

Advanced Illness Benefit Guide 2024

Who we are

Sasolmed (referred to as 'the Scheme'), registration number 1234, 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 authorised financial services provider (registration number 1997/013480/07). Discovery takes care of the administration of your membership for the Scheme.

Overview

Available on all options, the Advanced Illness Benefit (AIB) provides members who have an illness in an advanced stage access to a comprehensive palliative care programme. This programme offers unlimited cover for approved care in the comfort of their own home or in a hospice facility. Palliative care is provided by a multidisciplinary team, in partnership with the Hospice Palliative Care Association of South Africa.

We deal with each case with complete confidentiality

Our healthcare team respects your right to privacy and will always deal with any clinical-related query or case with complete confidentiality.

About some of the terms we use

Here is a list of some of the terms that you may not be familiar with, along with their meanings:

Terminology	Description
Sasolmed Tariff	This is a rate we pay for healthcare services from hospitals, pharmacies, healthcare professionals and other providers of relevant health services.
ICD10 code	A clinical code that describes diseases and signs and symptoms, abnormal findings, complaints, social circumstances and external causes of injury or diseases, as classified by the World Health Organization (WHO).
Palliative care	Palliative care is specialised medical care for people living with a serious illness at any stage. This type of care is focused on providing relief from the symptoms and stress of the illness.

You have access to clinically sound and cost-effective treatment

Sasolmed's coverage policies are developed using a rigorous, evidence-based decision-making process, consisting of a clinical and financial filter. The clinical filter uses evidence-based literature, the opinions of local and international leaders, and current treatment guidelines to ensure that the healthcare service is safe, ethical, clinically appropriate and cost-effective. Sasolmed reserves the right to review this when needed.

Your doctor must register you for cover on the Advanced Illness Benefit

To register, your doctor needs to complete the Advanced Illness Benefit (AIB) application form and email it to aib@sasolmed.co.za. Up to date forms are always available on sasolmed.co.za

Access to the Advanced Illness Benefit is voluntary and is subject to clinical entry criteria

This benefit pays for palliative care for members in advanced stages of illness, where curative treatment has ceased and there is a palliative care plan to address symptoms related to the illness. If your application is approved, you will have access to the benefits offered by the Advanced Illness Benefit (AIB).

Benefits available for your Advanced Illness

Members on the Advanced Illness Benefit have access to the following:

- **Support from a dedicated care coordinator**

A dedicated care coordinator, who is a registered nurse, will contact you (or your family member) once we have registered you on the AIB. The care coordinator will support you and your family and will work closely with your GP and/or specialist to ensure that you always receive the best care.

- **Personalised support and counselling**

Members registered on the AIB and their family will have access to counselling services for support during this difficult time.

- **Comprehensive home-based services**

Members registered on the AIB will have access to personalised home-based services such as oxygen, pain management and limited home nursing, subject to authorisation and managed care criteria.

- **Access to limited home nursing and in patient hospice care personalised support and counselling**

Members enrolled on AIB have access to home nursing or in patient hospice care for a limited duration, subject to authorisation and managed care criteria.

- **Access to specialised telephonic support**

Registered members can contact 011 529 6797 during working hours for assistance with Advanced Illness Benefit related authorisations, oxygen or benefit and claims-related enquiries.

Your cover on the Advanced Illness Benefit

The Advanced Illness Benefit pays for services provided by a multidisciplinary team

We will pay for healthcare services provided by any of the healthcare providers represented in the palliative multidisciplinary team, according to a specific basket of care and the agreed individual member care plan

These costs will not affect your day-to-day benefits and will be paid at the Scheme Tariff from the Hospital Benefit.

Palliative care must be accessed from providers who are registered with the Board of Healthcare Funders

We will pay for these healthcare services or treatments as long as the application is approved, and you use appropriately registered providers (with a valid Board of Healthcare Funders (BHF) registration number) who use valid tariff codes for the healthcare service or treatment.

Upon successful enrolment on to the benefit, the Palliative doctor may bill a once off fee for advanced care planning, thereafter a monthly management fee can be billed to ensure continued support whilst enrolled.

We need the appropriate ICD-10 codes on accounts

All accounts for palliative care must have a relevant and correct ICD-10 code (diagnosis code) for us to pay it from the correct benefit. To ensure there isn't a delay in paying your healthcare providers' accounts, please notify the team managing your treatment (or your loved one's treatment) about this requirement.

Nominating a person to assist you

Where you, as the patient, choose to nominate someone to assist you with managing your medical aid, you can complete a third-party consent form. Up to date forms are always available on sasolmed.co.za

If at any stage, you wish to revoke consent for the sharing of information, you can notify us accordingly.

For more information on the Advanced Illness Benefit (AIB), visit our website sasolmed.co.za or email aib@sasolmed.co.za .

Your healthcare provider can apply for additional cover

If clinically appropriate, you can request additional cover if your condition requires this through an appeals process.

Complaints process

You may lodge a complaint or query with Sasolmed directly on **0860 002 134** or send an email to enquiries@sasolmed.co.za. If the query or complaint remains unresolved, you may address a complaint in writing to the Principal Officer. Please be sure to include the reference number obtained through the process with the Administrator.

Should your complaint still not be resolved to your satisfaction, you may lodge a formal dispute by following the Scheme's internal disputes process, as explained on the website at sasolmed.co.za

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

Contact us

You can find other important information on our website at sasolmed.co.za or contact us on 0860 002 134.