

**MEDSHIELD MEDICAL SCHEME**

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An Authorised Financial Services Provider (FSP 51381)

**MEDSHIELD**  
medical scheme

14 December 2023

Dear Respected Family Practitioner,

**Seamless Care at Every Stage**

*Your Comprehensive Path to the Continuum of Care*

At Medshield, we recognise family practitioners' pivotal role in ensuring individuals' and families' health and wellbeing. Your dedication aligns with our commitment to providing comprehensive healthcare solutions that cater to our members' diverse needs throughout their life journey, from birth to end-of-life care.

Today, we are announcing our 2024 rates. Alongside this, we want to emphasise our dedication to enhancing the continuum of care and care coordination within our service offering, specifically supporting the needs of family practitioners like you.

**The Benefit of Medshield's Continuum of Care for Family Practitioners**

Our continuum of care is an all-inclusive approach to healthcare encompassing a spectrum of services tailored to support you in delivering the best care to your patients. This process includes preventive care, primary care, treatment for chronic and specialised conditions, hospitalisation, alternatives to hospitalisation, rehabilitation, and long-term care.

By seamlessly connecting these stages, we aim to reduce gaps in patient care, minimise the risk of readmission, and enhance the overall member's experience under your expert guidance.

**Benefit of Medshield's Care Coordination Strategy for Family Practitioners**

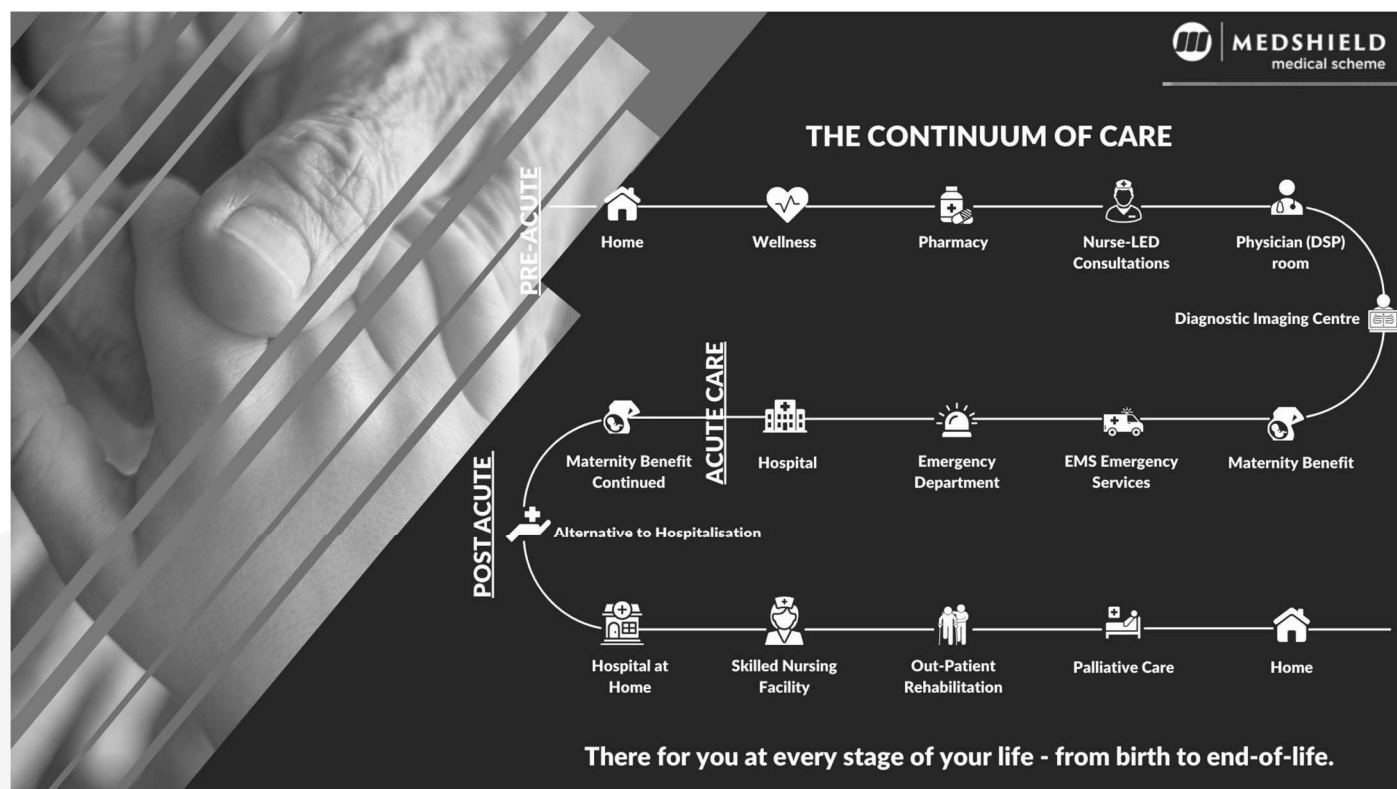
By providing a full spectrum of services, we are committed to ensuring that Family Practitioners like you can effectively navigate and utilise these benefits to meet your patients' healthcare requirements.

