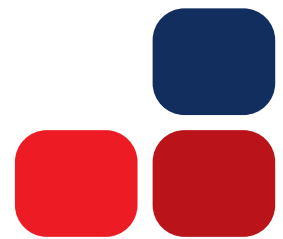


2026



MENTAL HEALTH CARE PROGRAMME



WHAT IS THE MENTAL HEALTH CARE PROGRAMME?

The **Mental Health Care Programme** is a structured support programme offered by Malcor Medical Aid Scheme to help members manage Major Depression effectively through coordinated care and treatment.

The Mental Health Care Programme, together with your Healthcare Professional, will help you actively manage episodes of Major Depression. The programme gives you and your Healthcare Professional access to tools and benefits to monitor and manage your condition and ensure you get high quality coordinated healthcare and the best outcomes. This programme is available on Malcor Plan A, Plan B and Plan C.

HOW THE PROGRAMME WORKS

1

Enrolment

A Premier Plus GP or a Psychologist in the Mental Health Care Programme network can enroll you on the programme; provided you give consent.

Visit www.malcormedicalaid.co.za to find a Healthcare Provider on the network

2

Personalised Care Plan

- Your Premier Plus GP and Psychologist will work with you to manage your condition
- Treatment is tailored to your specific symptoms and progress
- Treatment may include:
 - GP consultations
 - Therapy sessions
 - Medication (if required)

3

Ongoing Monitoring & Support

- Your provider uses HealthID to:
 - Track your progress
 - Monitor treatment outcomes
 - Identify areas needing attention

4

Access to Benefits

- Up to three consultations (virtual or face-to-face) with your enrolling Premier Plus GP.
- Thereafter, you have access to individual psychotherapy sessions or group therapy sessions with a Mental Health Care Programme network psychologist. Psychotherapy sessions in the Mental Health Care Programme are paid up to a total cover amount of R3611.20 per person per year. You can claim for psychotherapy sessions up to a maximum of 60-minutes per session until you reach the benefit limit.
- When enrolled by a Premier Plus GP you have access to antidepressant medicine in the SSRI class up to a monthly limit of R110 for Malcor Plan B and Malcor Plan C.
- When enrolled by a Premier Plus GP you have access to antidepressant medicine in the SSRI class up to a monthly limit of R130 for Plan A.

5

Programme Duration

The Mental Health Care Programme runs over a six-month period but can be extended to 12 months, where clinically appropriate, by your enrolling Healthcare Provider through the HealthID platform.



HELPFUL TERMS?

- **DSP:** Contracted provider you must use for PMB benefits.
- **Emergency:** A sudden serious health issue needing immediate treatment.
- **HealthID:** Secure system giving your doctor access to your medical records (with your consent).
- **ICD-10 Code:** Diagnosis code used globally.
- **PMBs:** Conditions all medical schemes must legally cover.
- **Scheme Rate:** This is a rate set by us. We pay for healthcare services from hospitals, pharmacies, Healthcare Providers and other providers of relevant health services at this rate.
- **Selective serotonin re-uptake inhibitor (SSRI):** Selective serotonin re-uptake inhibitors are a class of antidepressant medications that includes Fluoxetine, Paroxetine, Citalopram, Escitalopram, Sertraline and Fluvoxamine.



NEED HELP OR HAVE QUESTIONS?

Contact us

You can call us on **0860 100 698** or visit www.malcormedicalaid.co.za for more information.

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

Members, who wish to approach the Council for Medical Schemes for assistance, may 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.

