

## Advanced Illness Member Support Programme

### Overview

The Advanced Illness Member Support Programme (AIMSP) is available to members on Option A, Option B, and Option B Classic. It is a proactive programme aimed at providing an extra layer of support to members living with a serious illness. The purpose of the programme is to engage members and their family, to connect them with a care team that includes healthcare providers and counsellors trained to support those with advanced illness.

### About some of the terms we use in this document

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

TERMINOLOGY	DESCRIPTION
Day-to-day benefits	Members on Option A and B have cover for day-to-day expenses from the day-to-day benefits up to the limits as stated in the Benefit Summary.
Medical Scheme Rate (MSR)	This is the rate we pay for healthcare services from hospitals, pharmacies, healthcare providers and other providers of relevant health services.
ICD-10 code	This is 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 Organization (WHO).
PMSA	This refers to the Personal Medical Savings Account on Option B which can be used to pay certain medical expenses that aren't covered by the Day-to-day Benefit, or when limits are exceeded.
Palliative care	Palliative Care is an approach that improves the quality of life of patients and their families facing problems associated with life-threatening illness. This includes the prevention and relief of suffering, the early identification and impeccable assessment and treatment of pain and other physical, psychosocial and spiritual problems.

### Access to the Advanced Illness Member Support Programme is voluntary

Members with an advanced illness may face many challenges associated with their condition, whether physical, social or psychological.

Published evidence shows that when a patient connects earlier with the right care teams, this can have a significant impact on the quality of life for them and their family, both physically and emotionally.

## The Advanced Illness Member Support Programme at a glance

Members will have access to the following:

- **Support from a care consultant**

A care consultant will assist members in connecting them (and their family) to specific healthcare providers and counsellors, who can support them with their advanced illness and managing their quality of life. The care consultant can also assist in navigating benefits and guiding members with information and services they may need. Members registered for the Advanced Illness Member Support Programme can contact the team by email ([AIMqueries@medipos.co.za](mailto:AIMqueries@medipos.co.za)) for assistance with navigating any of the approved services.

- **Basket of services**

Registered members and their family will have access to the following:

- A consultation with a specific doctor trained in managing advanced illness, quality of life or palliation.
- Two counselling sessions for the member (which may include their family) with a social worker or registered counsellor or psychologist, with an interest or training in health crisis support or palliative support.

- **Access to additional information**

The care consultant can connect the member and their family with information that can support them with their questions or that can assist in navigating some of the challenges they may face.

## Cover on the Advanced Illness Member Support Programme

### The Advanced Illness Member Support Programme pays for services provided by specific healthcare providers

We will pay for healthcare services provided by healthcare providers with specific training in managing quality of life and palliation for members with an advanced illness, according to the benefit approval and the agreed individual member care plan.

These costs will not affect the member's day-to-day benefits. We will pay these costs at the Medical Scheme Rate (MSR) from the major medical expenses benefit.

### Care services must be accessed from healthcare providers who are registered with the Board of Healthcare Funders

We will pay for these healthcare services or treatments as long as the application is approved and members use appropriately registered healthcare providers (with a valid Board of Healthcare Funders [BHF] registration number) who use valid tariff codes for the healthcare service or treatment.

### We need a diagnostic ICD-10 code on accounts

All accounts must have a relevant and correct ICD-10 code (diagnosis code) for us to pay it from the correct benefit. To make sure there is not a delay in paying the healthcare provider accounts, members must please notify the team managing their treatment (or their loved one's treatment) about this requirement.

## Nominating a person to assist members

Where the patient chooses to nominate someone to assist them with managing their option, they can complete a third-party consent form. Up-to-date forms are always available online at [www.medipos.co.za](http://www.medipos.co.za). If, at any stage, patients want to revoke consent for the sharing of information, they must please notify us accordingly.

## Access to palliative care

Members with an advanced illness, who require additional support and benefits for palliative care, may apply for cover through the Advanced Illness benefit (AIB) in consultation with their treating provider. Cover is subject to review and clinical entry criteria. Up-to-date benefit guides are always available on [www.medipos.co.za](http://www.medipos.co.za).

For more information on the Advanced Illness Benefit (AIB), visit [www.medipos.co.za](http://www.medipos.co.za).

## Working to care for and protect you

Our goal is to provide support for you in the times when you need it most.

## How to contact us

Tel: **0860 100 078**

[AIMqueries@medipos.co.za](mailto:AIMqueries@medipos.co.za)

## Complaints process

You may lodge a complaint or query with MEDiPOS Medical Scheme directly at **0860 100 078** or send an email to [enquiries@medipos.co.za](mailto:enquiries@medipos.co.za).

If your query or complaint is not resolved to your satisfaction, address a complaint in writing to the Principal Officer at the Scheme's registered address. Please be sure to include the reference number obtained through your direct contact with the Scheme.

Should your complaint remain unresolved, you may lodge a formal dispute by following the MEDiPOS Medical Scheme internal disputes process, which is explained on the website at [www.medipos.co.za](http://www.medipos.co.za).

Members who wish to approach the Council for Medical Schemes for assistance, may do so in writing to: Council for Medical Schemes Complaints Unit, Block A, Eco Glades 2 Office Park, 420 Witch-Hazel Avenue, Eco Park, Centurion, 0157 or via email at [complaints@medicalschemes.co.za](mailto:complaints@medicalschemes.co.za). Contact centre: 0861 123 267/ website [www.medicalschemes.co.za](http://www.medicalschemes.co.za).

## Your privacy is important to us

We hold your privacy in the highest regard. Our unwavering commitment to protecting your personal information and ensuring the security and confidentiality of your data is clearly outlined in our Privacy Statement. You can view our latest version on [www.medipos.co.za](http://www.medipos.co.za).