Our approach to care coordination empowers you to manage and coordinate different health services, ensuring members receive the relevant treatment at the appropriate stage of their care journey. We strive to streamline care delivery, prevent redundancies and errors, and support you by referring members to secondary and tertiary care when necessary.

Care coordination is crucial for improving clinical outcomes, reducing morbidity, and making healthcare more member-centric, thus reducing the burden on members and their families.

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## The Continuum of Care – From Birth to End of Life



Medshield's Continuum of Care is a comprehensive approach to healthcare that goes beyond just treating specific medical conditions. We provide our members with various medical services and support throughout their lives, from infancy to old age. Our goal is to ensure that our members receive the best possible care, no matter their stage of life.

- **Pre-Acute Care** – Our commitment begins early, offering comprehensive prenatal care, annual wellness check-ups, and preventive measures to ensure families start on a healthy path. We collaborate closely with Family Practitioners to promote early intervention and excellent prenatal and paediatric care, providing essential products through our partnerships with pharmacies and suppliers for the best possible treatment.
- **Acute Care** – From emergency care to specialized surgeries, we cover a range of acute services to support you in delivering seamless experiences to your patients during challenging times. Our dependable network of healthcare service providers ensures timely access to medical equipment and medication.
- **Post-Acute Care** – Our commitment extends beyond treatment, offering alternative to hospitalisation, rehabilitation, chronic disease management, and palliative care services to support the path to recovery or end-of-life care decisions. We prioritise care coordination among specialists and healthcare teams, facilitating continuous support and the highest quality of patient care.

## Programmes in our Continuum of Care

We offer a range of holistic programmes tailored to address healthcare needs.

