

4 April 2017

Dear member

**AN INTRODUCTION TO THE BESTMED HIV/AIDS DISEASE MANAGEMENT PROGRAMME**



Bestmed has an effective HIV/AIDS Disease Management Programme (DMP) for members living with HIV/AIDS. By registering for the HIV/AIDS DMP, you'll receive the support you need to maintain a healthy and productive life.

We've contracted with LifeSense, a managed care organisation, to provide a consolidated programme. LifeSense is responsible for managing the programme's administration. A skilled LifeSense case manager will contact you to provide the necessary programme information and assist you with any queries related to either the programme or the disease.

LIFESENSE — CONTACT DETAILS	
Tel	086 050 6080
Fax	086 080 4960
Email	enquiry@lifesense.co.za

**Programme information**

- Once registered on the programme, you will be monitored for compliance on a continuous basis.
- You may only make use of the Designated Service Providers (DSPs) selected by Bestmed. These include medical practitioners, pharmacy networks and hospitals.
- Contracted State hospitals are Bestmed's first choice for rendering healthcare services to members on the programme. However, if you've been registered on the programme for **more than 3 months**, maintained your treatment schedule (take medicine and have regular blood tests) you will be able to make use of designated private hospitals.
- Should the unfortunate situation arise where you involuntarily have to utilise the healthcare services of a non-DSP hospital, no co-payment will be applicable. To gain clarity on which instances will be considered as involuntary use of a non-DSP, please refer to Bestmed's rules on our website: <http://www.bestmed.co.za/content/scheme-rules>.
- Should you choose to voluntary make use of a hospital outside of Bestmed's DSP network (non-DSP), you will be liable for the difference of any amount exceeding the contracted DSP rates.

### IMPORTANT INFORMATION

To manage your HIV/AIDS successfully, blood tests are required every 6 months.  
**Please ensure LifeSense receives your blood test results timeously.**

Your HIV/AIDS medicine should be reviewed by your treating doctor every 6 months.  
**Failure to do so, may result in you not receiving your monthly medicine on time.**

The table below indicates which blood tests are required at specific intervals on the programme. If you are unsure of which tests you require or are covered for, please contact LifeSense prior to going for your blood tests. 086 050 6080

### PATHOLOGY PROTOCOL FOR HIV & AIDS MANAGEMENT

Six monthly blood tests and tariff codes	Yearly blood tests and tariff codes
<b>HIV Monitoring tests</b> <ul style="list-style-type: none"> <li>▪ CD4 Count (3816)</li> <li>▪ Viral Load (4429)</li> </ul>	<b>Testing for Baby to HIV mothers (3974)</b> <ul style="list-style-type: none"> <li>▪ TB Screening (3916)</li> </ul>
<b>Other monitoring tests</b> <ul style="list-style-type: none"> <li>▪ Full Blood Count (3755)</li> <li>▪ Kidney Function (4032; 4151)</li> <li>▪ Total Cholesterol (4027)</li> <li>▪ Glucose Test (4057)</li> <li>▪ Liver Function (4131; 4130; 3999; 4001; 4134)</li> <li>▪ Bilirubin (4009; 4010)</li> </ul>	
Motivation will be required for a HIV resistance test. (Genotyping)	

For additional information on the benefits available for members on the HIV/AIDS programme, please visit the LifeSense website: [www.lifesensedm.co.za](http://www.lifesensedm.co.za) or contact LifeSense by phoning: **086 050 6080**.

### Pharmacies dispensing anti-retroviral therapy (ART)

Bestmed has an extended pharmacy network. Members who require ART (Anti-Retroviral Treatment) can acquire it from Dis-Chem Direct (Previously Optipharm Courier Pharmacy), Dis-Chem Retail Pharmacies, Clicks Courier Pharmacy, Clicks Retail Pharmacies or Medipost Courier Pharmacy. These pharmacies are the designated service providers (DSPs) for the dispensing of ART to Bestmed members.

### PHARMACY CONTACT DETAILS

Clicks Direct Medicine (Courier Pharmacy)		Clicks Retail Pharmacies	
Contact centre	086 144 4405	Contact centre	086 073 7328
Fax	086 144 4414	Fax	021 460 6752
Email	DMHIVQE@dirmed.co.za	Email	repeat@clicksgroup.co.za
Emergency contact	010 210 3364 or 010 210 3330	Website	<a href="https://clicks.co.za/pharmacy/ClinicServicesPharmacylocator">https://clicks.co.za/pharmacy/ClinicServicesPharmacylocator</a>

Dis-Chem Direct (Previously Optipharm Courier Pharmacy)		Dis-Chem Retail Pharmacies	
Contact centre	011 589 2788	Contact centre	011 589 2604
Fax	086 641 8311	Website	<a href="http://www.dischem.co.za/storelocator">www.dischem.co.za/storelocator</a>
Email	<a href="mailto:bestmed@dischem.co.za">bestmed@dischem.co.za</a>	Email	<a href="mailto:bestmed@dischem.co.za">bestmed@dischem.co.za</a>
Emergency contact	083 564 9978		
<b>Medipost Courier Pharmacy</b>			
Tel	012 426 4000		
Fax	086 688 9867		
Chronic medicine (after hours)	087 098 0400		
Email	<a href="mailto:life@medipost.co.za">life@medipost.co.za</a>		

Should you have any additional queries, please call our national contact centre on **+27 (0)86 000 2378** or visit our website [www.bestmed.co.za](http://www.bestmed.co.za). Alternatively, members residing outside of South Africa, can contact Bestmed, by sending an email to [service@bestmed.co.za](mailto:service@bestmed.co.za) or phone **+27 (0)12 472 6000**.

Kind regards

**Bestmed Disease Management**  
[mhc@bestmed.co.za](mailto:mhc@bestmed.co.za)