

COVID-19 FAQ

Your questions answered



Question

Will Bestmed fund the COVID-19 vaccine?

Answer

Yes, the cost of the vaccine, as well as the administration of the vaccine will be funded from Scheme risk benefits on all options. The following vaccines are currently available:

PFIZER COVID-19 VACCINE

NAPPI Code 3003282001

Price R354.75

Janssen (Johnson & Johnson) COVID-19 vaccine

NAPPI Code 3003366001

Price R286.96

The cost of the administration fee is R80.50.

The Pfizer vaccine is a two-dose vaccine and the second dose will be covered 42 days after the administration of the first vaccine.

The Janssen (Johnson & Johnson) vaccine is a single dose vaccine.

Taking the vaccine is not compulsory and it remains the individual's choice to take the vaccine or not.

Please note that registration on the EVDS website is compulsory.

Question

If I have already had COVID-19. How long should I be wait before I can get vaccinated?

Answer

For a mild infection, wait 30 days after a two to three week recovery. For a severe infection and hospitalisation, wait 90 days after a two to three week recovery.

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Question	If I have already had COVID-19, will I get COVID-19 again after the vaccine?												
Answer	<p>With the vaccine, but without having had COVID-19 before, refer to the table below.</p> <table border="1"> <thead> <tr> <th>Vaccination status</th> <th>Protection for mild to moderate infection</th> <th>Protection from severe infection & hospitalisation</th> </tr> </thead> <tbody> <tr> <td>1st dose Pfizer vaccine</td> <td>33%</td> <td>94%</td> </tr> <tr> <td>2nd dose Pfizer vaccine</td> <td>88%</td> <td>96%</td> </tr> <tr> <td>Single dose Janssen (Johnson & Johnson) vaccine</td> <td>55% to 60%</td> <td>85% to 100% after the 49th day of vaccination</td> </tr> </tbody> </table> <p>With the vaccine, but having had COVID-19 before: Yes, you may have a 2nd or 3rd mild to moderate infection.</p>	Vaccination status	Protection for mild to moderate infection	Protection from severe infection & hospitalisation	1st dose Pfizer vaccine	33%	94%	2nd dose Pfizer vaccine	88%	96%	Single dose Janssen (Johnson & Johnson) vaccine	55% to 60%	85% to 100% after the 49th day of vaccination
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Question	What should I do if I receive confirmation that my COVID-19 test is positive?												
Answer	<p>You should isolate and contact your treating doctor. Your doctor will explain to you what the next step will be.</p> <p>You should email the positive pathology report to Bestmed at medicine@bestmed.co.za to alert Bestmed of your COVID-19 status. This will enable Bestmed to load an authorisation for certain services (consultations, certain pathology, certain radiology etc.) to be paid as Prescribed Minimum Benefits (PMB).</p>												
Question	How will COVID-19 consultations (virtual and face-to-face) be paid for?												
Answer	<p>If the claim is for a COVID-19 positive patient, the claim will be reimbursed from Scheme risk benefits up to the Scheme tariff.</p> <p>If the claim is for a COVID-19 negative patient, the claim will be reimbursed as a normal consultation (savings first and then day-to-day benefits, depending on the chosen option).</p>												
Question	What are the types of tests for COVID-19?												
Answer	<p>There are two types of diagnostic tests for COVID-19. They diagnose you while you have an active infection (and so can infect others). These are:</p> <ol style="list-style-type: none"> 1. PCR (polymerase chain reaction) tests - This is the most sensitive test and has a high chance of picking up an infection when it is present in your body. This is the preferred test to diagnose COVID-19. The results may take from 24 to 48 hours but may be longer in situations with high numbers of people requesting testing. 2. Antigen tests - This is a rapid test that is able to quickly detect if a person has COVID-19 and the results are available within 15-30 minutes. The window for accuracy for the Antigen test is however small, therefore, if a person tested negative with an Antigen test, but is showing symptoms, a PCR test is recommended. <p>A third type of test called an Antibody test is used to identify people who have already had the COVID-19 infection and may no longer be infectious. This test is not used to diagnose an active COVID-19 infection.</p>												

