

**remedi**



**2023**

**REMEDY**

MEDICAL AID SCHEME

**YOUR COVER FOR DIABETES  
AND THE DIABETES CARE  
PROGRAMME**



# YOUR DIABETES CARE PROGRAMME

*We understand that living with diabetes comes with many challenges and requires daily efforts to manage.*

Our Diabetes Care Programme brings together a team of health professionals to ensure you get high quality coordinated healthcare and improved outcomes. You also have access to various tools and additional benefits to monitor and manage your condition as well as dedicated Care Navigators to assist you with all your diabetes related needs.

#### Contact one of your Care Navigators:

Call **0860 444 439**, or email to **Members\_DCC@yourremedi.co.za** for any queries.

Remember, if left untreated, diabetes may result in serious complications but we are here to help you navigate the journey. This benefit guide provides an overview of your cover for diabetes and also outlines more information on our Diabetes Care Programme.

#### HOW TO JOIN THE DIABETES CARE PROGRAMME

If you are registered on the Chronic Illness Benefit (CIB) for diabetes, you automatically have access to the Diabetes Programme through your nominated Premier Plus GP. All you need to do to unlock the benefits is to ask your doctor to enroll you.

To check if your regular doctor is on our network:

- Visit [www.yourremedi.co.za](http://www.yourremedi.co.za) or click on Find a healthcare provider on the Remedi App to find a doctor on the network.
- Call **0860 444 439**, or
- Email to **Members\_DCC@yourremedi.co.za**

#### YOUR NOMINATED DOCTOR WILL WORK WITH YOU TO MANAGE YOUR CONDITION

Your Diabetes Care programme is based on international and locally accepted clinical and lifestyle guidelines. Through the programme, you and your doctor can agree on key goals and track your progress on a personalised dashboard on HealthID, and generate your unique Diabetes Management Score. This will help to identify which areas to focus on to stabilise and improve your overall health.

Any consultation for a chronic condition outside of the network may attract a co-payment. Please make sure we always know who your nominated network doctor is and let us know if anything changes so that we can update this on our records.







# HOW TO ENGAGE YOUR FULL CARE TEAM

*You have access to consultations with all these providers.*

PROVIDER	QUANTITY	DESCRIPTION
Biokineticist	1 per annum	A biokineticist consultation to ensure that you obtain the best advice about exercise, tailored to your needs. To make sure that we fund this from the correct benefit, please ask your biokineticist to claim the code DCARE and include the ICD-10 diagnosis code on the claim.
Dietitian	2 per annum	An additional dietitian consultation to ensure that you obtain the best advice about nutrition. To make sure that we fund this from the correct benefit, please ask your dietitian to claim the most appropriate code and include the ICD-10 diagnosis code on the claim.
Foot screening	1 per annum	A podiatrist will help you manage the risk of foot infections and screen for neuropathy (nerve damage) and poor blood circulation. You have an annual screening each year in your basket of care.
Eye screening	1 per annum	You have an annual eye screening each year in your basket of care. This can be done at an Optometrist in the Preferred Provider Negotiators (PPN) or Ophthalmologist.
Diabetes Coaching	2 per annum	You qualify for access to a diabetes educator to help you with medication, lifestyle changes and self-management support.

## ADDITIONAL BENEFITS AND TOOLS

*Planning your year can be a daunting task. To assist you we have created a few useful documents.*

- A calendar to help you plan your visits.
- Questions to ask your care team during consultations

### Extra test strips

- You will have access to additional blood glucose test strips per year if required. Blood glucose test strips that are on our formulary and will be funded in full up to the Remedi Rate. Blood glucose test strips that are not on our formulary will be funded up to the monthly Chronic Drug Amount (CDA), applicable to your specific plan type.

### Personalised Health targets

- You could also qualify for health goals and get rewarded for achieving your personalised health targets. Download the Remedi App from the IOS App and Google Play store and activate Track Your Health.



# COVER FOR CONTINUOUS GLUCOSE MONITORING SENSORS

Continuous glucose monitoring (CGM) automatically tracks blood glucose levels giving you the ability to test your glucose level at any time and better manage your condition. When appropriately prescribed by a doctor in our network, members with type 1 diabetes have cover for continuous glucose monitoring sensors up to a monthly cover amount. Cover depends on your chosen Benefit Option. This Benefit is not available on the Remedi Standard Option. For more information on your cover for continuous glucose monitoring sensors please refer to the Chronic Illness Benefit formulary (medicine list) under Find a document > Benefit guides on [www.yourremedi.co.za](http://www.yourremedi.co.za).

Find a provider in the CGM network:

- Login to [www.yourremedi.co.za](http://www.yourremedi.co.za) under Hospital and Doctor visits > Find a healthcare professional, to find a provider in our network , OR,
- You can click on Find a healthcare provider using your Remedi app, OR
- Call us on 0860 116 116 to find a provider in our network.





# ABOUT SOME OF THE TERMS WE USE

There may be some terms we refer to that you may not be familiar with. Here are the meanings of these terms.

