

Managed Care Initiatives



CompCare Wellness offers members a number of Managed Care initiatives, which are all designed to ensure that members receive quality healthcare, at an affordable cost. The contact details for the 3rd parties who provide these services are listed under the contact details. These are:

1. Medicine Claims Processing

Mediscor offers a real time processing of medicine claims. Medicines can be obtained from any pharmacy that is part of the Mediscor network, Chronic Medicines Dispensary or Schuin Villa Pharmacy. Co-payments are applicable, should members voluntarily choose not to make use of one these alternatives.

2. Chronic Medication Pre-authorisation

Members are required to register chronic medication prescriptions with **Mediscor**, to receive the chronic medication benefit.

To register your chronic medication prescription with Mediscor, you, your doctor or your pharmacist need to contact **Mediscor's** ChroniLine or access Mediscor's website. This process is quick and easy - chronic medication application forms are no longer required.

3. Hospital Utilisation Management

Q.A. Care Plus offers a complete hospital utilisation management service. It is the member's responsibility to ensure that all non-emergency hospital admissions are authorised. These must be authorised at least 48 hours prior to admission. The member, doctor or hospital may phone in for this authorisation.

Emergency admissions must be authorised on the first working day after admission. There will be a penalty, if the member does not authorise. This service also applies to Oncology treatment.

4. Disease Management

Q.A. Care Plus offers a comprehensive disease management service, including HIV/AIDS counselling. This service is designed to empower members to manage their chronic conditions more effectively. They are provided with telephonic counselling, e-mail information as well as on-line health and wellness information. This is a highly innovative service that uses modern technologies to deliver personalised, professional and reliable health information and resources. This information can be communicated to the patient via: the Disease Management call centre, internet, e-mail, fax, post and physical handout point.

All CompCare Wellness members and their adult dependants should register on this programme. By registering, an individual will have access to Personalised Health and Wellness Information.

Members are also invited to phone the Disease Management Call Centre, should they wish to speak to a counsellor.

The Centre for Diabetes and Endocrinology (CDE) may be used for members with diabetes and who is insulin dependent. This is only applicable to members on the Dynamix and Pinnacle options. CDE is a diabetic centre that provides a multidisciplinary team approach to the management of diabetes. The team includes diabetic specialists, diabetic educators, dieticians, podiatrists and a resident clinical psychologist.

5. Pathology Management

Q.A. Care Plus offers a service that ensures that the standard pathology guidelines are followed and is provided once the pathology accounts have been submitted to the Scheme for payment.

6. Specialised Dentistry Management

Q.A. Care Plus offers a pre-authorisation service for all specialised dentistry, prior to having non-conservative dentistry the member is required to obtain a pre-authorisation for this service.

7. Trauma Expense Recovery

Q.A. Care Plus offers a service where medical expenses that are the liability of a 3rd party are recovered for CompCare. In most cases these recoveries refer to road accidents where a 3rd party was involved.

8. Emergency Evacuation

International SOS offers an emergency evacuation service that will transport members in emergencies to the nearest hospital for treatment. This service is only offered in South Africa, Lesotho and Swaziland.

9. Medical Advice, Information and Assistance

International SOS personnel, including paramedics, nurses and doctors are available 24 hours a day to provide general medical information and advice. This is an advisory service as a telephone conversation does not permit an accurate diagnosis.

In addition to general medical advice, International SOS medical operators can also guide you through a medical crisis situation, provide emergency advice and organise for you to receive the support you need.

10. Fraud detection

Fraud is a major problem in South Africa, and the healthcare arena is no exception. CompCare have been very successful in containing fraud, by making use of a system of member and practitioner profiling and forwarding this information to a private investigation unit.