Programmes	Function	Partner and Contact
<b>Preventative Care</b>	Medshield's Preventative Care Programme prioritises the health and wellbeing of its members. One way it achieves this is by offering the Health Risk Assessment (HRA) benefit on all Medshield options to beneficiaries aged 18 and above. Members can benefit from designated Family Practitioners within Medshield's Family Practitioner Network and SmartCare Network Pharmacies. The Health Risk Assessment is provided in addition to regular day-to-day consultations for members and is funded through the members' Wellness benefits. The assessment includes essential health metrics such as blood pressure readings, random blood sugar analysis, total cholesterol, and Body Mass Index (BMI) tests. This comprehensive benefit underscores Medshield's commitment to proactive healthcare and preventative measures for its members.	<b>Medshield</b> Access the Medshield Family Practitioner Network and the SmartCare Network via the Medshield website <a href="http://www.medshield.co.za">www.medshield.co.za</a> or the Medshield App. Contact number: 086 000 2120 (Choose relevant option) or contact +27 10 597 4701 for members outside the borders of South Africa.
<b>GP Nomination</b>	A Family Practitioner (FP) nomination is essential to the Medshield health plan. It allows members to select a specific doctor who will be their primary point of contact for all their medical needs. This doctor coordinates and manages all the member's medical care, including specialist referrals and hospital admissions. The purpose of the FP nomination is to ensure that members receive personalised and comprehensive healthcare services.	<b>Medshield</b> Access the Medshield Family Practitioner Network via the Medshield website <a href="http://www.medshield.co.za">www.medshield.co.za</a> or the Medshield App. Contact number: 086 000 2120 (Choose relevant option) or contact +27 10 597 4701 for members outside the borders of South Africa
<b>Virtual Doctor Consultations</b>	Virtual doctor consultations powered by Intercare provide medical care and advice to members remotely through online or video consultations. This service benefits members who cannot visit the doctor's office due to distance, disability, or other reasons. Virtual doctor consultations allow members to receive medical consultations from anywhere without travelling or waiting in a doctor's office. Patients can discuss their symptoms, receive a diagnosis, and obtain a treatment plan from a qualified medical professional via a secure online platform. The popularity of this service is growing due to its convenient, accessible, and cost-effective nature	<b>Medshield and Virtually through Intercare.</b> Book online via the Medshield website <a href="http://www.medshield.co.za">www.medshield.co.za</a> or via the Medshield App.
<b>SmartCare</b>	SmartCare, available on all Medshield plans, offers members convenient access to nurse-led primary healthcare consultations and virtual doctor consultations at pharmacies and clinics. This programme makes prevention, diagnosis, and cure faster by connecting members to nurses and doctors. SmartCare provides acute consultations for chest and upper respiratory tract infections, urinary tract infections, eye and ear infections, etc. and chronic consultations, including medicine and repeat prescriptions for high blood pressure, diabetes, high cholesterol, etc.  In addition to Clicks being Medshield's Designated Service Provider, an additional 123 Clicks clinics have recently been added to the SmartCare Network.	<b>SmartCare Network</b> Access the Smartcare Network via the Medshield website <a href="http://www.medshield.co.za">www.medshield.co.za</a> or via the Medshield App.

<b>Maternity</b>	<p>Medshield's maternity benefit covers medical expenses during pregnancy, childbirth, and after birth. This benefit covers prenatal care, delivery, and postnatal care, including hospitalisation costs, doctor fees, medication, and out-of-hospital paediatric consultations, depending on the member's plan. We've designed this service to support expectant mothers and their newborns during this critical time and ensure they receive medical care without incurring significant financial burdens. As part of the maternity benefit, Medshield also dedicated MedshieldMOM, a website that assists women through pregnancy, birth, and postpartum, highlighting pregnancy-related benefits for its members.</p>	<p><b>Mediscor</b>  Contact number: 086 000 2120 (Choose relevant option) or contact +27 10 597 4701 for members outside the borders of South Africa  Facsimile: 0866 151 509  Email: medshieldauths@mediscor.co.za</p> <p>Or <b>MedshieldMOM</b>  <a href="https://www.medshieldmom.co.za/">https://www.medshieldmom.co.za/</a></p>
<b>Medicine and Disease Management</b>	<p>Medshield's disease management service involves registering CDL PMB and non-CDL PMB chronic conditions as a healthcare strategy to improve patient outcomes and reduce healthcare costs by proactively managing chronic conditions. It involves a coordinated approach to care, with healthcare providers working together to implement evidence-based treatment plans, monitor patient progress, and provide education and support to patients and their families. Disease management aims to prevent complications, reduce hospitalisations and emergency room visits, and improve the overall quality of life for patients with chronic conditions.</p>	<p><b>Mediscor.</b>  Contact number: 086 000 2121 (+27 11 671 2011) for members outside of the borders of South Africa  email: diseasemanagement@medshield.co.za</p>
<b>Diabetes Management</b>	<p>Our diabetes management function focuses on supporting members with diabetes and related conditions to proactively manage the disease and improve patient outcomes by implementing evidence-based treatment plans, monitoring patient progress, and providing education and support to patients and their families. We aim to help members control their condition better and prevent long-term complications.</p>	<p><b>Medshield</b>  Contact number: 086 000 2120 (+27 10 597 4701) for members outside the borders of South Africa  Facsimile: +27 10 597 4706  email: Diabetesdiseasemanagement@medshield.co.za</p>
<b>Hospitalisation</b>	<p>Medshield's Hospitalisation Benefit offers a wide range of acute services, which include emergency care and specialised surgeries depending on the member's chosen benefit option. Our main objective is to help healthcare providers offer a seamless experience to their members by reducing complications, hospitalisations, and emergency room visits. This benefit improves patient outcomes and lowers healthcare costs. Our reliable Hospital Network guarantees timely access to essential medical equipment and medications.</p>	<p><b>Medscheme</b>  Contact number: 086 000 2121 (+27 11 671 2011) for members outside of the borders of South Africa  email: preauth@medshield.co.za</p>
<b>Alternative to Hospitalisation – Home Health</b>	<p>At-home treatment and monitoring offer an alternative to hospital admission, provided the patient has consented. Members can request the Hospital at Home service from their doctor when considering general ward admission or when they wish to return home earlier during a hospital stay. The treating doctor will then contact Medscheme at: <a href="mailto:preauth@medshield.co.za">preauth@medshield.co.za</a>. The Alternatives to Hospital benefit for members includes a range of options such as step-down care, rehabilitation, at-home hospitalisation, sub-acute facilities, and nursing facilities (listed below under Skilled Nursing Facility and Palliative Care). The Alternatives to Hospital Benefit fund these options in accordance with hospital benefit management protocols. This service encourages and promotes early discharge from the hospital whilst the member continues to receive much needed treatment.</p>	<p><b>Medscheme</b>  Contact number: 086 000 2121 (+27 11 671 2011) for members outside of the borders of South Africa  email: preauth@medshield.co.za</p>

