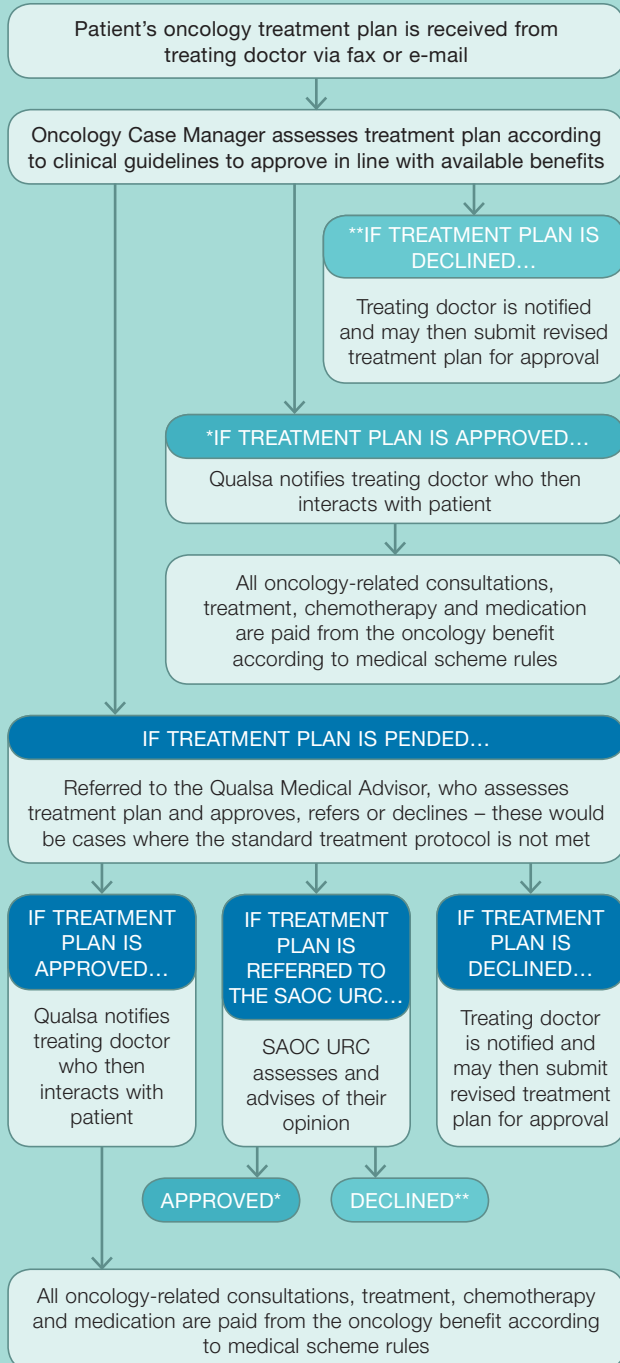


The steps are as follows:



CONTACT DETAILS

Should you have any further queries regarding the Oncology Risk Management Programme, please contact your medical scheme's client services department and request to be transferred to the Oncology Department.

WEBSITE www.qualsa.co.za

A MEMBER OF METROPOLITAN HEALTH GROUP

Oncology Risk Management

reference guide

Introduction

The Qualsa Oncology Risk Management Programme aims to ensure that the treatment of cancer is done in an effective and affordable manner in co-operation with your oncologist. With all the risks associated with oncology management, treatment and medication, there is value in the effective management of cancer patients. We understand the implications and fears that are associated with cancer and we strive to apply sound and effective care within your medical scheme benefits.



The primary function of the Programme is to pre-authorise oncology treatment and to interact with oncologists regarding treatment plans for cancer patients. The ultimate objective is to ensure that patients receive the care they require and to optimise the oncology expenditure within their medical scheme's benefits. The Programme includes member education, the promotion of wellness and pre-authorisation which grants access to medicine and hospital benefits.

How do we achieve this?

Qualsa Healthcare (Pty) Ltd (Qualsa) employs a team of dedicated oncology case managers and a Medical Advisor who deal with all oncology cases.

In addition to these internal resources, Qualsa interacts closely with the following specialists:

- ▶ oncologists affiliated with academic institutions
- ▶ a gynaecological oncologist on the Witwatersrand University Health Consortium panel
- ▶ the South African Oncology Consortium (SAOC) for the purposes of peer group management and protocol evaluation. The SAOC represents more than 90% of South African oncologists and supports Qualsa's approach to cost-effective management of oncology
- ▶ for certain benefit options of medical schemes, we may interact with the Independent Clinical Oncology Network (ICON).



What does the Programme offer?

- ▶ Pre-authorisation of oncology treatment through specialised case managers and a strong supporting clinical team
- ▶ Clinical advice and guidance regarding your treatment, and referral to appropriate national support groups, when appropriate
- ▶ Basic counselling by case managers for newly-diagnosed members and advice on access to further psychological support, if needed
- ▶ Assessment of your medication in accordance with treatment guidelines and protocols that are maintained and updated
- ▶ Interaction and co-operation with service providers in order to improve care and cost-efficiency without compromising quality
- ▶ An oncology Medical Advisor who evaluates referred problems
- ▶ An oncology specialist group to whom referrals are made. We interact with our own appointed advisors and with the South African Oncology Consortium Utilisation Review Committee (SAOC URC)
- ▶ Relationship development with oncologists

We also continuously strive to enhance our existing Programme to improve your experience during a difficult time.

The process

Once you have been diagnosed with cancer, your doctor needs to submit a treatment plan on an official SAOC form to Qualsa. (Should your doctor not have this form, he/she may contact your medical scheme's client services department and ask to be transferred to the Oncology Department to request a copy.) When you receive a prescription for your cancer medication, it is important that you immediately contact your medical scheme's client services department and request to be transferred to the Oncology Department.