

## Advanced Illness Benefit

### Who we are

The Malcor Medical Aid Scheme (referred to as 'the Scheme'), registration number 1547, is the medical scheme that you are a member of. This is a non-profit organisation, registered with the Council for Medical Schemes. Discovery Health (Pty) Ltd (referred to as 'the administrator') is a separate company and an authorised financial services provider (registration number 1997/013480/07). We take care of the administration of your membership for the Scheme.

### Overview

The Advanced Illness Benefit (AIB) provides members with advanced cancer access to comprehensive palliative care in the comfort of their own home or in a hospice facility. Palliative care is provided by a multidisciplinary team, in partnership with the Hospice Palliative Care Association of South Africa.

### 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
Scheme Rate	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).

### Your doctor must register you for cover on the Advanced Illness Benefit

To register, your doctor needs to complete the Advanced Illness Benefit application form and email it to [AIB@malcormedicalaid.co.za](mailto:AIB@malcormedicalaid.co.za). The application form is available on our website at [www.malcormedicalaid.co.za](http://www.malcormedicalaid.co.za)

### Access to the Advanced Illness Benefit is voluntary and is subject to clinical entry criteria

This benefit funds for palliative care for members in advanced stages of cancer, where curative treatment has ceased and there is a palliative care plan to address symptoms related to the cancer. If your application is approved, you will have access to the benefits offered by the Advanced Illness Benefit.

## The Advanced Illness Benefit at a glance

### Members on the Advanced Illness Benefit have access to the following:

- **Support from a dedicated care coordinator**  
A dedicated care coordinator, who is a registered nurse, will contact you (or your family member) once we have registered you on the Advanced Illness Benefit. The care coordinator will support you and your family, and will work closely with your GP and/or specialist to ensure you receive the best of care at all times.
- **Personalised support and counselling**  
Members registered on the Advanced Illness Benefit and their family will have access to counselling services for support during this difficult time.
- **Comprehensive home-based care**  
Members registered on the Advanced Illness Benefit will have access to personalised home-based care services such as oxygen, pain management and home nursing, subject to authorisation and managed care criteria.
- **Access to specialised telephonic support**  
Members registered on the Advanced Illness Benefit can contact 011 529 6797 during working hours for assistance with Advanced Illness Benefit related authorisations, oxygen or benefit and claims related enquiries.

## Your cover on the Advanced Illness Benefit

### The Advanced Illness Benefit pays for services provided by a multidisciplinary team

Malcor Medical Aid Scheme will pay for healthcare services provided by any of the healthcare professionals represented in the palliative multidisciplinary team, according to a specific basket of care and the agreed individual member care plan. These costs will not affect your day-to-day benefits and will be paid at the Scheme Rate from your Insured Benefits.

### Palliative care must be accessed from providers who are registered with the Board of Healthcare Funders

Malcor Medical Aid Scheme will pay for these healthcare services or treatments as long as the application is approved and you use appropriately registered providers (with a valid Board of Healthcare Funders (BHF) registration number) who use valid tariff codes for the healthcare service or treatment.

### **We need the appropriate ICD-10 codes on accounts**

All accounts for palliative care must have a relevant and correct ICD-10 code (diagnosis code) for us to pay it from the correct benefit. To ensure there isn't a delay in paying your healthcare providers' accounts, please notify the team managing your treatment (or your loved one's treatment) about this requirement.

### **Nominating a person to assist you**

Where you, as the patient, choose to nominate someone to assist you with managing your medical aid, you can complete a third-party consent form. This form is available at [www.malcormedicalaid.co.za](http://www.malcormedicalaid.co.za). If, at any stage, you want to revoke consent for sharing of information, you can notify us accordingly.

### **Contact us**

You can call us on 0860 100 698 or visit [www.malcormedicalaid.co.za](http://www.malcormedicalaid.co.za) for more information.

### **Complaint process**

You can lodge a complaint or query with Malcor Medical Aid Scheme directly on 0860 100 698 or address a complaint in writing directly to the Principal Officer. If your complaint remains unresolved, you can lodge a formal dispute by following Malcor Medical Aid Scheme's internal disputes process.

Members who want to approach the Council for Medical Schemes for assistance can do so in writing to: Council for Medical Schemes Complaints Unit, Block A, Eco Glades 2 Office Park, 420 Witch-Hazel Avenue, Eco Park, Centurion, 0157 or email [complaints@medicalschemes.co.za](mailto:complaints@medicalschemes.co.za). Customer Care Centre: 0861 123 267, website: [www.medicalschemes.co.za](http://www.medicalschemes.co.za)