MENTAL HEALTH RELAPSE PREVENTION PROGRAMME

2026



About the Mental Health Relapse Prevention Programme

By joining the Mental Health Relapse Prevention Programme, you have taken a meaningful step towards caring for your wellbeing. Please remember that you are not alone on this journey. We're here to support you at a pace that feels right for you.

This benefit becomes available once you have used your standard mental health benefits. The programme runs for **six months from the date on which you join.** It is voluntary, does not affect your day-to-day benefits and comes at no added cost to you.

How we support you on your journey

At TFG Medical Aid Scheme, our focus is on you. We aim to deliver care that is understanding, respectful and tailored to your individual needs.

We support you by:

- Giving you access to treatment outside of your day-to-day cover.
- Giving you access to a personal care coordinator who supports and guides you throughout the programme.

How your care coordinator supports you

You have been assigned a dedicated care coordinator who is there for you whenever you need guidance or support. From the start, your care coordinator takes the time to listen and understand what matters to you.

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Your care coordinator supports you by:

- Working closely with your healthcare professionals to support ongoing care.
- Understanding your needs through personalised medical and psychosocial assessments.
- Setting small, meaningful goals that feel achievable.
- Explaining relapse prevention in a clear and supportive way.
- Supporting healthy daily habits, such as rest, nutrition, movement and managing stress.
- Helping you build practical coping tools, including relaxation techniques and gentle problem-solving skills.
- Strengthening your support network, including your relationships and social connections.
- Helping you create a simple plan to recognise and manage early signs of relapse.
- Sharing clear, helpful information about major depression to support your understanding and confidence.
- Helping you understand your benefit plan benefits, so this feels easier to manage.
- Checking in regularly, reviewing your progress and sharing helpful resources when you need them.

What treatment is available to you

Through this programme, you have access to a range of mental health support options designed to support your wellbeing. All services covered under this programme are paid outside of your day-to-day benefits, such as your medical savings. So, there are no extra costs to you when your healthcare professionals use the correct billing codes.

To make sure everything is covered correctly, please share the relevant billing codes below with your healthcare professionals when you receive care.

Available treatment	Billable codes
Psychiatrist consultations or virtual consultations with a psychiatrist (VCONS). This is limited to 2 consultations during the 6 months.	Codes for in-person consultations: 0161, 0162, 0163, 0164, 0130 2974, 2975, 2957 or 2968 Virtual: VCONS
Consultations with **allied healthcare professionals.** This is limited to 6	

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consultations or sessions during the 6 months)	
Social worker	89200, 89201, 89202, 89203, 89204, 89205, 89300, 89301, 89302, 89304, 89305, 89306, 89307, 89308, 89309, 89310 or 89311
Registered counsellor	81305, 81304, 81303, 81302, 81301, 81300, 81400, 81401, 81402, 81403, 81404, 81404, 81405, 81406, 81407, 81408, 81409, 81410, 81411 or 81490
Occupational therapist	66108, 66109, 66201, 66301, 66305, 66307, 66308, 66309, 6631 or 66315
Psychologist	86200, 86201, 86203, 86204, 86205, 86300, 86301, 86302, 86303, 86304, 86305, 86306, 86307, 86308, 86309, 86310 or 86311

Contact us

You can call us on 0860 123 077 or visit www.tfgmedicalaidscheme.co.za for more information. Complaints process You may lodge a complaint or query with the Scheme directly on 0860 123 077 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 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.co.za / www.medicalschemes.co.za

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