INTRODUCTION

POLMED’s Mental Health Programme offers support to members diagnosed with mental health conditions such as depression, bipolar mood disorder, post-traumatic stress disorder, schizophrenia, and alcohol and substance abuse. The Programme aims to collaborate with you, your doctor and, where appropriate, other healthcare providers to assist in improving your mental health and wellbeing.

ENROLMENT PROCESS

POLMED will automatically identify members eligible for enrolment on the Programme through claims for admissions, chronic medication, etc. You or your healthcare provider may also request enrolment onto the Programme through any of the following channels:

- Tel: 0860 765 633
- Email: polpsych@medscheme.co.za

Enrolment is subject to clinical criteria assessed during a telephonic conversation with the Care Manager.

WHAT CAN I EXPECT FROM THE PROGRAMME?

MENTAL HEALTH CARE PLAN

You will receive a Mental Health Care Plan listing the care/services you have access to in order to manage your condition. The authorised services will be paid from your overall in-hospital benefit and not from your overall out-of-hospital (day-to-day) benefit.

ADVICE AND SUPPORT

- You will receive advice and support from a Care Manager, who is a qualified professional.
- The Care Manager will phone you at agreed times and ask you questions about your health, provide advice and support, and share information with your doctor, if you agree to this.
- All your information will be treated confidentially.
- If the information you provide indicates that you need to see your doctor, your Care Manager will advise you to make an appointment, or assist you in making an appointment with your doctor.
- You will also receive a checklist to help remind you of the relevant things to discuss with your doctor.
- Your Care Manager will assist in connecting you with other healthcare providers you may need to help manage your mental health. They may include a psychologist, social worker, or community-based organisations of your choice.

ME MENTAL HEALTH PROGRAMME CONTACT DETAILS

- Tel: 0860 765 633 (follow the voice prompts) between 07:30 and 17:00 from Monday to Friday
- Email: polpsych@medscheme.co.za
- Website: www.polmed.co.za

ADDITIONAL ASSISTANCE

You will also be assisted with:

- obtaining authorisations for appropriate healthcare services
- any queries related to any other chronic condition(s)
- information on how to access medical, dietary and nutritional information using the POLMED Health Portal
- information on preventative care and available benefits.