



Advanced Illness Benefit

Who we are

Bankmed Medical Scheme (referred to as ‘the Scheme’), registration number 1279, is a non-profit organisation, registered with the Council for Medical Schemes. Discovery Health (Pty) Ltd (referred to as ‘the administrator’) is a separate company and an authorised financial services provider (registration number 1997/013480/07) which takes care of the administration of your membership for the Scheme.

Overview

Members with advanced cancer that require palliative care have access to the Advanced Illness Benefit (AIB), which provides members with palliative care in the comfort of their home or in a hospice facility. Palliative care is provided by a multidisciplinary team, in partnership with the Hospice Palliative Care Association of South Africa.

About some of the terms we use in this document

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

TERMINOLOGY	DESCRIPTION
Day-to-day benefits	These are the available funds allocated to your Plan’s applicable out-of-hospital benefits.
Scheme Rate	This is a rate set by us. We pay for healthcare services from hospitals, pharmacies, Healthcare Professionals and other providers of relevant health services at this rate.
ICD-10 code	A clinical code that describes diseases and signs, symptoms, abnormal findings, complaints, social circumstances and external causes of injury or diseases, as classified by the World Health Organization (WHO).

Your Healthcare Professional is required to register you for cover on the Advanced Illness Benefit

To register, your Healthcare Professional is required to complete the *Advanced Illness Benefit and Compassionate Care Benefit application form* and e-mail it to AIB@bankmed.co.za. The application form is available on our website www.bankmed.co.za

Access to the Advanced Illness Benefit is voluntary and is subject to clinical entry criteria

To be eligible for this benefit, you must meet specific clinical entry criteria. Once approved and enrolled, you will have access to the benefits offered by the Advanced Illness Benefit.

The Advanced Illness Benefit at a glance

Members on the Advanced Illness Benefit have access to the following:

Support from a dedicated care co-ordinator

A dedicated care co-ordinator, who is a registered nurse, will contact you (or your family member) once we have registered you on the Advanced Illness Benefit. The care co-ordinator will support you and your family and will work closely with your GP and/or specialist to ensure you receive the best of care at all times.

Personalised support and counselling

Members registered on the Advanced Illness Benefit and their family will have access to counselling services for support during this difficult time.

Comprehensive home-based care

Members registered on the Advanced Illness Benefit will have access to personalised home-based care services such as oxygen, pain management and home nursing. This is subject to pre-authorisation and managed care criteria.

Access to specialised telephonic support

During working hours, members registered on the Advanced Illness Benefit may contact 011 529 6797 for assistance with Advanced Illness Benefit related authorisations, oxygen or benefit and claims enquiries.

Your cover on the Advanced Illness Benefit

The Advanced Illness Benefit pays for services provided by a multidisciplinary team

We will pay for healthcare services provided by any of the Healthcare Professionals represented in the palliative multidisciplinary team, according to a specific basket of care and the agreed individual member care plan. These costs will not affect your day-to-day benefits, and will be paid at the Scheme Rate from the Hospital Benefit.

Palliative care must be accessed from providers who are registered with the Board of Healthcare Funders

Bankmed Medical Scheme will pay for these healthcare services or treatments as long as the application is approved and you use appropriately registered Healthcare Professionals (with a valid Board of Healthcare Funders (BHF) registration number) who use valid tariff codes for the healthcare service or treatment.

We need the appropriate ICD-10 codes on accounts

All accounts for palliative care must have a relevant and correct ICD-10 code for us to pay it from the correct benefit. To ensure there isn't a delay in paying your Healthcare Professionals' accounts, please notify the team managing your treatment (or your loved one's treatment) about this requirement.



Nominating a person to assist you

Where you, as the patient, choose to nominate someone to assist you with managing your medical aid, you may complete a *Third Party Consent application form*. This form is available on www.bankmed.co.za. Should you, at any stage, wish to revoke consent for sharing of information, you may notify us accordingly.

For more information on the Advanced Illness Benefit, visit www.bankmed.co.za or e-mail AIB@bankmed.co.za

Contact us

Kindly contact 0800 Bankmed (0800 226 5633) or e-mail enquiries@bankmed.co.za

Complaints process

You may lodge a complaint or query with Bankmed Medical Scheme directly on 0800 BANKMED (0800 226 5633) or address a complaint in writing directly to the Principal Officer.

Should your complaint remain unresolved, you may lodge a formal dispute by following Bankmed Medical Scheme's internal disputes process.

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 e-mail at complaints@medicalschemes.com. Customer Care Centre: 0861 123 267/website www.medicalschemes.com

