

TELEHEATH CONSULTATIONS: BestMed and CAMAF

BestMed

Visiting a healthcare provider when in need of support is essential. Bestmed supports the lockdown regulations imposed by the President to minimize the spread of the COVID-19 virus.

Therefore, you, as the healthcare provider, may claim for telephonic or video telehealth consultations when consulting with a Bestmed member. These claims which will be paid from the same available benefits a normal consultation would've paid from, mostly savings and day-to-day benefits. Normal consultation or counselling codes may be claimed, which will be paid in full, subject to Scheme tariffs and member benefits available. Therefore, the current Practice consultation tariff will apply at the same level for a Telehealth consultation. There will be no deduction percentage applied to Telehealth consultation codes.

Covid-19 related consultations will only be paid from risk if the diagnosis is confirmed positive and falls within the PMB treatment plan, in which case it will be treated as a PMB.

Bestmed kindly request you to abide by the HPCSA's guidelines and amended guidelines for telehealth consultations, which will form the basis of how this benefit is applied by Bestmed.

Please also take note of the HPCSA's guidelines that the above only applies during the lockdown period and will have to be revisited and renegotiated if wanted to proceed with telehealth consultations after the lockdown.

Prof Jan (JH) Meiring

Executive Manager: Managed Healthcare and Service Providers

CAMAF

General: Kindly note that CAMAF does support quality care to all Members including remote consultations when effected with clinical appropriateness.

We have a process in our clinical area that reviews the relevance and cost of the intervention per teleconsult prior to approving the funding of the claim. We therefore do pay these services but they are subject to a clinical review process. CAMAF will review the claims submitted for appropriateness by the clinical team and paid if found to be in order.

Speech Therapy (Telehealth Consultations):

Speech Therapy sessions will be pre-authorised as per usual processes in lie with available Member's benefits.

Tele-audiology

We are happy to incorporate tele-audiology tariffs some outlined in your proposal.

To Note:

- Please note the hearing aids benefits are pre-authorized cyclically, and their prescribed benefits also include maintenance, repairs, etc.

While we believe in the universal ethical consideration of Member's autonomy, kindly remember it is Members themselves who will be first to report if any remote service rendered, is clinically effective and/or adds value for money.

I also accept that on the whole remote consultations are more appropriate where there is an already existing relationship between Provider and Member.

Kindly be advised that face to face consultations are still reimbursed when pre-authorized and practised observing all prescribed social distancing guidelines (and subject to Member's available benefits)

Dr Philemon Masopha
Head of Managed Care