

MEDSHIELD MEDICAL SCHEME

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www.medshield.co.za



MEDSHIELD
medical scheme

3 February 2020

Dear MediPlus Compact and MediValue Compact Members

2020 Chronic Medicine Designated Service Providers (DSP) for the MediPlus Compact and MediValue Compact benefit options

Medshield Medical Scheme always strives to ensure that members have dependable access to quality health services. With this in mind, all chronic medication must be obtained from the approved Chronic DSPs according to the member's specific chosen benefit option.

From 1 January 2020, MediPlus Compact and MediValue Compact members should obtain their chronic medication from any Clicks Retail pharmacy nationwide, and for convenience use the Clicks Direct courier service to deliver the medication to their home or office.

Therefore, members who were previously registered with other pharmacies or chronic medicine couriers other than Clicks, should note that they need to register with Clicks Direct on 0861 444 405 immediately for the delivery services. If your script are still valid, you can take it to any Clicks retail branch to continue receiving your medicine.

1. CLICKS RETAIL PHARMACIES

MediValue Compact and MediPlus Compact members may obtain and collect their chronic medicine directly from any Clicks Retail Pharmacy across South Africa, from 1 January 2020.

2. CLICKS DIRECT MEDICINES – PHARMACY COURIER PROVIDER

As part of the Clicks Group, Clicks Direct Medicines is the Designated Service Provider (DSP) for chronic medicine dispensing and delivery - for members on the MediValue Compact and MediPlus Compact benefit options.

Customer Service number: 086 144 4405

Facsimile: 086 144 4414

Why is it compulsory to obtain your medication from a DSP?

In accordance with the Scheme Rules, Clicks Retail and Click Direct (courier) are the MediPlus Compact and MediValue Compact Designated Service Providers (DSPs) for chronic medicine. Should a member choose to use any other pharmacy, or continue using their current courier service, they will be **liable for a 40% co-payment**. A **40% co-payment** will also apply for out of formulary medicine.

For more information or if you require assistance, please contact Medshield's Chronic Medicines Management on **086 000 2120** (choose the relevant option) or email to medshieldsauths@mediscor.co.za.

Yours sincerely

Angela Blackburn

Executive | Operations