



Frequently Asked Questions

Disease Risk Management Programme

	Question	Answer
1	What is a Chronic Condition?	A chronic condition is a disease you can control with the help of ongoing medical treatment for a period exceeding 6 months. Often there is no cure for chronic conditions, but medical treatment must be in place to control the condition and symptoms thereof for a patient to live a good quality of life with the chronic condition.
2	Where can I obtain the Chronic Application Form?	The form is available on the website. Visit www.rfmcf.co.za and place your cursor on the “Membership Information” tab for the dropdown box to appear. Click on Disease Risk Management Programme. The application form is available at the bottom of that page to download.
3	My doctor assisted me in completing the form. What will happen next?	The completed Chronic Application form must be emailed to chronicregistration@rfmcf.co.za . The Fund will capture the information and communication will soon follow when the second phase of the programme commences in early 2021.
4	What if the chronic condition I want to register for is not listed on your application form? Why are the other chronic conditions not listed on your form?	At this point, only the conditions listed on the Chronic Application Form, known as Chronic Disease List (CDL) must be registered. Your condition, even though not on the list, will still be covered by the fund, but will not form part of this programme at this stage. The CDL conditions are diseases that are most prevalent and can easily result in hospitalization if not managed effectively whereas the non-CDL conditions are not as prevalent and are less likely to result in hospitalization. Since the Disease Risk Management Programme will be implemented in different phases, other conditions might be reviewed in the future to be added to the list.
5	My treating doctor is currently unavailable, how can I apply?	You do not need to make an immediate appointment for your doctor to only complete the Chronic Application Form. Instead, take the registration form with you when you are visiting your doctor at your next follow-up appointment to avoid additional costs. Follow up consultations for chronic conditions are usually every 6 months.

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6	I was requested to pay a consultation fee for the completion of the Chronic Application Form. Can I claim the amount from the Fund, if so how?	To obtain a refund, you should follow the normal claiming process. Your treating provider should use tariff code 0199 for the completion of the Chronic Application Form if that was the primary reason for your visit. Your treating provider should not charge 0199 along with a consultation fee. Either one or the other, depending on your primary reason for visiting your doctor. As mentioned before, you are urged not to book a separate appointment for your doctor to purely complete the form, but instead take the form with you during your next follow-up appointment, therefore no additional consultation would be required.
7	Will I be required to obtain a DD2703 authorisation for the consultation?	Yes, the standard process must be followed for visiting a service provider outside of the Military facility.
8	When is the last date I can register my chronic conditions on the Disease Risk Management Programme?	There is no end-date to register your existing chronic conditions, however, you are urged to follow the registration process at your next doctor's appointment. The registration process is ongoing since you can be diagnosed with a condition at any time.
9	Is it necessary to include a script when submitting the completed application form?	No, it is not necessary to include the prescription with the completed application form if the doctor has completed the form in detail and signed.
10	What is the financial cost to the member when registering for a chronic condition?	There is no financial cost to the member. The programme is a value-added service offered by the Fund to assist the members in managing specific chronic conditions.
11	As an RFMCF member living abroad with private medical cover, can the Disease Risk Management Programme also be implemented in such a situation?	The Disease Management Programme will only be implemented within the South African borders since claims received from the doctors within South Africa are used to measure outcomes.
12	If I visit my doctor regularly, and the doctor is managing my medication, what is the purpose of this programme? How will this differ from what my doctor is already doing and what say will I have as a patient?	The Fund understands that each patient experiences similar conditions differently, therefore the Fund will work together with you and your treating doctor to ensure that your treatment plan suits your medical needs to optimize your health. The programme will not replace your doctor but will be complementary to your treatment as prescribed by your doctor. The programme will offer you additional support to effectively manage your condition(s). More information on the Disease Risk Management programme can be found under the following link: http://rfmcf.co.za/drm/ . Further information will be provided to members during the second phase of this programme in 2021.
13	You specifically list Rheumatoid Arthritis. Is this to be a broader definition to include all types of Arthritis?	At this stage, it only refers to Rheumatoid Arthritis specifically. The Disease Management Programme will be implemented in different phases as mentioned earlier. As a start, only the conditions on the application form need to be registered. Other conditions might be reviewed in the future to be added to the list.
14	Are anxiety episodes considered as major depression? Under the major depression category, do you include all kinds of depression?	Only Major Depression itself will be registered at this stage, however, all depression types can be completed on the application form. The Disease Management Programme will be implemented in different phases. As a start, only the conditions on the application form need to be registered. Other conditions might be reviewed in the future to be added to the list.

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15	Is it compulsory to use the military hospital to register for the Disease Risk Management Programme?	The standard process remains in place. If you are currently seeing a military doctor, you must continue seeing the military doctor who will register you on the Disease Risk Management Programme. Members who consult doctors outside of the military due to the traveling distance must obtain the necessary authorisation for the next follow-up visit. Take the Chronic Application form with you.
16	I cannot take this registration document to my Military doctor because my membership has been suspended. Can I still register for the programme whilst my membership is suspended?	Only active members can be assisted at a military medical facility. You will only be able to get assistance at 1 Military hospital when your membership has been reinstated with the Fund. You will be able to take the registration form to the service provider at 1 Military hospital to be completed at your next visit.
17	What tests will be included in the Chronic Treatment Plan?	This all depends on the type of condition. Each chronic condition's treatment plan differs since the symptoms and quality outcomes for the conditions are not the same. More about these specific aspects of the treatment plans will be communicated during the Phase 2 communication in early 2021.
18	Will the latest version of the Chronic Treatment Plan be available to members?	You will always have access to your latest chronic treatment plan. The process of obtaining it will be communicated during Phase 2.