



# Menopause medicine list (formulary) for the Basic and Essential Plans 2024

## Who we are

Bankmed (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.

## Important information you need to know

The Bankmed Rules set out the requirements for the Chronic Illness Benefit (CIB). The use of the benefits and programmes linked to the Chronic Illness Benefit is subject to specific conditions and rules. Members must ensure that they know these rules and conditions.

Any instructions or advice on medication, and managing the member's condition are intended to add to, and not replace, the knowledge, expertise, skill and judgement of the members Healthcare Professional or pharmacist.

You receive full cover for approved chronic medication on our medicine list (formulary). Medication not on our medicine list will be funded up to the Reference Price for that medication category. You might have a co-payment for medication not on our medicine list.

Bankmed reserves the right to change the benefit at any time.

## 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, see below for further explanation:

Terminology	Description
Medication class	Medication with similar chemical structures or similar therapeutic effects.
Reference Price	The Reference Price is the set monthly amount we pay up to for a medication category. This applies to medication that is not listed on the medicine list.

## Formulary medication

The menopause medicine list (formulary) applies to the Bankmed Basic and Essential Plans for the 2024 benefit year.

Medication name	Medication class
Estrofem 1mg	Estrogens
Estrofem 2mg	Estrogens
Activelle	Progestogens and estrogens, fixed combinations
Novofem	Progestogens and estrogens, sequential preparations
Provera 5mg	Progestogens - Pregnen (4) derivatives
Provera 10mg	Progestogens - Pregnen (4) derivatives

## 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.co.za](mailto:complaints@medicalschemes.co.za). Customer care centre: 0861 123 267. Website: [www.medicalschemes.co.za](http://www.medicalschemes.co.za)

