



Integrated Care

Integrated care aims to promote health through education and awareness. As chronic conditions cause about 60% of global deaths, this programme has a very important role to play in reducing the progression of disease and preventing unnecessary complications.

How do we achieve this?

With their consent, members are educated telephonically on specific chronic conditions they suffer from and are sent necessary information by their method of choice.

Chronic conditions are managed extensively, such as:

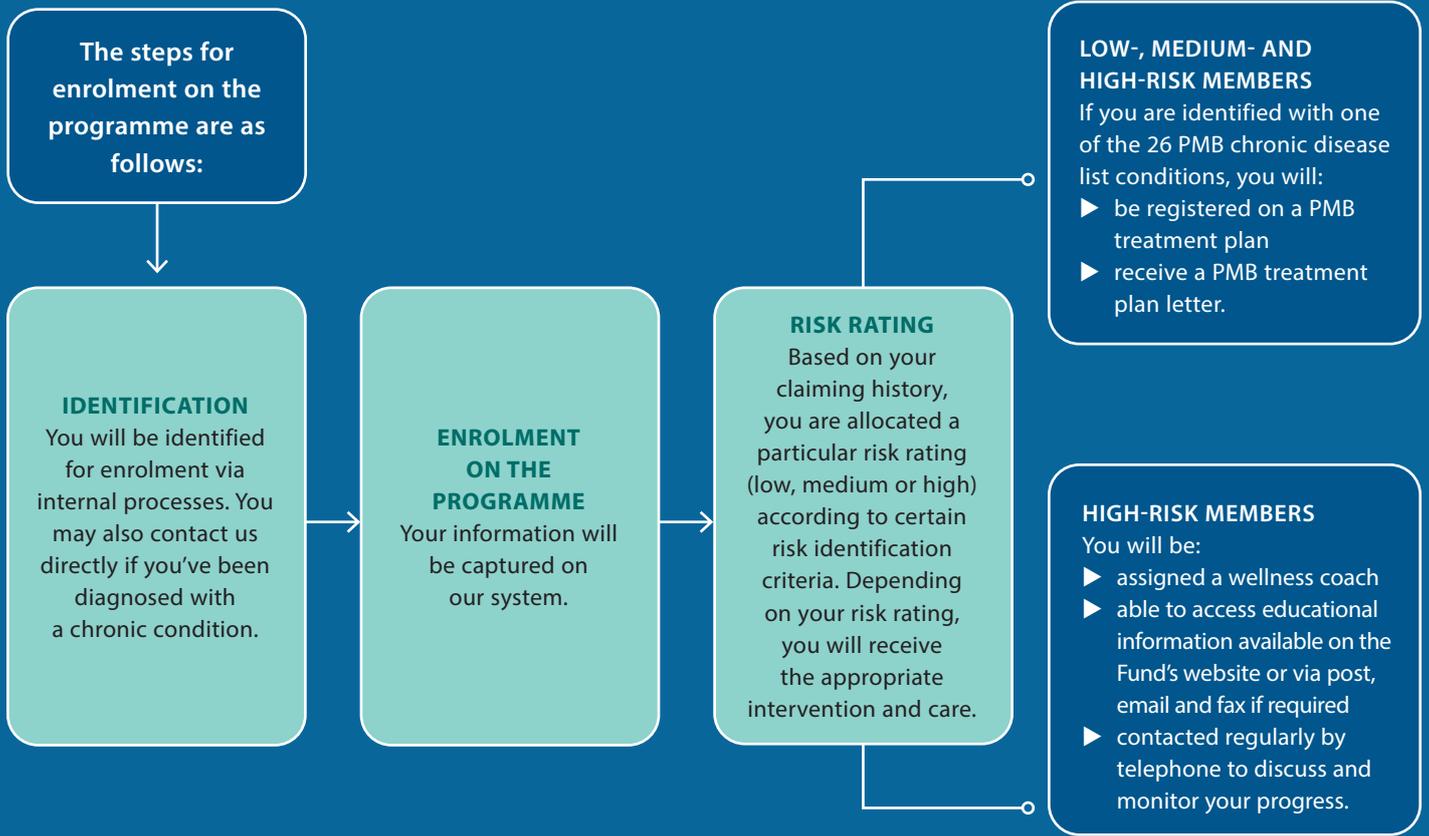
- ▶ hypertension (high blood pressure)
- ▶ hyperlipidaemia (high cholesterol)
- ▶ diabetes mellitus type 1 and 2
- ▶ asthma
- ▶ cardiovascular conditions such as cardiac failure, coronary artery disease
- ▶ psychiatric conditions such as bipolar disorder, depression, substance abuse and post-traumatic stress disorder
- ▶ other prescribed minimum benefits (PMBs) conditions.

Benefits of the programme

Enrolling on the programme provides various benefits:

- ▶ You become more aware of and educated about your condition and the benefits you are entitled to.
- ▶ You are empowered to manage your chronic condition with independence.
- ▶ The interaction with a wellness coach provides personal contact and support (such as encouraging you to adhere to medication).
- ▶ You are aware of how your condition impacts your life and how it is treated.
- ▶ It promotes a positive attitude and approach to the condition and general wellness, while offering cost-effective and appropriate care.





Managing your chronic condition effectively

Medication adherence

In order to control your condition and prevent complications, it is critical that you take your medication as prescribed by your doctor.

Wellness coaches

The role of the wellness coach is to work closely with you and your doctor, to ensure optimal health management and the best possible health outcomes. The wellness coach personally contacts you on a regular basis, focusing on the important activities that are vital to the effective management of your condition. Discuss your health with your wellness coach when he or she calls – they are there to guide you!

Treatment plan

Based on your risk rating and as per your Fund's agreement, you may receive a treatment plan that outlines the authorised medical services that you are entitled to relating to the management of your condition. The services on your treatment plan are funded by your Fund as a commitment to ensuring that you receive quality care in the interests of your good health. Please make an appointment with your treating doctor to discuss your treatment plan and to facilitate these services. Ensure that your doctor uses the correct ICD-10 codes when submitting claims against your treatment plan, as this will ensure that the claims for services listed on your treatment plan and not from your day-to-day benefit. Should your doctor believe that your treatment plan does not sufficiently cater for the management of your condition, he or she may submit a motivation to the Disease Management Department for additional services.

Stay informed

Stay knowledgeable and informed about your condition. Attending wellness days at your organisation will also provide you with access to vital information.



Please inform us immediately should your contact details change so that we can continue to assist you in managing your condition.

Only you can make the changes you need to be as healthy as you can be!

INTEGRATED CARE PROGRAMME

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