

The image shows the Momentum Health Solutions logo on a dark blue background. The logo consists of the word "momentum" in a bold, white, sans-serif font, with "health solutions" in a smaller, white, sans-serif font below it. To the right of the text is a large, abstract graphic made of overlapping, semi-transparent red and white shapes that resemble a stylized human figure or a network of connections. The overall design is modern and professional.

momentum
health solutions

healthcare provider

Dear Healthcare Provider

Telephonic and virtual consultations by psychologists during the COVID-19 pandemic

Momentum Health Solutions recognises the unprecedented challenges being faced by consumers and providers and is fully committed to supporting government in its efforts to help slow the spread of the COVID-19 virus by encouraging physical distancing.

During this time, virtual medical consultations have shown to be an effective and sustainable solution. Not only does this prevent the spread of the virus, but it also helps protect the healthcare provider who plays a vital role in treating patients. As a result, we are enabling telephonic and virtual psychologist consultations for the duration of the COVID-19 pandemic.

Process and fees

Please take note of the managed care guidelines and process requirements below before scheduling consultations:

- The standard face to face consultation tariff codes should be used for tele/virtual consultations and will be reimbursed at 100% of the medical scheme rate, subject to available benefits, managed care protocols and pre-authorisation. Schemes administered by Momentum Health Solutions reserve the right to pay the member directly if the claim is above the scheme rate. In such instances, the member remains liable to pay the provider.
- For tariffs and rates, please click [here](#).
- Claims for tariff codes 86206 – 86211 (which require case specific motivation) will be held in auditing and will be released post clinical review, provided that you submit a clinical motivation for the extended consultation timeframe.
- Telehealth consultations need to be indicated as such on motivations and claims.
- A motivation would be required for patient specific requests for new services or extended duration services.
- Please include the following details in the request:
 - Your BHF practice number
 - The membership details
 - The ICD 10 codes
 - The tariff codes
 - The number of sessions required
 - A motivation or clinical indication
 - If the consultation is face to face or virtual/telephonic

Contact details per scheme

Medical scheme contact details for authorisation		
BP Medical Aid Society	Tel	0800 007 092
	Email	drm@bpmas.co.za
Fishing Industry Medical Scheme	Tel	0861 888 118
	Email	drm@fishmed.co.za
Golden Arrow Employees' Medical Benefit Fund	Tel	0861 888 118
	Email	drm@goldenarrow.co.za
Imperial and Motus Medical Aid	Tel	0860 467 374
	Email	drm@Imperialmotusmed.co.za
Momentum Medical Scheme	Tel	0860 11 78 59
	Email	behavioural-science@momentum.co.za
Moto Health Care	Tel	0861 000 300
	Email	psychiatry@mhcmf.co.za
PG Group Medical Scheme	Tel	0860 005 037
	Email	info@pggmeds.co.za
Pick n Pay Medical Scheme	Tel	0860 767 633
	Email	hmpnp@mmiholdings.co.za
Transmed Medical Fund	Tel	0800 225 151
	Email	disease@transmed.co.za
Wooltru Healthcare Fund	Tel	0800 118 666
	Email	drm@wooltruhealthcarefund.co.za

Guidelines

When offering telehealth consultations, please follow all the relevant ethical guidelines and protocols related to informed consent (verbal, written and recorded); privacy and confidentiality; documentation; ownership of patient/client records; and appropriate telephone/video chat behaviour. For more information, please click [here](#) to read Circular 25 of 2020 from the CMS containing the regulatory guidelines.

Kindly acknowledge that you agree to the above mentioned requirements by clicking on the link below:
<https://forms.gle/KUvRyg1USqaHirHS9>.

Thank you for your courage and commitment during these challenging times. You are welcome to contact us if you need any further information.

Kind regards

Provider team

Momentum Health Solutions