

# Integrated Care Programme

## Personalised care – your first step towards better health

Pick n Pay Medical Scheme has contracted Momentum Health Solutions to provide the Integrated Care Programme to assist our members to actively manage their chronic conditions.

**Integrated care** is uniquely tailored to the specific health needs and profile of each participating member. You will be taken on a **personalised journey towards better health**. Having a chronic condition does **not stop you from living your best life!**

Each programme is based on the latest research and designed by healthcare professionals with **specialised knowledge** of chronic conditions. **Participation is free and offers many benefits.**

## Getting started

We automatically identify members who may benefit from enrolling on the programme. This usually includes members registered for a relevant chronic condition or who are on chronic medication. Members who will benefit from the programme are then requested to complete an enrolment form and return it to us. Doctors can also proactively enrol patients they believe will benefit from the appropriate programme. Your treating doctor can also motivate for additional medical services if they believe your treatment plan is inadequate for your needs.

## Which conditions are managed?

- Addison's disease
- Asthma
- Bipolar mood disorder
- Bronchiectasis
- Cardiac failure
- Cardiomyopathy
- Chronic obstructive pulmonary disease (COPD)
- Chronic renal disease
- Coronary heart disease
- Crohn's disease
- Diabetes insipidus
- Diabetes mellitus type 1 and 2
- Dysrhythmia
- Epilepsy
- Glaucoma
- Haemophilia
- Hyperlipidaemia (high cholesterol)
- Hypertension (high blood pressure)
- Hypothyroidism
- Multiple sclerosis
- Parkinson's disease
- Rheumatoid arthritis
- Schizophrenia
- Systemic lupus erythematosus
- Ulcerative colitis

**If you think you are at risk of being HIV positive, or have been diagnosed as a person living with HIV/AIDS, please register on the YourLife Programme on 0860 767 633 (all calls are confidential).**



**Programmes also exist for maternity, mental health, oncology (cancer) and pre-dialysis/chronic kidney disease management (including dialysis).**

## How can you benefit from integrated care

Each participant on the programme is assigned a wellness coach with specialised knowledge in his or her field. The wellness coach ensures participants receive **personalised care** and information that is relevant to their condition and specific situation. Your wellness coach will also:

- answer any questions you may have on Scheme benefits, medication, your condition and general health
- provide professional advice and encourage healthy lifestyle choices to prevent your condition from becoming worse and prevent the development of any complications
- help you understand how and when to take your medication
- assist you in obtaining authorisation from the Scheme for appropriate services
- work closely with your doctor and other healthcare providers to ensure you receive co-ordinated treatment that will deliver the best possible results.

Depending on your condition and the requirements of the Scheme, you may also receive a **treatment plan**. This is a specific list of medical services related to the management of your condition that will not be paid from your savings, but from Scheme benefits. Your wellness coach will support you in following your personal treatment plan and be your guide for navigating the complex, often confusing, healthcare system.



## Giving you the power

The Scheme selects programmes according to the needs of our members. These programmes are in place because the Scheme cares about your health. Each programme is specifically designed to actively empower patients. Participation puts the knowledge and power for managing your chronic condition in your hands and is your first step towards improving your health.

### Protection of Personal Information

Pick n Pay Medical Scheme and Momentum Health Solutions, the Administrator, will maintain the confidentiality of your personal information and comply with the Protection of Personal Information Act 4 of 2013 (POPIA) and all existing data protection legislation, when collecting, processing and storing your personal information for the purposes of registration on the Integrated Care Programme.

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## INTEGRATED CARE PROGRAMME

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