

Chronic Conditions List

The Chronic Disease List (CDL) provides cover for the 27 listed chronic conditions for which medical schemes must cover the diagnosis, medical management and medicines as published by the Council for Medical Schemes. An additional 18 conditions are covered as Prescribed Minimum Benefits (PMB), where the medical management and medicines are also covered from Scheme benefits. Non-CDL chronic conditions are those additional conditions that Bestmed provides chronic medicine cover for. Authorisation for CDL, PMB and non-CDL chronic medicines is subject to clinical funding guidelines and protocols, formularies and Designated Service Providers (DSPs) where applicable. Approved CDL and PMB chronic medicines are covered without an annual financial limit while non-CDL chronic medicines are subject to an annual financial limit. Below is the list of CDL, PMB and non-CDL conditions that Bestmed covers on the various benefit options.

	BEAT1	BEAT2	BEAT3	BEAT4	PACE1	PACE2	PACE3	PACE4	RHYTHM1 & 2
Number of non-CDL conditions	0	0	5	9	7	20	20	29	0
Reimbursement for CDL & PMB	100% of Scheme tariff								
Reimbursement for non-CDL	N/A	N/A	80%	90%	90%	90%	90%	100%	N/A
Non-formulary co-payment for CDL and PMB conditions	30%	30%	30%	20%	25%	20%	15%	10%	30%
Formulary co-payment for non-CDL conditions	N/A	N/A	20%	10%	10%	10%	10%	0%	N/A
Non-formulary co-payment for non-CDL conditions	N/A	N/A	30%	20%	25%	20%	15%	10%	N/A

CDL

CDL 1	Addison disease	✓	✓	✓	✓	✓	✓	✓	✓	✓
CDL 2	Asthma	✓	✓	✓	✓	✓	✓	✓	✓	✓
CDL 3	Bipolar disorder	✓	✓	✓	✓	✓	✓	✓	✓	✓
CDL 4	Bronchiectasis	✓	✓	✓	✓	✓	✓	✓	✓	✓
CDL 5	Cardiac failure	✓	✓	✓	✓	✓	✓	✓	✓	✓
CDL 6	Cardiomyopathy	✓	✓	✓	✓	✓	✓	✓	✓	✓
CDL 7	Chronic obstructive pulmonary disease (COPD)	✓	✓	✓	✓	✓	✓	✓	✓	✓
CDL 8	Chronic renal disease	✓	✓	✓	✓	✓	✓	✓	✓	✓
CDL 9	Coronary artery disease	✓	✓	✓	✓	✓	✓	✓	✓	✓
CDL 10	Crohn disease	✓	✓	✓	✓	✓	✓	✓	✓	✓
CDL 11	Diabetes insipidus	✓	✓	✓	✓	✓	✓	✓	✓	✓
CDL 12	Diabetes mellitus type 1	✓	✓	✓	✓	✓	✓	✓	✓	✓
CDL 13	Diabetes mellitus type 2	✓	✓	✓	✓	✓	✓	✓	✓	✓
CDL 14	Dysrhythmias	✓	✓	✓	✓	✓	✓	✓	✓	✓
CDL 15	Epilepsy	✓	✓	✓	✓	✓	✓	✓	✓	✓
CDL 16	Glaucoma	✓	✓	✓	✓	✓	✓	✓	✓	✓
CDL 17	Haemophilia	✓	✓	✓	✓	✓	✓	✓	✓	✓
CDL 18	HIV/AIDS	✓	✓	✓	✓	✓	✓	✓	✓	✓
CDL 19	Hyperlipidaemia	✓	✓	✓	✓	✓	✓	✓	✓	✓
CDL 20	Hypertension	✓	✓	✓	✓	✓	✓	✓	✓	✓
CDL 21	Hypothyroidism	✓	✓	✓	✓	✓	✓	✓	✓	✓
CDL 22	Multiple sclerosis	✓	✓	✓	✓	✓	✓	✓	✓	✓
CDL 23	Parkinson disease	✓	✓	✓	✓	✓	✓	✓	✓	✓

		BEAT1	BEAT2	BEAT3	BEAT4	PACE1	PACE2	PACE3	PACE4	RHYTHM1 & 2
CDL 24	Rheumatoid arthritis	√	√	√	√	√	√	√	√	√
CDL 25	Schizophrenia	√	√	√	√	√	√	√	√	√
CDL 26	Systemic lupus erythematosus (SLE)	√	√	√	√	√	√	√	√	√
CDL 27	Ulcerative colitis	√	√	√	√	√	√	√	√	√

NON-CDL										
non-CDL 1	Acne - severe			√	√	√	√	√	√	
non-CDL 2	Allergic rhinitis			√	√	√	√	√	√	
non-CDL 3	Alzheimer disease						√	√	√	
non-CDL 4	Ankylosing spondylitis						√	√	√	
non-CDL 5	Attention deficit disorder/Attention deficit hyperactivity disorder (ADD/ADHD)			√	√	√	√	√	√	
non-CDL 6	Autism						√	√	√	
non-CDL 7	Blepharospasm									√
non-CDL 8	Collagen diseases						√	√	√	
non-CDL 9	Dermatomyositis						√	√	√	
non-CDL 10	Dystonia									√
non-CDL 11	Eczema			√	√	√	√	√	√	
non-CDL 12	Gastro-oesophageal reflux disease (GORD)				√		√	√	√	
non-CDL 13	Gout prophylaxis				√	√	√	√	√	
non-CDL 14	Hypopituitarism									√
non-CDL 15	Major depression*				√	√	√	√	√	
non-CDL 16	Migraine prophylaxis			√	√	√	√	√	√	
non-CDL 17	Motor neuron disease									√
non-CDL 18	Neuropathy						√	√	√	
non-CDL 19	Obsessive-compulsive disorder				√		√	√	√	
non-CDL 20	Osteoarthritis						√	√	√	
non-CDL 21	Osteoporosis						√	√	√	
non-CDL 22	Paget disease of the bone						√	√	√	
non-CDL 23	Polyarteritis nodosa									√
non-CDL 24	Psoriatic arthritis									√
non-CDL 25	Psoriasis						√	√	√	
non-CDL 26	Urinary incontinence						√	√	√	
non-CDL 27	Scleroderma									√
non-CDL 28	Sjögren's disease									√
non-CDL 29	Trigeminal neuralgia									√

