814393	Methocaps	25 mg	Capsule
	Ibuprofen	700315	Ibucine (was Ibumax)	100 mg/5 mL	Suspension

BROAD DRUG CATEGORY	ACTIVE INGREDIENT	NAPPI6	PRODUCT NAME	STRENGTH	DOSAGE FORM
Musculo-Skeletal	Ibuprofen	704781	Ibugesic	100 mg/5 mL	Suspension
		3004030	Ibugesic oral suspension (strawberry)	100 mg/5 mL	Suspension
		721335	Inflamax Paediatric	100 mg/5 mL	Suspension
		700316	Ibucine (was Ibumax)	200 mg	Tablet
		787426	Betaprofen	200 mg	Tablet
		708536	Ibusor	200 mg	Tablet
		705940	Ibu	200 mg	Tablet
		868221	Ibunate	200 mg	Tablet
		701975	Betaprofen fc	400 mg	Tablet
		708290	Bren	400 mg	Tablet
		700318	Ibucine (was Ibumax)	400 mg	Tablet
	Mefenamic acid	875643	Adco-mefenamic acid	50 mg/5 mL	Suspension
		797014	Fenammin	50 mg/5 mL	Suspension
793264		Ponac	50 mg/5 mL	Suspension	
Corticosteroids	Betamethasone	826928	Betanoid	0,5 mg	Tablet
		899124	Pharma-q betamethasone ampoule 1 ml	4 mg/1 mL	Injection
	Dexamethasone	713730	Dexona ampoule 1 ml	4 mg/1 mL	Injection
		720206	Fresenius dexamethasone ampoule 1 ml	4 mg/1 mL	Injection
	Methylprednisolone	741116	Medrol	4 mg	Tablet
		741124	Medrol	16 mg	Tablet
		717086	Mylan methylprednisolone powder for solution vial	40 mg	Injection
		717229	Mylan methylprednisolone powder for solution vial	500 mg	Injection
		717230	Mylan methylprednisolone powder for solution vial	1000 mg	Injection
	Hydrocortisone	722809	Macleods hydrocortisone powder for sol for inj vial	100 mg	Injection

BROAD DRUG CATEGORY	ACTIVE INGREDIENT	NAPPI6	PRODUCT NAME	STRENGTH	DOSAGE FORM	
Corticosteroids	Prednisone	752304	Panafcort	5 mg	Tablet	
		818267	Trolic	5 mg	Tablet	
		788783	Be-tabs prednisone	5 mg	Tablet	
		716381	Adco prednisolone	15 mg/5 mL	Syrup	
		714552	Aspelone	15 mg/5 mL	Liquid	
Vitamins and Minerals	Nicotinic acid	723588	Solal niacin	35 mg	Tablet	
Anticoagulants	Enoxaparin	3001997	Noxfibra pre-filled syringe 0.2 ml	20 mg/0,2 mL	Injection	
		3006745	Crusia pre-filled syringe 0.2 ml	20 mg/0,2 mL	Injection	
		3002000	Noxfibra pre-filled syringe 0.4 ml	40 mg/0,4 mL	Injection	
		3006746	Crusia pre-filled syringe 0.4 ml	40 mg/0,4 mL	Injection	
		3002001	Noxfibra pre-filled syringe 0.6 ml	60 mg/0,6 mL	Injection	
		3006747	Crusia pre-filled syringe 0.6 ml	60 mg/0,6 mL	Injection	
		3002002	Noxfibra pre-filled syringe 0.8 ml	80 mg/0,8 mL	Injection	
		3006748	Crusia pre-filled syringe 0.8 ml	80 mg/0,8 mL	Injection	
	Rivaroxaban	Rivaroxaban	3008139	Xabriva	10 mg	Tablet
			3002434	Rivaxored	10 mg	Tablet
			3002520	Rezalto	10 mg	Tablet
			3008140	Xabriva	15 mg	Tablet
			3002436	Rivaxored	15 mg	Tablet
			3002521	Rezalto	15 mg	Tablet
			3008141	Xabriva	20 mg	Tablet
			3002437	Rivaxored	20 mg	Tablet
			3002522	Rezalto	20 mg	Tablet

**Benefit activation:**

Members who have been identified through qualifying claims will be allocated the benefit depending on the severity levels. You can also apply for the benefit by using the PMB application form.

## In an emergency

In an emergency, call Discovery 911 on 0860 999 911. You can request ambulance services or go directly to a hospital.

## General and claim queries

If you have any queries, please contact the Retail Medical Scheme Call Centre on 0860 101 252. Claims can be submitted to [claims@retailmedicalscheme.co.za](mailto:claims@retailmedicalscheme.co.za).

## 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).