

Managed Care Initiatives

CompCare Wellness offers members a number of Managed Care initiatives, which are all designed to ensure that members receive quality healthcare at an affordable cost. The contact details for the 3rd parties who provide these services are listed under the contact details. These are:

1. Medicine Claims Processing

Mediscor provides a real time processing of medicine claims. Medicines can be obtained from any pharmacy that is part of the Mediscor network. The scheme has appointed the following pharmacies as Designated Service Providers: Clicks Pharmacies (acute and chronic) and Chronic Medicines Dispensary (chronic) If a member voluntarily chooses to use a pharmacy other than our designated service providers, a copayment may be applied.

2. Chronic Medication Pre-authorisation

Members are required to register chronic medication prescriptions with **Mediscor** to receive the chronic medication benefit.

To register your chronic medication prescription with Mediscor, you, your doctor or your pharmacist need to contact Mediscor's ChroniLine or send an e-mail to Mediscor. The Chronic medicine registration process and formularies may be viewed on Mediscor's website. This process is quick and easy - chronic medication application forms are no longer required.

3. Hospital Utilisation Management

Universal Care offers a complete hospital utilisation management service. It is the member's responsibility to ensure that all non-emergency hospital admissions are authorised. These must be authorised at least 48 hours prior to admission. The member, doctor or hospital may phone in for this authorisation. A penalty will apply for late requests for authorisations. Emergency admissions must be authorised on the first working day after admission. There will be a penalty if the member does not obtain authorisation. This service also applies to Oncology treatment.

4. Disease Management

Universal Care offers a comprehensive disease management service including HIV/AIDS counselling. This service is designed to empower members to manage their chronic conditions more effectively. Members are provided with telephonic counselling, e-mail information as well as on-line health and wellness information. This information can be communicated to the patient via: the Disease Management call centre, internet, e-mail, fax, post and physical handout point.

All CompCare Wellness members and their adult dependants diagnosed with a chronic condition such as HIV/AIDS, asthma, diabetes, hypertension etc should register on the Disease

Management programme. By registering, an individual will have access to personalised health and wellness Information.

Members are also invited to phone the Disease Management Call Centre should they wish to speak to a nurse counsellor.

The **Centre for Diabetes and Endocrinology (CDE)** may be used for members with diabetes and who are insulin dependent. The CDE is only available to members on the Pinnacle and Dynamix options.

CDE is a diabetic centre that provides a multidisciplinary team approach to the management of diabetes. The team includes diabetic specialists, diabetic educators, dieticians, podiatrists and a resident clinical psychologist.

1. Pathology Management

Universal Care provides a service that ensures that the standard pathology guidelines are followed.

2. Specialised Dentistry Management

Universal Care offers a pre-authorisation service for all specialised dentistry. Prior to having specialised dentistry the member is required to obtain pre-authorisation..

3. Trauma Expense Recovery

Universal Care offers a service where medical expenses that are the liability of a 3rd party are recovered for CompCare. In most cases these recoveries refer to road accidents where a 3rd party was involved.

4. Emergency Evacuation

ER24 offers an emergency evacuation service that will transport members to the nearest hospital for treatment. Members have access to this benefit in and outside of the borders of South Africa (worldwide).

5. Medical Advice, Information and Assistance

ER24 personnel, including paramedics, nurses and doctors are available 24 hours a day to provide general medical information and advice. This is an advisory service as a telephone conversation does not permit an accurate diagnosis.

In addition to general medical advice, ER24 medical operators can also guide you through a medical crisis situation, provide emergency advice and organise for you to receive the support you need.

6. Fraud detection

Fraud is a major problem in South Africa and the healthcare arena is no exception. CompCare have been very successful in containing fraud by making use of a system of member and practitioner profiling and forwarding this information to a private investigation unit.