* Approved medicine claims will continue to be paid from Scheme risk once the non-CDL limit is depleted.

		BEAT1	BEAT2	BEAT3	BEAT4	PACE1	PACE2	PACE3	PACE4	RHYTHM1 & 2
PMB										
PMB 1	Aplastic anaemia	✓	✓	✓	✓	✓	✓	✓	✓	✓
PMB 2	Benign prostatic hyperplasia	✓	✓	✓	✓	✓	✓	✓	✓	✓
PMB 3	Cerebral palsy	✓	✓	✓	✓	✓	✓	✓	✓	✓
PMB 4	Chronic anaemia	✓	✓	✓	✓	✓	✓	✓	✓	✓
PMB 5	COVID-19	✓	✓	✓	✓	✓	✓	✓	✓	✓
PMB 6	Cushing disease	✓	✓	✓	✓	✓	✓	✓	✓	✓
PMB 7	Cystic fibrosis	✓	✓	✓	✓	✓	✓	✓	✓	✓
PMB 8	Endometriosis	✓	✓	✓	✓	✓	✓	✓	✓	✓
PMB 9	Female menopause	✓	✓	✓	✓	✓	✓	✓	✓	✓
PMB 10	Fibrosing alveolitis	✓	✓	✓	✓	✓	✓	✓	✓	✓
PMB 11	Graves disease	✓	✓	✓	✓	✓	✓	✓	✓	✓
PMB 12	Hyperthyroidism	✓	✓	✓	✓	✓	✓	✓	✓	✓
PMB 13	Hypophyseal adenoma	✓	✓	✓	✓	✓	✓	✓	✓	✓
PMB 14	Idiopathic thrombocytopenic purpura	✓	✓	✓	✓	✓	✓	✓	✓	✓
PMB 15	Paraplegia/quadriplegia	✓	✓	✓	✓	✓	✓	✓	✓	✓
PMB 16	Polycystic ovarian syndrome	✓	✓	✓	✓	✓	✓	✓	✓	✓
PMB 17	Pulmonary embolism	✓	✓	✓	✓	✓	✓	✓	✓	✓
PMB 18	Stroke	✓	✓	✓	✓	✓	✓	✓	✓	✓

CLIENT SERVICES

Tel: +27 (0)86 000 2378
E-mail: service@bestmed.co.za
Fax: +27 (0)12 472 6500

ESCALATIONS

Tel: +27 (0)86 000 2378
Email: escalations@bestmed.co.za

HIV/AIDS CARE PROGRAMME

Tel: +27 (0)12 472 6235/6249
E-mail: mhc@bestmed.co.za
Fax: +27 (0)12 472 6780

BESTMED HIV/AIDS MANAGED CARE ORGANISATION LIFESENSE

Tel: +27 (0)86 050 6080
E-mail: enquiry@lifesense.co.za
Fax: +27 (0)86 080 4960

BESTMED DSP PHARMACIES

Please refer to the Bestmed website, www.bestmed.co.za, for network pharmacies in your area.

ONCOLOGY CARE PROGRAMME

Tel: +27 (0)12 472 6254/6234/6353
E-mail: oncology@bestmed.co.za
Fax: +27 (0)12 472 6770

COMPLAINTS

Tel: +27 (0)86 000 2378
Email: escalations@bestmed.co.za
(Subject box: Manager, escalated query)
Postal address:
PO Box 2297,
Pretoria, Gauteng, 0001

CMS ESCALATIONS

Should an issue remain unresolved with the Scheme, members can escalate to the Council for Medical Schemes (CMS) Registrar's office:

Fax Complaints: 086 673 2466.

Email Complaints: complaints@medicalschemes.co.za

Postal Address:
Private Bag X34, Hatfield, 0028

Physical Address:
Block A, Eco Glades 2 Office Park,
420 Witch-Hazel Avenue, Eco Park,
Centurion, 0157

REGIONAL OFFICES

Pretoria (Head Office)

Tel: +27 (0)86 000 2378
Email: service@bestmed.co.za
Glenfield Office Park,
361 Oberon Avenue,
Faerie Glen, Pretoria, 0081

Cape Town

Please consult www.bestmed.co.za for the Cape Town office details.

Durban

Please consult www.bestmed.co.za for the KZN office details.

Gqeberha (Port Elizabeth)

Tel: +27 (0)41 363 8921
Email: service@bestmed.co.za
142 Cape Road, Mill Park,
Gqeberha, 6001

Nelspruit

Tel: +27 (0)13 101 0280
Email: service@bestmed.co.za
Crossing Office Block,
Level 1, Block E,
Crossing Shopping Centre,
Nelspruit, 1200.

Polokwane

Tel: +27 (0)86 000 2378
Email: service@bestmed.co.za
Unit 3 Tobara Place,
9 Watermelon Street,
Platinum Park, Bendor,
Polokwane, 0699