

## APPLICATION PROCESS – CONTINUED

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- » Send the application form together with the requested information to: Medicine Risk Management, PO Box 15079, Vlaeberg, 8018 or fax to 021 480 2742.
- » We will process your application on receipt of the completed form.
- » A copy of the medication authorisation letter will be posted or e-mailed to you.
- » An authorisation period will be indicated for each approved medication item.
- » If any medication items have been rejected, or MRM requires additional information to support your application, the reasons will be given.

## UNAUTHORISED OR REJECTED MEDICATION

As mentioned above, for any medication not approved by MRM an appropriate reason for the rejection will be given. If the reason given states that special tests and/or a specialist report are required, kindly obtain these from your doctor and send them to us as soon as possible. Your application will be reconsidered once the supporting information has been received.

If certain medication items or conditions were not approved by MRM, your doctor may submit a detailed clinical report for reconsideration to the Clinical Review Committee.

## AUTHORISATION OF MEDICATION

Please request your doctor to submit a **separate hand-written prescription** listing only your approved chronic medication.

To obtain your authorised medication, show both the medication authorisation letter as well as the doctor's hand-written prescription to the dispensing pharmacist or doctor.

If you pay cash, please submit the receipt and a copy of your doctor's prescription to BP Medical Aid Society to ensure that you are refunded.

If your doctor wishes to add or discontinue the use of certain medication or change the strength or dosage of your medication, MRM will require your doctor to complete a new application form or call the MRM call centre for the change to be authorised.

## RE-APPLICATIONS

Please ask your doctor to complete the MRM application form for chronic medication. Alternatively, your doctor or pharmacist may contact the Pharmacist-on-line call centre.



Please note that re-application is not an automatic process. Continuation of the chronic medication benefit will only be considered if a newly completed application form is received timeously, or if your doctor calls the MRM Programme for an authorisation.

medical  
aid  
society  
*there when you need us.*



# MEDICINE RISK MANAGEMENT REFERENCE GUIDE

## MEDICINE RISK MANAGEMENT PROGRAMME

ADDRESS PO Box 15079, Vlaeberg, 8018  
TEL 0800 001 607 (members) FAX 021 480 2742  
PHARMACIST-ON-LINE: TEL 0861 888 124 (for doctors/  
pharmacists only)  
E-MAIL [bpmasmrm@mhg.co.za](mailto:bpmasmrm@mhg.co.za) WEBSITE [www.bpmas.co.za](http://www.bpmas.co.za)

# WELCOME TO THE MEDICINE RISK MANAGEMENT PROGRAMME

*The Medicine Risk Management (MRM) Programme was established in 1995 to provide a service to patients requiring treatment for chronic medical conditions. MRM is dedicated to managing chronic medicine use in a manner that is beneficial to the health of members, and to ensuring quality care through integrated healthcare and holistic patient management.*

## WHAT DOES MRM OFFER?

- » Access to additional benefits if you have a chronic condition.
- » Assessment of your medication in accordance with guidelines set by our pharmacological and medical advisors.
- » Useful advice and information regarding your chronic condition.
- » An efficient pre-authorisation process for chronic medication users, which combines advanced technology with pharmacological and medical expertise.

## PRESCRIBED MINIMUM BENEFITS (PMB)

All medical aid schemes are obligated to provide for the basic medical management and treatment of PMB chronic illnesses. We support the legislation in an endeavour to provide our members with the best possible care.

Legislated treatment of these chronic illnesses will include "diagnosis, medical management and medication, to the extent that this is provided for by way of a therapeutic algorithm for the specified condition, published by the Minister by notice in the Gazette."

## PMB CONDITIONS\*

Addison's disease	Epilepsy
Asthma	Glaucoma
Bipolar mood disorder	HIV/Aids
Bronchiectasis	Haemophilia
Cardiac failure	Hyperlipidaemia
Cardiomyopathy disease	Hypertension
Chronic obstructive pulmonary disorder	Hypothyroidism
Chronic renal disease	Multiple sclerosis
Coronary artery disease	Parkinson's disease
Crohn's disease	Rheumatoid arthritis
Diabetes insipidus	Schizophrenia
Diabetes mellitus type I and II	Systemic lupus erythematosus
Dysrhythmias	Ulcerative colitis

**\* Not all types of medication used to treat the above conditions would necessarily be approved by MRM.**

## APPLICATION PROCESS

Metropolitan Health Risk Management utilises an innovative system to administer the chronic medicine benefit. There are two methods which you can use to obtain your chronic medication.

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## TELEPHONIC APPLICATION PROCESS

- » Ask your doctor or pharmacist to call MRM.
- » We will obtain all the relevant details pertaining to your application from your doctor.
- » The application will be processed immediately.
- » Your doctor will supply you with your medication or a prescription which you can take to your pharmacy.
- » A copy of the authorisation letter will be mailed to you.
- » An authorisation period will be indicated for each approved medication item.
- » If any medication items have been rejected, or MRM requires additional information to support your application, the reasons will be given.

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## WRITTEN APPLICATION PROCESS

- » Phone the BP Medical Aid Society Client Service Department on 021 480 4610.
- » A client service agent will request your membership number and ensure that an MRM application form is faxed, mailed or e-mailed to you.
- » You can also print an application form from your medical scheme's website at [www.bpmas.co.za](http://www.bpmas.co.za).
- » Complete the applicant's section of the MRM application form.
- » Ask your doctor to complete the practitioner's section of the form.
- » Check that the application form is correctly completed and that it is accompanied by test results or specialist reports as indicated on the application form, if required. (An incomplete form will delay the processing of your application).

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