



Centre for Diabetes and Endocrinology Diabetes Management Programme

(Executive and Comprehensive Plans only)

2018

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This document tells you about funding for the management of diabetes through the Centre for Diabetes and Endocrinology's Diabetes Management Programme. The programme is available on the **Executive and Comprehensive Plans only**.

Overview

Diabetes mellitus (diabetes) is a chronic condition which, if left untreated, can result in serious complications like blindness, kidney failure and heart attacks. However, it is generally accepted that good control of diabetes will reduce the occurrence of these complications. Patients with diabetes need optimum medical care and education to not only improve their diabetic control, but also their overall state of health and quality of health.

If you are on an Executive or Comprehensive plan, you have the choice to join either the Centre for Diabetes and Endocrinology (CDE) Diabetes Management Programme or the DiabetesCare Programme offered by the Scheme. For more information about the DiabetesCare Programme, please visit www.discovery.co.za.

About some of the terms we use in this document

There are a number of terms we use in this document that you may not be familiar with. We give you the meaning of these terms.

Terminology	Description
Centre for Diabetes and Endocrinology (CDE)	<p>The Centre for Diabetes and Endocrinology is a holistic, multi-specialist diabetes management centre. The centre manages diabetes using a team approach. The team includes diabetes specialists, diabetes educators, a dietician, podiatrists, a clinical psychologist, and biokineticists (exercise specialists).</p> <p>The centre trains healthcare professionals in the principles and practice of good diabetes care, and acts as the central office for a network of affiliated "centres for diabetes" with nationwide coverage. There are currently over 200 centres. These accredited centres are contracted to provide all the benefits of the Diabetes Management Programme.</p>
Chronic Illness Benefit (CIB)	The Chronic Illness Benefit (CIB) covers you for a defined list of chronic conditions. You need to apply to have your medicine covered for your chronic condition.
Discovery Health Rate (DHR)	This is a rate set by us at which we pay for healthcare services from hospitals, pharmacies and healthcare professionals.

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<p>Prescribed Minimum Benefits (PMBs)</p>	<p>In terms of the Medical Schemes Act of 1998 (Act No. 131 of 1998) and its Regulations, all medical schemes have to cover the costs related to the diagnosis, treatment and care of:</p> <ul style="list-style-type: none"> • An emergency medical condition • A defined list of 270 diagnoses • A defined list of 27 chronic conditions. <p>To access Prescribed Minimum Benefits, there are rules that apply:</p> <ul style="list-style-type: none"> • Your medical condition must qualify for cover and be part of the defined list of Prescribed Minimum Benefit conditions • The treatment needed must match the treatments in the defined benefits • You must use designated service providers (DSPs) in our network. This does not apply in emergencies. However even in these cases, where appropriate and according to the rules of the Scheme, you may be transferred to a hospital or other service providers in our network, once your condition has stabilised. <p>If your treatment doesn't meet the above criteria, we will pay up to 80% of the Discovery Health Rate (DHR). You will be responsible for the difference between what we pay and the actual cost of your treatment.</p>
<p>Emergency medical condition</p>	<p>An emergency medical condition, also referred to as an emergency, is the sudden and, at the time unexpected onset of a health condition that requires immediate medical and surgical treatment, where failure to provide medical or surgical treatment would result in serious impairment to bodily functions or serious dysfunction of a bodily organ or part or would place the person's life in serious jeopardy.</p> <p>An emergency does not necessarily require a hospital admission. We may ask you for additional information to confirm the emergency.</p>

Members must be registered on the Chronic Illness Benefit for diabetes

The Centre for Diabetes and Endocrinology ensures that optimum care and essential education services are provided to Executive and Comprehensive Plan members with diabetes.

To have access to the CDE Diabetes Management Programme, you must be registered on the Chronic Illness Benefit for type 1 or type 2 diabetes. The Chronic Illness Benefit is not automatically applied when you are diagnosed with a chronic condition. To access this benefit, each dependant on your plan must register independently on the Chronic Illness Benefit by completing a *Chronic Illness Benefit application form*. Your doctor will need to complete the relevant sections related to your condition and treatment. The *Chronic Illness Benefit application form* can be downloaded on www.discovery.co.za or call us on 0860 99 88 77 to request a copy.

