

# **MENTAL HEALTH CARE PROGRAMME**

DISCOVERY HEALTH MEDICAL SCHEME  
2023





## Overview

The Mental Health Care Programme, together with your Premier Plus GP, will help you actively manage major depression. This programme gives you and your Premier Plus GP access to tools and benefits to monitor and manage your condition to ensure you get high quality and coordinated healthcare. This document gives you more information about the Mental Health Care Programme, which is available on all Discovery Health Medical Scheme plans.

## 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. Visit <a href="http://www.discovery.co.za">www.discovery.co.za</a> or click on Find a healthcare provider on the Discovery app to view the full list of designated service providers (DSPs).  |
| Discovery Health Rate (DHR)        | This is a rate we pay for healthcare services from hospitals, pharmacies, healthcare professionals and other providers of relevant health services.   |
| 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.<br>An emergency does not necessarily require a hospital admission. We may ask you for additional information to confirm the emergency.   |
| HealthID                           | HealthID is an online digital platform 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, make referrals to other healthcare professionals and check your relevant test results.  |
| ICD-10 code                        | A clinical code that describes diseases, signs and symptoms, abnormal findings, complaints, social circumstances and external causes of injury or diseases, as classified by the World Health Organization (WHO).   |
| Premier Plus GP                    | A Premier Plus GP is a network GP who has contracted with us to provide you with coordinated care for defined chronic conditions.   |
| Prescribed Minimum Benefits (PMBs) | 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: <ul style="list-style-type: none"> <li>An emergency medical condition</li> <li>A defined list of 271 diagnoses</li> <li>A defined list of 27 chronic conditions.</li> </ul> <p>To access Prescribed Minimum Benefits (PMBs), there are rules defined by the Council for Medical Schemes (CMS) that apply:</p> <ul style="list-style-type: none"> <li>Your medical condition must qualify for cover and be part of the defined list of Prescribed Minimum Benefit (PMB) conditions</li> <li>The treatment needed must match the treatments in the defined benefits</li> <li>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 designated service provider (DSP) we will pay up to 80% of the Discovery Health Rate (DHR). You will be responsible for the difference between what we pay and the actual cost of your treatment.</li> </ul> |

### MENTAL HEALTH CARE PROGRAMME



| TERMINOLOGY                                    | DESCRIPTION   |
|--|---|
|  | If your treatment doesn't meet the above criteria, we will pay according to your plan benefits.   |
| Selective serotonin re-uptake inhibitor (SSRI) | Selective serotonin re-uptake inhibitors are a class of antidepressant medicine that includes Fluoxetine, Paroxetine, Citalopram, Escitalopram, Sertraline and Fluvoxamine. |

## How to join the Mental Health Care Programme

A Premier Plus GP or a Psychologist in the Mental Health Care Programme network can enroll you on the Mental Health Care Programme through HealthID; provided that you give consent.

- Members on KeyCare Plans must be enrolled by a Premier Plus doctor who is also a participating GP in the KeyCare GP Network.
- Members on Smart plans must be enrolled by a Premier Plus doctor who is also a participating GP in the Smart GP Network.

Visit [www.discovery.co.za](http://www.discovery.co.za) under Medical Aid > Find a healthcare provider or click on **Find a healthcare provider** on the Discovery app to find a doctor or psychologist in the network. [Give your Premier Plus GP consent to access your Electronic Health Record \(EHR\)](#) to enrol you on the programme.

### Your Premier Plus GP and/or psychologist will work with you to manage your condition

The Mental Health Care Programme gives you and your healthcare provider access to tools and benefits to monitor and manage your condition and to ensure you have access to coordinated care. Your healthcare provider can track your progress on a personalised dashboard on HealthID. This will help to identify which areas require attention so that your healthcare provider can improve the management of your condition. The Mental Health Care Programme runs over a six-month period but can be extended to 12 months by your enrolling healthcare provider using the HealthID platform, where clinically appropriate.

### Benefits available on the Mental Health Care Programme

If you are enrolled on the Mental Health Care Programme by your network psychologist or Premier Plus GP, you have access to the following benefits (in addition to those covered by the Prescribed Minimum Benefits) while registered on the programme:

- Up to three consultations (virtual or face-to-face) with your enrolling Premier Plus GP.
- A defined number of psychotherapy consultations with your enrolling psychologist, subject to Scheme benefit criteria.

In addition to the above benefits, once enrolled by a Premier Plus GP, you also have access to antidepressant medicine:

- Members on the *Executive and Comprehensive plans* have access to any medicine in the Selective Serotonin Reuptake Inhibitor (SSRI) class up to a monthly drug amount of R130.
- Members on the *Priority, Saver, Smart, Core and KeyCare plans* have access to any medicine in the SSRI class up to a monthly drug amount of R90.

### Additional support for mental wellbeing

You can access our [Mental Health Information hub](#) for additional resources and content for enhanced mental health support.



## Contact us

Tel (members): 0860 99 88 77, Tel (health partners): 0860 44 55 66

Go to [www.discovery.co.za](http://www.discovery.co.za) to Get Help or ask a question on WhatsApp. Save this number 0860 756 756 on your phone and say "Hi" to start chatting with us 24/7.

PO Box 784262, Sandton, 2146. 1 Discovery Place, Sandton, 2196.

## Complaints process

Discovery Health Medical Scheme is committed to providing you with the highest standard of service and your feedback is important to us. The following channels are available for your complaints and we encourage you to follow the process:

### 1 | STEP 1 – TO TAKE YOUR QUERY FURTHER:

If you have already contacted the Discovery Health Medical Scheme and feel that your query has still not been resolved, please complete our online complaints form on [www.discovery.co.za](http://www.discovery.co.za). We would also love to hear from you if we have exceeded your expectations.

### 2 | STEP 2 – TO CONTACT THE PRINCIPAL OFFICER:

If you are still not satisfied with the resolution of your complaint after following the process in Step 1 you are able to escalate your complaint to the Principal Officer of the Discovery Health Medical Scheme. You may lodge a query or complaint with Discovery Health Medical Scheme by completing the online form on [www.discovery.co.za](http://www.discovery.co.za) or by emailing [principalofficer@discovery.co.za](mailto:principalofficer@discovery.co.za).

### 3 | STEP 3 – TO LODGE A DISPUTE:

If you have received a final decision from Discovery Health Medical Scheme and want to challenge it, you may lodge a formal dispute. You can find more information of the Scheme's dispute process on the website.

### 4 | STEP 4 – TO CONTACT THE COUNCIL FOR MEDICAL SCHEMES:

Discovery Health Medical Scheme is regulated by the Council for Medical Schemes. You may contact the Council at any stage of the complaints process, but we encourage you to first follow the steps above to resolve your complaint before contacting the Council. Contact details for the Council for Medical Schemes: Council for Medical Schemes Complaints Unit, Block A, Eco Glades 2 Office Park, 420 Witch-Hazel Avenue, Eco Park, Centurion 0157 | [complaints@medicalschemes.co.za](mailto:complaints@medicalschemes.co.za) | 0861 123 267 | [www.medicalschemes.co.za](http://www.medicalschemes.co.za).