



POLMED®

OUR INVESTMENT OUR HEALTH OUR FUTURE



June 2018

Dear Member

POLMED INTEGRATED MENTAL HEALTH PROGRAMME

POLMED cares about the emotional wellbeing of our members. We are therefore delighted to introduce you to the POLMED Integrated Mental Health Programme, which was implemented on **1 June 2018**.

POLMED has an integrated approach to managing mental health by offering not only in-hospital benefits, but also out-of-hospital benefits.

The following benefits are available to our members to help you manage your mental health condition(s) without necessarily needing a hospital admission:

- The **Psycho-Social benefit**, which provides emotional support to **servicing SAPS members only**.
- The **POLMED Mental Health Programme**, which offers support to members and dependants diagnosed with depression, bipolar mood disorder, post-traumatic stress disorder (PTSD), and alcohol and substance abuse. This Programme aims to collaborate with you, your doctor and, where appropriate, other healthcare providers to assist in improving your mental health and wellbeing.

What are the out-of-hospital benefits available to me?

The Mental Health Programme offers out-of-hospital benefits in the form of ongoing telephonic support. A dedicated Care Manager will contact you to discuss any concerns you may have relating to your condition, available benefits and medication.

You will also receive additional benefits in the form of a Care Plan. Your Care Plan will list the care/ services you have access to in order to manage your condition, such as visits to your psychiatrist and psychologist. These visits will be paid from your overall in-hospital benefit and not from your overall out-of-hospital (day-to-day) benefit. A copy of your Care Plan will also be sent to your psychiatrist and/or psychologist.

Important points:

- **Take your medication as prescribed:** Taking your chronic medication is not always about treating your symptoms or making you feel better. Often medication is needed to keep your condition under control and to prevent it from getting worse. If you stop your treatment because of side effects, it is important that you first discuss this with your doctor so that an alternative can be prescribed.
- **Funding of chronic medication:** Your authorised chronic medication is funded from the insured benefit and not from your out-of-hospital benefit.
- **Follow-up visits:** Please ensure that you attend your scheduled visits with your psychiatrist and/or psychologist. It is important for your recovery.
- **Keep in touch:** We encourage you to contact your dedicated Care Manager should there be anything you are unsure of or issues you would like to discuss.

What if I need to be admitted to hospital?

In the event that you need to be admitted to hospital, please ensure that you or your doctor requests pre-authorisation from the Scheme. Your admission stay will be subject to the hospital treatment plan from the admitting doctor. Note, however, that once you have been discharged from hospital, it is important that you continue with your care by having your medication registered on the Chronic Medicine Management Programme, going for your scheduled follow-up visits and registering on the Mental Health Programme.

How do I register on the Mental Health Programme?

POLMED will automatically identify if you are eligible for registration to the Mental Health Programme based on claims that have been submitted for admissions, chronic medication, doctors and psychologists visits, etc. Alternatively, you or your healthcare provider may request POLMED to register you on the Programme by calling **0860 765 633** or sending an email to **polpsych@medscheme.co.za**.

POLMED Mental Health Programme contact details:

Tel: 0860 765 633 between 07:30 and 17:00 from Monday to Friday

Email: polpsych@medscheme.co.za

Kind regards,

POLMED MENTAL HEALTH DEPARTMENT