

May 2020

Dear Doctor and Practice staff

### Telephonic Consultations

Further to our communication of the 9<sup>th</sup> April 2020, this serves to re-iterate the telephonic consultation benefit on the Momentum CareCross Network.

Members are being encouraged to make use of our free COVID-19 support service offered by our Hello Doctor medical advice line. You are welcome to refer our members to this 24-hour service, should you experience high demand for your services during the emerging phase of the pandemic. Hello Doctor is not a telemedicine service, so all patients requiring clinical evaluation or medication will be referred back to their general practitioner for diagnosis and intervention.

To limit physical contact between patients, their treating doctors and practice staff during the COVID-19 pandemic, we are pleased to confirm funding for telephonic health ('telehealth') consultations for established patients, subject to availability of individual member benefits.

### Kindly note the following:

- Tariff code 0130 will be reimbursed at a rate of R199.
- Members will be allocated a benefit of two visits per beneficiary per annum.
- To claim for a telehealth consultation you must have physically seen the patient in the preceding 12 months.
- Should the patient need to collect medication, a signed prescription must be sent to the dispensing pharmacy.
- One prescription per consultation is allowed and the acute formulary will apply.
- The four-day repeat consultation rule will be applied by Momentum Ingwe and Health4Me.

*Should the above criteria not be met, the claim will reject and the cost will be for the member's own account.*

Medical practitioners offering telehealth consultations are advised to follow all relevant ethical guidelines, protocols and procedures related to: informed consent (verbal, written, and recorded); privacy and confidentiality; documentation; ownership of patient/client record; and appropriate telephone/video chat behaviour. It is also advised that the standard of care delivered via telehealth meets the patient's presenting needs and be at least equivalent to any other type of care that can be delivered to the patient. To this extent, please click [here](#) to read Circular 25 of 2020 from the CMS containing the regulatory guidelines.

The Provider Engagement team of Momentum Health Solutions are working remotely from home, but we are fully operational and you can reach us on [network@momentum.co.za](mailto:network@momentum.co.za) or [Drnet@momentum.co.za](mailto:Drnet@momentum.co.za).

Kindly note that we are not able to verify membership at these email addresses, but will continue to support you during this time and assist with any queries you may have.

**We sincerely thank you for your patience and commitment in this time of crisis.**

Kind regards

**Provider Engagement Team**  
**Momentum Health Solutions**