



MEDICAL SCHEME

OCTOBER 2007

Dear Member

IMPLEMENTATION OF NEW DIABETES MANAGEMENT PROGRAMME

The Pick 'n Pay Medical Scheme is committed to the continuous review of the effectiveness of its managed care initiatives. The Scheme has therefore, in conjunction with the Centre for Diabetes and Endocrinology (Pty) Ltd ("CDE"), developed a comprehensive benefit package and managed care programme for all patients with diabetes mellitus, types 1 and 2.

CDE's Diabetes Management Programme aims to improve the care and treatment of diabetic members, thereby improving their health and decreasing long-term associated costs. It is therefore important that all diabetic patients attend the necessary consultations and obtain the services that their CDE doctor will provide on the programme.

What is the Centre for Diabetes and Endocrinology (CDE)?

CDE is a holistic, multi-specialist network of doctors that provides a unified team approach to the management of diabetes. CDE consists of diabetes specialists, diabetes educators, dieticians, podiatrists, a clinical psychologist and exercise specialists. Services are provided through a network of approximately 240 accredited medical practitioners contracted to provide the benefits on the programme, situated in each of the nine provinces.

How do I join the programme?

As a patient with diabetes, you will need to contact CDE during office hours on (011) 712 6000 as soon as possible to ensure that you are registered on the programme with effect from 1 January 2008. CDE will provide you with the necessary application forms, explain the registration process, and provide you with further information on the benefits of the programme. You will also receive a new Scheme membership card reflecting CDE's contact details.

What are the benefits of the programme and what is required of you?

As a patient with diabetes, it is essential that you are given optimum medical care and education. Therefore, if you join the programme you will be eligible for the following benefits:

- two consultations with the doctor and the diabetes nurse educator respectively per year (more consultations will be granted if the doctor deems it necessary to see you more regularly);
- an annual consultation with a podiatrist, dietician and ophthalmologist for screening only;
- all diabetes medication, blood glucose meters, testing strips, needles, syringes, etc.;
- all diabetes-related laboratory investigations;
- hospitalisation for acute diabetes emergencies (hypoglycaemic coma or ketoacidosis); and
- access to a 24-hour telephone hotline staffed by trained personnel, provided by each Centre to assist you with any acute problems relating to your diabetes.

These services are provided by your CDE doctor as part of the programme at no extra cost to you. Once you have joined the programme, these benefits will be provided at cost through insured benefits. Therefore, your Medical Spending Account will no longer be used to pay for diabetes-related consultations, medication, etc.

The programme does not include the management of diabetes-related complications such as eye problems, kidney failure and vascular disease. These must be claimed from the Scheme in the usual manner. Non-diabetes-related medication is also not included.

Continued overleaf

The benefits of the programme only apply to the management of diabetes, if carried out directly by a CDE doctor. Blood tests must be performed by a laboratory appointed by CDE. Emergency hospital admissions must also be approved by CDE.

How will this affect your existing chronic and PMB CDL Care Plan authorisations?

As an existing diabetic patient, you are currently registered on the Scheme's Medicine Risk Management programme and are being treated according to a Prescribed Minimum Benefits (PMB) Chronic Disease List (CDL) Care Plan. With effect from 31 December 2007, these authorisations in respect of your diabetes will cease, since CDE will take over the management of your diabetes with effect from 1 January 2008. To ensure continued benefits, we encourage you to contact CDE without delay to ensure that you are registered on CDE's Diabetes Management Programme with effect from 1 January 2008.

Please note that all other diseases will still be covered under the Scheme's Medicine Risk Management programme and PMB CDL Care Plans. Therefore, if you are registered with multiple diseases, e.g. diabetes and hypertension, you will receive a revised chronic medication authorisation, as well as a PMB CDL Care Plan for your hypertension.

How do I determine which Centre for diabetes to use?

For details of the network of approximately 240 providers, you can contact CDE on (011) 712 6000 during office hours. Alternatively you can obtain details of the CDE providers on the Scheme's website via www.mhg.co.za or visit CDE's website at www.cdecentr.co.za.

What if I would like to stay with my own doctor?

It is essential to understand that CDE is not a closed network, but is open to any registered medical practitioner in the country who wishes to join. The only requirement is that your doctor should be interested in diabetes management, has a desire to treat patients holistically and according to modern treatment methods, shows a willingness to receive specific diabetes training, and would accept peer reviews and clinical audit procedures. Ask your doctor to obtain accreditation as a CDE provider. He/she can contact the CDE central office on (011) 712 6000 for further information.

What will happen to my diabetes-related accounts?

CDE will be responsible for the settlement of all diabetes-related accounts incurred by them in their management of your condition.

If I obtain treatment for my diabetes from a doctor that is not affiliated with CDE, will the Scheme settle my claims?

Since the Scheme has contracted the CDE as its designated service provider for the provision of diabetes management, in the event that you choose not to register on the programme and services are voluntary obtained from a non-CDE provider, the Scheme may impose a co-payment of up to 30%, which you will be liable to settle directly with the provider.

It is important to note that once you have registered with the programme, you have to obtain all diabetes-related treatment from a CDE doctor. Failure to adhere to the rules of the programme may result in your disqualification from the programme. This rule is in your interest, as it is vital that the Centre looking after your diabetes is given the opportunity to ensure that you are as educated as possible about your diabetes, and that your condition is as well-controlled as possible.

Yours faithfully

THE BOARD OF TRUSTEES