

Mental Health Care Programme

Who we are

TFG Medical Aid Scheme (referred to as “the Scheme”), registration number 1578, 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 authorized financial services provider (registration number 1997/013480/07). We take care of the administration of your membership for the Scheme.

Contact us

You can call us on **0860 123 077** or visit **www.tfgmedicalaidscheme.co.za** for more information.

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.

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.
Emergency medical condition	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. An emergency does not necessarily require a hospital admission. We may ask you for additional information to confirm the emergency.
HealthID	HealthID is an application (computer software program) 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, gain insight into the benefits of your health plan, make referrals to other healthcare professionals, study your blood test results, and write electronic prescriptions and referrals. Discovery HealthID is brought to you by Discovery Health (Pty) Ltd; registration number 1997/013480/07, an authorised financial services provider and administrator of medical schemes.
ICD-10 code	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 Organisation (WHO).
Premier Plus GP	A Premier Plus GP is a network GP who has contracted with us to provide you with high quality healthcare for your condition.
Scheme Rate	This is a rate set by us. We pay for healthcare services from hospitals, pharmacies, healthcare professionals and other providers of relevant health services at this rate.

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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 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 Scheme Rate 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>
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

Only members on the TFG Health Benefit Plan have access to the Mental Health Care Programme. To access the Mental Health Care programme, you must consult with a GP who is on both the KeyCare and Premier Plus GP network. 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.

Visit www.tfgmedicalaidscheme.co.za 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 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.

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.

Once enrolled on the programme, you will have access to any of the below medicine in the SSRI class up to a monthly limit of R80-00:

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

Complaints process

You may lodge a complaint or query with TFG Medical Aid Scheme directly on 0860 123 077 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 TFG Medical Aid 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.com / www.medicalschemes.com