

How to apply for the chronic disease benefit

To claim for medication under this benefit, your condition:

Must appear in the **list of chronic conditions**

Must meet a **set of defined criteria** to qualify for the benefit (referred to as clinical entry criteria). If you need information on the criteria, please contact us.



STEP 1: Collect the information needed to apply

You'll need the following information to apply. If you need help gathering this information, please contact us.

- Membership number
- Dependant code
- ICD-10 code of your chronic condition
- Drug name, strength and quantity
- Prescribing doctor's practice number
- Diagnostic test results, e.g. Total Cholesterol, LDL, HDL, glucose tests, thyroid (depending on your condition)



STEP 2: Apply in one of the following ways

- Call **Chronic Medicine Management (CMM)** between 08h30 and 17h00, Monday to Thursday and 09h00 to 17h00 on Fridays. Phone 0860 002 153
- **Fedhealth Family Room:** Go to www.fedhealth.co.za to access the Fedhealth Family Room. Simply click on Health > Request Chronic Pre-authorisation, and complete the form
- **Fedhealth Member App:** Open the app and follow the prompts
- Ask your doctor or pharmacist to apply on your behalf. They can do an online application or contact our **Provider Call Centre** on 0861 112 666

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STEP 3: Get a response right away

We will reply to your application right away. If we need more information, we will let you, your doctor or your pharmacist know exactly what information to give us. If we don't approve the application, we will give you the reasons why, and you will have the opportunity to ask us to review our decision.



STEP 4: Get your medicine access card

If we approve your application, we'll give you a medicine access card. Your medicine access card will record the medical condition for which we've approved treatment.

Treatment guidelines

The Scheme has set up treatment guidelines for the chronic conditions on the Chronic Disease List (CDL) so that you have access to appropriate treatment for your condition. You will receive details of the treatment guidelines with your letter from CMM.

If there is a co-payment on your medicine

If the medicine your doctor has prescribed has a co-payment, because it costs more than the ceiling price given in the Medicine Price List, ask your pharmacist to help you to change it to a generic medicine we cover in full. If the medicine has a co-payment because it's not on the formulary, discuss a possible alternative with your prescribing doctor.

We will approve a chronic condition, not individual chronic medications

Thanks to our Disease Authorisation process, you can apply for approval of a chronic condition, as opposed to a single chronic medication. The Scheme will approve an entire list of medication for your specific condition (known as a basket of medicine). So, if your doctor should ever change your medication, you will most likely already be approved for it – provided it's in the basket.

You can view the approved medication for your condition in the Fedhealth Family Room. Simply click on **Health > My authorisations > Select a dependant > Track authorisation type > Submit**. When you need to change or add a new medicine for your condition, you can do this quickly and easily at your pharmacy with a new prescription, without having to contact Fedhealth at all.

To check which medicine is available in your condition's basket, call Chronic Medicine Management (CMM) between 08h30 and 17h00, Monday to Thursday and 09h00 to 17h00 on Fridays on 0860 002 153.

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Registering with one of Fedhealth's courier pharmacies to have your chronic medicine delivered

To have your **chronic medication delivered to you** (home, work, temporary address or nearest Post Office), use one of our preferred providers for free-of-charge courier services. These are:

Clicks Direct Medicines

Clicks Direct Medicines offers free chronic medicine delivery to your home, work or nearest Clicks pharmacy. Submit your chronic prescription on <https://www.clicksdirectmedicine.co.za/inde.php/registration-form> or call **0861 444 405**.

Dis-Chem Direct Courier

Dis-Chem can deliver your repeatable prescription medication for free to your door. Simply email Dis-Chem to have your delivery arranged on careline@dischem.co.za or call **0860 347 243**.

Please note that Dis-Chem requires your original prescription upon delivery of your order (if you haven't already handed it in at a Dis-Chem dispensary).

If you already obtain your chronic medicine from a Dis-Chem branch, you don't have to do anything, since the Dis-Chem retail and Dis-Chem Direct Courier systems are linked. Dis-Chem Direct Courier will therefore have access to your prescription.

But if need be, you can send an email with a valid prescription to Direct@dischem.co.za

The following additional info will be required:

Name and surname
 Fedhealth member number
 Contact details
 Phone/ cell number
 Email address

Dis-Chem Direct Courier will contact you to confirm the delivery address and payment process if required.

Medirite courier pharmacy

Call your closest Medirite pharmacy (situated in some Checkers stores), place an order and pay for it via bank transfer or medical aid. You can then book the delivery on the Mr D Food app, which will drop off the order at your door.

A flat service fee of R45 is applicable and a delivery fee of R5 to R15 will be charged depending on your area. Please call your nearest Medirite with any questions.

Pharmacy Direct

To get in touch with Pharmacy Direct you can:

- Phone the call centre on **0860 027 800** (Monday to Friday from 07h30-17h00)
- Send a Please call me to **083 690 8934** and they will contact you
- Send an email to care@pharmacydirect.co.za
- Or visit www.pharmacydirect.co.za

Once you've registered as a client on the Pharmacy Direct website you can:

- Track your deliveries
- View your co-payments
- Submit your new scripts for renewal

