

Mental Health Care Programme 2026

Overview

The Mental Health Care Programme, together with your healthcare provider, will help you actively manage episodes of Major Depression. This programme gives you and your healthcare provider access to tools and benefits to monitor and manage your condition and ensure you get high quality coordinated healthcare and the best outcomes. This document gives you more information about the Mental Health Care Programme. This programme is available on the Managed Care and Standard Care Plans.

About some of the terms we use in this document

There may be some terms we refer to in the document that you may not be familiar with. Here are the definitions of these terms.

Terminology	Description
Designated Service Provider (DSP)	A healthcare provider (for example doctor, specialist, pharmacist or hospital) who we have an agreement with to provide treatment or services at a contracted rate.
Emergency medical condition	An emergency medical condition, also referred to as an emergency, is the sudden and, at the time unexpected onset of a health condition that requires immediate medical and surgical treatment, where failure to provide medical or surgical treatment would result in serious impairment to bodily functions or serious dysfunction of a bodily organ or part or would place the person's life in serious jeopardy. An emergency does not necessarily require a hospital admission. We may ask you for additional information to confirm the emergency.
HealthID	HealthID is an app that gives your healthcare provider fast, up-to-date access to your health information in order to manage your condition holistically.
ICD-10 diagnosis code	A clinical code that describes diseases and signs, symptoms, abnormal findings, complaints, social circumstances and external causes of injury or diseases, as classified by the World Health Organisation (WHO).
Premier Plus GP	A Premier Plus GP (PP GP) is a network GP who is contracted to provide you with high quality healthcare for your condition.
Prescribed Minimum Benefits(PMBs)	In terms of the Medical Schemes Act of 1998 (Act No. 131 of 1998) and its Regulations, all medical schemes have to cover the costs related to the diagnosis, treatment and care of: - An emergency medical condition - A defined list of 271 diagnoses - A defined list of 27 chronic conditions (including HIV and AIDS) To access Prescribed Minimum Benefits, there are rules that apply: - Your medical condition must qualify for cover and be part of the defined list of Prescribed Minimum Benefit condition. - The treatment needed must match the treatments in the defined benefits. If your treatment doesn't meet the above criteria, we will pay according to your Plan benefits.
Scheme Reimbursement 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 serotoninre-uptake inhibitor(SSRI)	Selective serotonin re-uptake inhibitors are a class of antidepressant medications that includes Fluoxetine, Paroxetine, Citalopram, Escitalopram, Sertraline and Fluvoxamine.

How to join the Mental Health Care Programme

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

Your Premier Plus GP and Psychologist will work with you to manage your condition.

The Mental Health Care Programme gives you and your healthcare provider access to tools and benefits to monitor and manage your condition and to ensure you have access to coordinated care.

Your healthcare provider can track your progress on a personalised dashboard on HealthID. This will help to identify which areas require attention so that your healthcare provider can improve the management of your condition.

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.

Benefits available on the Mental Health Care Programme

When enrolled on the Mental Health Care Programme, you will have access to the following benefits.

- Up to three consultations (virtual or face-to-face) with your enrolling Premier Plus GP.
- If you are registered for a mental health condition under the Prescribed Minimum Benefits (PMB), psychotherapy sessions will be paid from your approved PMB basket of care first.
- 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 R3,465 per person each year. You can claim for psychotherapy sessions up to a maximum of 60-minutes per session until you reach the benefit limit. Members 18 years and older also have access to one internet-based Cognitive Behavioural Therapy (iCBT) course.
- Psychotherapy consultations.
- When enrolled by a Premier Plus GP, you have access to antidepressant medication if you are on the Managed and Standard Care Plans.
- Members on the Managed and Standard Care Plans need to register their chronic condition to get their antidepressant medication funded from the Non-PMB Chronic Medication Benefit. Call **0860 222 633** to register your condition.

Contact us

You can call us on **0860 222 633** or visit www.angloms.co.za for more information.

Complaints process

You may lodge a complaint or query with Anglo Medical Scheme directly on **0860 222 633** or address a complaint in writing directly to the Principal Officer. Should your complaint remain unresolved, you may lodge a formal dispute by following Anglo Medical Scheme's internal disputes process.

Once you have exhausted all avenues you may contact the Council for Medical Schemes for assistance: 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. Customer Care Centre: **0861 123 267** / website www.medicalschemes.co.za.