<b>Skilled Nursing Facility</b>	Medshield's makes use of skilled nursing agencies to manage high-risk beneficiaries to regain their independence or provide ongoing care. It offers high medical care and support to patients requiring rehabilitation or long-term care.	<b>Medshield Case Management</b> Contact number: 086 000 2121 (+27 11 671 2011) for members outside of the borders of South Africa
<b>Palliative Care</b>	Palliative care is End of Life Care. Medshield's palliative care focuses on providing specialised care and support to members suffering from severe to chronic illnesses, addressing their needs and improving their and their family's quality of life by managing symptoms and pain. Palliative care and curative treatment can be given at any stage of a severe illness.	<b>Medscheme</b> Contact number: 086 000 2121 (+27 11 671 2011) for members outside of the borders of South Africa. Email: oncology@medshield.co.za

### What It Means for You:

Medshield is committed to offering the best possible healthcare services and providing you with the tools and support needed to deliver high-quality care to our members. From regular check-ups to complex medical procedures, our emphasis remains on the wellbeing of your patients at every stage. We prioritise ensuring you can provide comprehensive care and a smooth healthcare experience for your patients and their families.

### 2024 Rates

Annually medical schemes review their tariffs and in keeping with the strategic decisions taken by Medshield, I hereby confirm the MediPhila and MediCurve Family Practitioner Network **non-consulting rates** for 2024 is **6%**.

Practitioner	Codes	Fees
Scheme Rate (Non-Network Practitioners)	0190, 0191, 0192	R363.00
<b>Network Practitioner Fee - Dispensing</b>	0190, 0191, 0192	R520.00
<b>Network Practitioner Fee – Non-dispensing</b>	0190, 0191, 0192	R403.00
<b>Network Enhanced Fee - Dispensing</b> (Network Practitioner Fee + Enhanced Network Practitioner fee)	0190, 0191, 0192	R565.00 (R520.00 + R45.00)
<b>Network Practitioner Fee – Non-dispensing</b> (Network Practitioner Fee + Enhanced Network Practitioner fee)	0190, 0191, 0192	R437.00 (R403.00 + R34.00)
Virtual Consultation	0130	R372.37

## Procedures in Doctors' Rooms (MediPhila members only)

Network Family Practitioners are encouraged to perform certain procedures in their room's e.g. intravenous rehydration as opposed to referring patients to hospital for the interventions. Procedures listed below are reimbursed when conducted in a Family Practitioner's consulting rooms:

- MediPhila members require pre-authorisation to access the benefits below.
- **MediCurve members do not have access to this benefit.**