TERMINOLOGY	DESCRIPTION
Care Navigator	<p>A dedicated team who will pro-actively assist you to:</p> <ol style="list-style-type: none"><li>1. Understand your Diabetes-specific benefits.</li><li>2. Help you register on digital tools.</li><li>3. Assist you to choose and engage with allied health professionals (podiatrist, dietitian etc.).</li><li>4. Remind you to get the most out of the programme through using the benefits available.</li></ol> <p><b>Contact details:</b> Call 0860 444 439, or email to <a href="mailto:Members_DCC@yourremedi.co.za">Members_DCC@yourremedi.co.za</a> for any queries.</p>
Chronic Illness Benefit (CIB)	<p>The Chronic Illness Benefit (CIB) covers you for a defined list of chronic conditions, like diabetes.</p>
Designated service provider (DSP)	<p>The network of GPs and Specialists part of the Discovery Care Coordination (DCC) network or the Premier Plus GP network that have contracted with us to provide you with coordinated care for defined chronic conditions.</p> <p>Remedi has a contract with the Preferred Provider Negotiators (PPN) network to make sure you get the most out of your Optical Benefit. Member Customer Care – 041 065 0650</p> <p>Claims: <a href="mailto:info@ppn.co.za">info@ppn.co.za</a> Website: <a href="https://www.ppn.co.za/">https://www.ppn.co.za/</a></p>
Diabetes Care Programme	<p>The care programme that opens up benefits to assist you throughout your journey. This programme is administered by the Care Management Team</p>
Diabetes Care Programme Basket of Care	<p><b>Includes:</b></p> <ul style="list-style-type: none"><li>▪ doctor consultations for diabetes and other chronic conditions</li><li>▪ 1 foot (podiatry) screening</li><li>▪ 1 eye screening</li><li>▪ 1 Biokineticist consultation per year</li><li>▪ 2 Dietitian consultations per year</li><li>▪ Diabetes-related pathology</li><li>▪ Diabetes coaching and education</li></ul> <p><b>Please note:</b> Medicine, devices and consumables: Fund as per CIB formulary guidelines. Contact us if you need more information. Call 0860 444 439, or email to <a href="mailto:Members_DCC@yourremedi.co.za">Members_DCC@yourremedi.co.za</a> for any queries.</p>



# ABOUT SOME OF THE TERMS WE USE (cont.)

TERMINOLOGY	DESCRIPTION
<b>Emergency medical condition</b>	<p>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.</p> <p>An emergency does not necessarily require a hospital admission. We may ask you for additional information to confirm the emergency. An emergency does not necessarily require a hospital admission. We may ask you for additional information to confirm the emergency.</p>
<b>Diabetic Retinopathy</b>	<p>Diabetic retinopathy is a common complication of diabetes mellitus that affects the eyes. It is caused by damage that develops at the back of the eye and it can cause vision loss and even blindness if it is not managed. When diabetic retinopathy is detected early (often before the start of symptoms), the treatments can be very effective at preventing loss of vision.</p>
<b>Health Coaching</b>	<p>A coaching programme offered to directly support you on your diabetes journey. Ask your doctor if they provide this service, alternatively find a Diabetes Educator on the Find a Provider tool on the website.</p>
<b>HealthID</b>	<p>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.</p>
<b>ICD-10 diagnosis code</b>	<p>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 Organisation (WHO).</p>
<b>Premier Plus GP</b>	<p>A Premier Plus GP is a network GP who has contracted with us to provide you with coordinated care for defined chronic conditions.</p>
<b>Prescribed Minimum Benefits (PMBs)</b>	<p>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:</p> <ul style="list-style-type: none"><li>▪ An emergency medical condition</li><li>▪ A defined list of 270 diagnoses</li><li>▪ A defined list of 27 chronic conditions.</li></ul> <p>To access Prescribed Minimum Benefits, there are rules defined by the Council for Medical Schemes (CMS) that apply. Please refer to the benefit brochure on <a href="http://www.yourremedi.co.za">www.yourremedi.co.za</a> for more information.</p> <p>Medicine, devices and consumables: Fund as per CIB formulary guidelines.</p>
<b>Remedi Rate</b>	<p>This is the rate we pay for healthcare services from hospitals, pharmacies, healthcare professionals and other providers of relevant health services.</p>





# CONTACT US

Tel: 0860 44 44 39, email:  
Members\_DCC@yourremedi.co.za

Go to [www.yourremedi.co.za](http://www.yourremedi.co.za) to Get Help

## Complaints process

Please visit the Remedi website and go to **Contact Us** for more information should you need to lodge a complaint or formal dispute.





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Tel 0860 116 116 | [service@yourremedi.co.za](mailto:service@yourremedi.co.za) | [www.yourremedi.co.za](http://www.yourremedi.co.za)

Remedi Medical Aid Scheme. Registration number 1430 is administered by Discovery Health (Pty) Ltd, registration number 1997/013480/07.  
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