Question	How will COVID-19 tests be paid for (including drive-through tests)?
Answer	Any PCR COVID-19 test referred by a doctor or nurse, submitted by a pathologist will be paid from Scheme risk benefits, irrespective of whether the result is positive or negative. COVID-19 Antigen tests submitted by a pharmacy or FP will be paid from Scheme risk benefits, irrespective of whether the result is positive or negative. This must be for a symptomatic patient referred by the treating doctor. COVID-19 Antibody or Rapid tests are exclusions and will not be covered.
Question	Are COVID -19 Antigen test screenings at employer groups covered?
Answer	Routine COVID-19 Antigen testing is not PMB level of care. However, Antigen tests will be paid as PMB in the following instances: <ul style="list-style-type: none"> ■ Tests done in the suspected group who either has COVID symptoms or is referred by a doctor or nurse, whether the result is positive or negative. ■ An Antigen test done and has a positive result, even if not referred The above also applies to employees being screened and tested onsite at the workplace
Question	Is COVID-19 testing prior to hospital admission paid by Bestmed?
Answer	Yes, as long as the test was referred by a doctor or nurse. Bestmed will cover these tests from Scheme risk benefit.
Question	Is Ivermectin covered by Bestmed?
Answer	Ivermectin is a Scheme exclusion and will not be funded from any benefit on any option. It will also not be funded from the available savings account or vested savings account. This is in accordance with the Department of Health's statement that Ivermectin is not recommended as either prophylaxis or treatment of COVID-19, pending further data and evidence review by the South African Health Products Regulatory Authority (SAHPRA).
Question	Will ambulance transportation be covered for a COVID-19 positive patient?
Answer	Ambulance transportation will only be covered in an emergency or life-threatening situation.
Question	Are Pulse Oximeters covered?
Answer	Pulse Oximeters are funded from Scheme benefits for COVID-19 positive patients, when purchased from a pharmacy. One per beneficiary per annum will be covered up to a maximum amount of R550 per device.
Question	Can a COVID-19 positive patient get home oxygen treatment?
Answer	Bestmed will consider covering the rental of an oxygen concentrator for an initial period of 30 days. The COVID-19 positive pathology results will be required, together with a prescription/motivation from the treating doctor and the oxygen saturation/oximeter results will also be required to verify the need for oxygen. If further oxygen is required after the initial 30-day period, Bestmed will require a copy of the blood gas report/oximeter meter reading and a clinical motivation from the treating provider.

Question	What medicine will be covered for a COVID-19 positive patient?
Answer	<p>Only the following medicine prescribed by the treating doctor will be paid according to funding guideline and protocols as PMB level of care:</p> <ul style="list-style-type: none"> ■ Medicines to treat pain and fever ■ Broad spectrum antibiotics if there is a secondary infection; for example pneumonia <p>Medicine not specified above will be covered as acute medicine.</p> <p>Items such as immune boosters, vitamins, minerals and supplements will not be covered even if it is prescribed by the treating doctor. These will be covered from the available vested savings/savings (depending on the chosen option).</p> <p>This treatment protocol is valid for dispensing doctors and medicines claimed via a pharmacy.</p>
Question	What needs to be done when a member went to their family practitioner and the diagnosis was for bronchitis and on the same date, the member went for a COVID-19 test and the result was positive?
Answer	<p>The member should email their positive pathology report to Bestmed at medicine@bestmed.co.za to alert Bestmed of their COVID-19 status. This will enable Bestmed to load an authorisation for certain services to be paid as PMB. Bestmed will then reconcile claims received and the necessary adjustments will be made where applicable. All adjustments will reflect on the member statement.</p>
Question	Can a provider claim for Personal Protective Equipment (PPE) (tariff code 11199) with a consultation?
Answer	<p>PPE will be funded when claimed as part of any face-to-face consultation for family practitioners, specialists and dentists.</p>
Question	What is not PMB level of care for COVID-19?
Answer	<ul style="list-style-type: none"> ■ Follow-up treatment and care for any person who tests negative for COVID-19 ■ Routine PCR testing of asymptomatic, unscreened and unreferred patients which turns out negative ■ Off- label medicine and investigational medicine ■ Testing of unreferred, asymptomatic people returning to work ■ Testing of unreferred, asymptomatic people intending to travel (locally or internationally) ■ PPE for non-healthcare workers

For more information please visit the official COVID-19 website at

<https://sacoronavirus.co.za/>