

- ▶ We will process your application on receipt of the completed form.
- ▶ A copy of the medication authorisation letter will be posted or e-mailed to you.
- ▶ An authorisation period will be indicated for each approved medication item.
- ▶ If any medication items have been rejected, or MRM requires additional information to support your application, the reasons will be given.

## UNAUTHORISED OR REJECTED MEDICATION

As mentioned above, for any medication not approved by MRM an appropriate reason for the rejection will be given.

If the reason given states that special tests and/or a specialist report are required, kindly obtain these from your doctor and send them to us as soon as possible. Your application will be reconsidered once the supporting information has been received.

If certain medication items or conditions were not approved by MRM, your doctor may submit a detailed clinical report for reconsideration to the Clinical Review Committee.

## AUTHORISATION OF MEDICATION

Please request your doctor to submit a **separate handwritten prescription** listing only your approved chronic medication.

To obtain your authorised medication, show both the medication authorisation letter as well as the doctor's handwritten prescription to the dispensing pharmacist or doctor.

If you pay cash, please submit the receipt and a copy of your doctor's prescription to your medical scheme to ensure that you are refunded.

If your doctor wishes to add or discontinue the use of certain medication or change the strength or dosage of your medication, MRM will require your doctor to complete a new application form or call the relevant Call Centre for the change to be authorised.

## REAPPLICATIONS

- ▶ Your medication authorisation will state the duration of the authorisation period.
- ▶ Should you need to reapply, a new application form will be mailed to you three months prior to the expiry date.
- ▶ The application form must be completed as indicated under the **"Application process"** section overleaf.
- ▶ Kindly make sure that the new application form reaches us at least six weeks prior to the expiry date to ensure continued benefits in terms of MRM.
- ▶ **Please note that reapplication is not an automatic process. Continuation of the chronic medication benefit will only be considered if a newly completed application form is received timeously, or if your doctor calls the relevant Call Centre for an authorisation.**



WEBSITE [www.qualsa.co.za](http://www.qualsa.co.za)

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A MEMBER OF METROPOLITAN HEALTH GROUP

# MEDICINE RISK MANAGEMENT

FULL REFERENCE GUIDE





## INTRODUCTION

Welcome to the Qalsal Medicine Risk Management (MRM) programme. MRM was established in 1995 to provide a service to patients requiring treatment for chronic medical conditions.

MRM is dedicated to managing chronic medicine use in a manner that is beneficial to the health of members, and to ensuring quality care through integrated healthcare and holistic patient management.

## WHAT DOES MRM OFFER?

- ▶ Access to additional benefits if you have a chronic condition.
- ▶ Assessment of your medication in accordance with guidelines set by our pharmacological and medical advisors.
- ▶ Useful advice and information regarding your chronic condition.
- ▶ An efficient pre-authorisation process for chronic medication users, which combines advanced technology with pharmacological and medical expertise.

## PRESCRIBED MINIMUM BENEFITS (PMB)

All medical aid schemes are obligated to provide for the basic medical management and treatment of PMB chronic illnesses. We support the legislation in an endeavour to provide our members with the best possible care.

Legislated treatment of these chronic illnesses will include "diagnosis, medical management and medication, to the extent that this is provided for by way of a therapeutic algorithm for the specified condition, published by the Minister by notice in the Gazette."

## PMB CONDITIONS\*

Addison's disease
Asthma
Bipolar mood disorder
Bronchiectasis
Cardiac failure
Cardiomyopathy disease
Chronic obstructive pulmonary disorder
Chronic renal disease
Coronary artery disease
Crohn's disease
Diabetes insipidus
Diabetes mellitus type 1 and 2
Dysrhythmias
Epilepsy
Glaucoma
HIV/Aids
Haemophilia
Hyperlipidaemia
Hypertension
Hypothyroidism
Multiple sclerosis
Parkinson's disease
Rheumatoid arthritis
Schizophrenia
Systemic lupus erythematosus
Ulcerative colitis

\*Not all types of medication used to treat the above conditions would necessarily be approved by MRM.

## APPLICATION PROCESS

Qalsal Healthcare utilises an innovative system to administer the chronic medicine benefit. There are two methods which you can use to obtain your chronic medication.

### 1. TELEPHONIC APPLICATION PROCESS

- ▶ Ask your doctor to call MRM.
- ▶ We will obtain all the relevant details pertaining to your application from your doctor.
- ▶ The application will be processed immediately.
- ▶ Your doctor will supply you with your medication or a prescription which you can take to your pharmacy.
- ▶ A copy of the authorisation letter will be mailed to you.
- ▶ An authorisation period will be indicated for each approved medication item.
- ▶ If any medication items have been rejected, or MRM requires additional information to support your application, the reasons will be given.

### 2. WRITTEN APPLICATION PROCESS

- ▶ Phone your medical scheme's client service enquiry line (the telephone number appears on your membership card).
- ▶ A client service agent will request your membership number and ensure that an MRM application form is faxed, mailed or e-mailed to you.
- ▶ You can also print an application form from your medical scheme's website at [www.mhg.co.za](http://www.mhg.co.za).
- ▶ Complete the applicant's section of the MRM application form.
- ▶ Ask your doctor to complete the practitioner's section of the form.
- ▶ Check that the application form is correctly completed and that it is accompanied by test results or specialist reports as indicated on the application form, if required. (An incomplete form will delay the processing of your application).
- ▶ Send the application form together with the requested information to:

Qalsal Medicine Risk Management  
P.O. Box 15079  
Vlaeberg, 8018.

Alternatively, contact the relevant Call Centre for specific fax and e-mail details.