

ADVANCED ILLNESS MEMBER SUPPORT PROGRAMME

Overview

The Advanced Illness Member Support Programme (AIMSP) is a proactive programme aimed at providing an extra layer of support to members living with a serious illness.

The purpose of the programme is to engage you and your family to connect you with a care team that includes healthcare professionals and counsellors trained to provide support with advanced illness.

About some of the terms we use in this document

There may be some terms we refer to in the document that you may not be familiar with. Here are the meanings of these terms.

TERMINOLOGY	DESCRIPTION
Day-to-day benefits	These are the available funds allocated to the Medical Savings Account, Extended Day-to-day Benefit or Above Threshold Benefit, where applicable. Depending on the benefit option you chose, you may have cover for a defined set of day-to-day benefits.
LA Health Rate (LHR)	This is the rate we pay for healthcare services from hospitals, pharmacies, healthcare professionals and other providers of relevant health services.
ICD-10 code	A clinical code that describes diseases and signs, symptoms, abnormal findings, complaints, social circumstances and external causes of injury or diseases, as classified by the World Health Organization (WHO).

Access to the Advanced Illness Member Support Programme in voluntary

If you have an advanced illness, you may face many challenges associated with your condition, whether these are physical, social or psychological. Published evidence shows that when a patient connects earlier with the right care teams, this can have a significant impact on the quality of life for the patient and their family, both physically and emotionally.

A care consultant will proactively contact you to support and help connect you and your family to specific healthcare professionals and counsellors who can support you with your advanced illness and manage your quality of life.

On your acceptance on the Programme, the care consultant will authorise specific healthcare services for you.

The Advanced Illness Member Support Programme at a glance

Once accepted on the Programme, you will have access to the following:

- **Support from a care consultant**

A care consultant will assist with connecting you and your family to specific healthcare professionals and counsellors who can support you with your advanced illness and help manage your quality of life. The care consultant can also assist in navigating benefits and guiding you with information and services you may need.

You can contact the team on aimqueries@lahealthms.co.za for assistance with navigating any of the approved services.

- **Basket of services**

You and your family have access to the following:

- A consultation with a specific doctor trained in managing advanced illness, quality of life or palliation.
- Two counselling sessions, that may be joined by the patient's family, with a social worker or registered counsellor or psychologist with an interest or training in health crisis support or palliative support.

- **Access to additional information**

The care consultant can connect you and your family with information that can support you with answers to your questions, or information to navigate some of the challenges you may face.

Cover on the Advanced Illness Member Support Programme

The Advanced Illness Member Support Programme pays for services provided by specific healthcare professionals

We will pay for healthcare services provided by healthcare professionals with specific training in managing quality of life and palliation for beneficiaries with an advanced illness, according to the benefits approved and the agreed individual care plans.

These payments will not affect the day-to-day benefits. We will pay the claims at the Scheme Rate from the Major Medical Benefit.

The healthcare professionals providing the care services must be registered

We will pay for approved healthcare services or treatment as long as you use appropriately registered healthcare professionals with a valid registration number, who use valid tariff codes for the healthcare services or treatments provided.

We need diagnostic ICD-10 codes on accounts

All claims must have relevant and correct ICD-10 codes (diagnosis codes) for us to pay it from the correct benefit. To make sure there is no delay in paying the healthcare professional's accounts, you must please notify the team managing your treatment, or your loved one's treatment, about this requirement.

Nominating a person to assist members

If you choose to nominate someone to assist you with managing your Scheme benefits, you must please complete a third-party consent form. Up-to-date forms are always available on www.lahealth.co.za under **Find a document**. If, at any stage, you want to revoke consent, please notify us accordingly.

Access to palliative care

Beneficiaries with an advanced illness, who require additional support and benefits for palliative care, may, in consultation with their treating provider, apply for cover through the Advanced Illness Benefit (AIB). Cover is subject to review and clinical entry criteria.

For more information on the Advanced Illness Benefit (AIB), visit our website www.lahealth.co.za or email AIB@lahealthms.co.za.

Contact us

You can call us on **0860 103 933** or visit www.lahealth.co.za for more information.

Queries or complaints

You can lodge a query or complaint with LA Health Medical Scheme directly on 0860 103 933, or address a complaint in writing to the Principal Officer. If your complaint remains unresolved, you can lodge a formal dispute by following LA Health Medical Scheme's internal disputes process. You can read more about the disputes process on www.lahealth.co.za.

Once the Scheme's internal processes are exhausted, and the issues remain unresolved, you may approach the Council for Medical Schemes for assistance: Council for Medical Schemes Complaints Unit, Block A, Eco Glades 2 Office Park, 420 Witch-Hazel Avenue, Eco Park, Centurion, 0157 / complaints@medicalschemes.co.za / 0861 123 267 / www.medicalschemes.co.za