



# Medicine Risk Management

The Wooltru Healthcare Fund has contracted the Momentum Health Solutions Medicine Risk Management (MRM) programme to provide a service to our members who require 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.

## Prescribed minimum benefits (PMBs)

There are 26 PMB conditions listed in the table on the right.

All medical funds must provide for the basic medical management and treatment of these chronic illnesses. This is in line with PMB legislation.

Legislated treatment of these chronic illnesses includes 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 of Health by notice in the Government Gazette.

The Fund must provide for consultations, tests, treatment and medicine for these 26 PMB conditions. To this end, each member who is registered on the programme for one or more of these conditions will receive a treatment plan listing the additional treatment and services that the Fund will provide.

**Remember:** These are **not paid** for from your day-to-day benefits.

## PMB chronic disease list conditions

- Addison's disease
- Asthma
- Bipolar mood disorder
- Bronchiectasis
- Cardiac failure
- Cardiomyopathy
- Chronic obstructive pulmonary disorder
- Chronic renal disease
- Coronary artery disease
- Crohn's disease
- Diabetes insipidus
- Diabetes mellitus type 1 and 2
- Dysrhythmias
- Epilepsy
- Glaucoma
- HIV/AIDS
- Haemophilia
- Hyperlipidaemia
- Hypertension
- Hypothyroidism
- Multiple sclerosis
- Parkinson's disease
- Rheumatoid arthritis
- Schizophrenia
- Systemic lupus erythematosus
- Ulcerative colitis



Kindly note that reference pricing, i.e. the price the Fund will cover, applies to authorised medication. The medication formularies for conditions that are covered are available on the Fund's website at [www.wooltruhealthcarefund.co.za](http://www.wooltruhealthcarefund.co.za).

## Application for chronic medication

There are two methods that you can use to obtain your chronic medication authorisation.

1

### Telephonic application process

(Saver and Comprehensive members only)

- » Ask your doctor or pharmacist to call MRM on 0802 228 922.
- » We will obtain all the relevant details of your application from your doctor.
- » The application will be processed immediately.
- » Your doctor will supply you with your medication or a prescription that 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 if MRM requires additional information to support your application, the reasons will be given to the doctor or pharmacist.



2

### Written application process

- » You can obtain the chronic medicine application form in a number of ways:
  - download and print it from our website at [www.wooltruhealthcarefund.co.za](http://www.wooltruhealthcarefund.co.za)
  - look for the form on your company's intranet
  - phone the Fund's client service department on 0800 765 432 (Network members) or 0802 228 922 (Saver and Comprehensive members) and they will email or fax a form to you.
- » Complete the member information on the front page of the form and ask your doctor to complete the medical section.
- » Check that the application form is correctly completed and that you and your doctor have signed it and, importantly, that your membership number is on the form.
- » Any test results or specialist reports indicated on the application form must be included. (An incomplete form will delay the processing of your application.)
- » Send the application form, together with the requested information, to:
  - Wooltru Healthcare Fund, Medicine Risk Management, PO Box 15079, Vlaeberg 8018; or
  - email it to [chronic@wooltruhealthcarefund.co.za](mailto:chronic@wooltruhealthcarefund.co.za); or
  - fax it to 021 480 2755.
- » We will process your application upon receipt of the completed form.
- » A copy of the medication authorisation letter will be sent to you via your preferred method of communication.
- » An authorisation period will be indicated for each approved medication and diagnosis will remain in place until it expires or the membership is terminated.
- » If any medication items have been rejected or MRM requires additional information to support your application, the reasons will be given.
- » A beneficiary will get full cover for approved chronic medicine on the medicine formulary, subject to reference pricing. If a beneficiary declines the use of a formulary medicine or the doctor prescribes medicine that is not in the formulary, the beneficiary will be liable for a co-payment, which is the difference between the cost of the medicine and the reference price.

## Unauthorised or rejected medication

For a condition or medication to be covered on the chronic medication programme, there are certain criteria that need to be met. This ensures sustainable funding for cost-effective treatment. For any medication not approved by MRM, an appropriate reason for the rejection will be given. If the reason given states that special tests or a specialist report is required, please get 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 and the doctor's handwritten prescription to the dispensing pharmacist or doctor. If you pay cash, please submit the receipt and a copy of your doctor's prescription to the Fund 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 to call the client service department for the change to be authorised.

## Re-applications

- » Your medication authorisation letter will state the duration of the authorisation period.
- » Should you need to re-apply, a notification letter will be mailed to you three months prior to the expiry date of the authorisation period.
- » The application form must be completed, as indicated under Application for chronic medication.
- » Kindly make sure that the new application form reaches us at least six weeks prior to the expiry date of your authorisation to ensure continued benefits.



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 MRM for an authorisation.

**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 HIV YourLife Programme by calling 0860 109 793.**

## Medicine Risk Management programme contact details

TEL 0800 765 432 (Network members)  
TEL 0802 228 922 (Saver and Comprehensive members)  
PHARMACIST-ON-LINE 0861 888 346 (Saver and Comprehensive members)  
EMAIL [chronic@wooltruhealthcarefund.co.za](mailto:chronic@wooltruhealthcarefund.co.za)  
WEBSITE [www.wooltruhealthcarefund.co.za](http://www.wooltruhealthcarefund.co.za)