How to join the CDE Diabetes Management Programme

To join, please call the Centre for Diabetes and Endocrinology on 011 053 4400 or email members@cdediabetes.co.za. The centre's list of branches is available on www.cdecentre.co.za

Glucose intolerance, which is controlled by diet alone, will not qualify you for the programme.

Members must adhere to the requirements to stay on the programme

Diabetic complications must be detected and treated early to prevent long-term ill health and rising costs. It's very important that you give the Centre for Diabetes and Endocrinology the opportunity to educate you about your diabetes and to determine if it is under control.

To remain on the programme, you must have the examinations and consultation as detailed in the section below. You may be disqualified from the programme if you fail to do so.

The CDE will work with you to manage your condition

Once you are registered on the programme, you must consult your CDE branch for everything related to your diabetes. You need to inform Discovery Health Medical Scheme and your CDE branch of any admissions into hospital.

Benefits offered by the CDE Diabetes Management Programme

As a member with diabetes, it is essential that you are given the best medical care and that you receive comprehensive education about your condition to control it. Members on the CDE Diabetes Management Programme will receive the following benefits:

Doctor visits

A minimum of two full examinations a year by a doctor trained in diabetes. If clinically necessary, the CDE will facilitate additional visits to see the doctor.

Diabetic foot care

Advice on how to take care of your feet and risk screening with a podiatrist once a year.

Eye examinations

Yearly assessments with an ophthalmologist (eye specialist).

Diabetes dietary advice

You get an initial consultation with a dietician and thereafter a yearly follow-up consultation to discuss any new advances in the dietary management of diabetes. If clinically necessary, the CDE will facilitate additional visits to see the dietician.

Diabetes education and support

A full course in diabetes education, which involves at least two one-hour individual sessions with a diabetes educator, followed by eight one-hour group sessions. You will then be required to attend a one-

hour session with the diabetes educator every six months. More sessions with the diabetes educator are available, if clinically necessary.

Laboratory screening

Your CDE branch will ensure you have regular laboratory tests to assess and monitor diabetes control, kidney function, and cholesterol according to international clinical guidelines.

Medicines and diabetes accessories

The programme covers a select list of medicines and accessories for your diabetes treatment.

Access to a 24-hour telephonic hotline

Trained personnel are available to deal with your diabetes emergency. They will help you and direct the most appropriate action, thereby reducing unnecessary hospital admissions. You will receive the number from the diabetes centre on your first consultation.

Contact us

You can call us on 0860 99 88 77 or visit www.discovery.co.za for more information.

Complaints process

The following channels are available for your complaints and we encourage you to follow the process:

Step 1 – To take your query further: If you have already contacted the Discovery Health Medical Scheme and feel that your query has still not been resolved, please complete our online complaints form on www.discovery.co.za. We would also love to hear from you if we have exceeded your expectations.

Step 2 – To contact the Principal Officer: If you are still not satisfied with the resolution of your complaint after following the process in Step 1 you are able to escalate your complaint to the Principal Officer of the Discovery Health Medical Scheme. You may lodge a query or complaint with Discovery Health Medical Scheme by completing the online form on www.discovery.co.za or by emailing principalofficer@discovery.co.za.

Step 3 – To lodge a dispute: If you have received a final decision from Discovery Health Medical Scheme and want to challenge it, you may lodge a formal dispute. You can find more information of the Scheme's dispute process on the website.

Step 4 – To contact the Council for Medical Schemes: Discovery Health Medical Scheme is regulated by the Council for Medical Schemes. You may contact the Council at any stage of the complaints process, but we encourage you to first follow the steps above to resolve your complaint before contacting the Council. Contact details for the Council for Medical Schemes: Council for Medical Schemes Complaints Unit, Block A, Eco Glades 2 Office Park, 420 Witch-Hazel Avenue, Eco Park, Centurion 0157 | complaints@medicalschemes.com | 0861 123 267 | www.medicalschemes.com