Tariff Code	Tariff Description	Fee
2137/2139/2133	Circumcision	R660.00
0202	Setting of sterile tray	R150.00
0206	Intravenous Treatment (all ages)	R110.00
0241	Cauterization of warts/chemo cryotherapy of lesions	R110.00
0242	Cauterization of warts/chemo cryotherapy of lesions : Additional	R56.00
0259	Removal of foreign body	R293.00
0255	Drainage of abscess and avulsion of nail	R293.00
0300	Stitching of wound (additional code for setting sterile tray)	R209.00
0301	Stitching of an additional wound	R129.00
0307	Excision and repair	R393.00
0246	Skin: Removal of benign lesion by curetting under local or general anaesthesia followed by diathermy and curetting or electrocautery: Subsequent lesion	R125.00
0251	Skin: Removal of malignant lesions by curetting under local or general anaesthesia followed by electrocautery: First lesion	R539.00
0245	Skin: Removal of benign lesion by curetting under local or general anaesthesia followed by diathermy and curetting or electrocautery: First lesion	R252.00
0887	Limb cast	R240.00
1232	Resting ECG (including electrodes)	R166.00
1725	Drainage of external thrombosed pile	R166.00
4614	HIV Rapid Test	R171.00
1676	Sigmoidoscopy	R875.00
1677	Sigmoidoscopy	R233.00
1678	Sigmoidoscopy	R449.00
1679	Endoscopic fulguration of tumour	R539.00
1685	Sigmoidoscopy	R897.00
07343	Family Practitioner Health Risk Assessment	R443.00

Family Practitioner (FP) Nomination and Specialist Referral

The 2024 Medshield benefits continue to reflect our commitment to Primary Care Coordination for the continued well-being of our members. The **Family Practitioner nomination** process is therefore still applicable on our **MediPlus Compact, MediValue Compact, MediPhila** and **MediCurve** benefit options. These members are required to nominate their Family Practitioner as the primary caregiver.

Members on these options are also required to obtain a referral from their nominated Family Practitioner before consulting with a Specialist. We therefore request that Family Practitioners continue to contact the Scheme to obtain an authorisation number for the **Specialist referral**.

Please note that the Specialist Referral process excludes:

MediPlus Compact and MediValue Compact:

- Paediatric consultations for neonates and children up to the ages of 2 years;
  - Obstetrician and Gynaecologist consultations for Maternity as well as Gynaecologist consultations.
- This means that the Specialist Referral process is not required for the above consultations.

Chronic Medicine DSPs, the CDL and Care Plans

Kindly note that from 1 January 2024, Medshield members should only obtain their chronic medication from the appointed Chronic Medicine Designated Service Providers (DSPs) as set out below. We urge Family Practitioners to take note of the approved CDL Care/Treatment plans and to send patients for testing as per the treatment plans:

Benefit Options	Chronic Medicine DSP
Premium Plus, MediBonus, MediSaver, MediPlus Prime	Medshield Pharmacy Network
MediCore, MediValue Prime, MediPhila, MediSwift	Any Clicks Retail Pharmacy and Clicks Courier (Direct Medicines) or Pharmacy Direct
MediPlus Compact, MediValue Compact, MediCurve	Any Clicks Retail Pharmacy and Clicks Courier (Direct Medicines)

Doctor Dispensed Medication:

Medicine dispensed by a doctor will be paid up to a maximum of SEP + 30% / R43.20 (Excl. VAT) as per the Government Gazette no. 49309 – 15 September 2023.

Our Commitment to Continuum of Care and Care Coordination

Customer satisfaction is at the core of our values. We prioritise continuum of care and care coordination to enhance patient outcomes, reduce healthcare costs, and improve the overall quality of healthcare services.

We invest in innovative technology, such as electronic health records and telemedicine, to provide more efficient and member-centric access to healthcare.

Collaboration with family practitioners is essential to achieving seamless communication and coordinated care. It underpins our mission of partnering with stakeholders like yourself to provide access to sustainable and affordable quality healthcare through innovative products and benefits.



We thank you for your continued support, trust and partnership in delivering high-quality family healthcare services. Together, we are building a healthier future for all families.

Yours sincerely,

**Rosalind Reddy**

Executive: Clinical Risk

