

Pick n Pay Oncology Management Programme

A confidential programme to support members affected by Cancer and make benefits available for medicine, treatments and specialist visits.

How does it work?

1 After confirmation of your diagnosis, your doctor will submit a treatment plan together with clinical information and contact us for authorisation and registration on the Oncology Management Programme.

2 All treatment plans are reviewed and authorised by trained nurses, assisted by the Independent Clinical Oncology Network (ICON), according to specific rules and Scheme protocols. The nurses will review your clinical history in context with the proposed treatment and establish the benefits available including any limitations that may exist either from a financial perspective or a clinical protocol perspective. Both members and providers may contact the call centre for authorisation.

3 The Oncology Case Manager will provide feedback regarding the treatment plan to you and your doctor and should the treatment plan not be authorised, will obtain any information outstanding for authorisation. If you are unsure about your treatment options, the nurses can provide detailed information and advocacy to assist you in making appropriate decisions within your benefits.

4 After registration, a Case Manager will be assigned to you to monitor your progress on and provide continuous support where necessary.

All information is kept strictly confidential at all times

Once you are registered on the Oncology Management Programme, an Oncology Case Manager will oversee the relevant programme to ensure that there is continuity of care and understanding of potential interactions with the cancer treatment. The Case Manager will do follow ups on a fortnightly basis during the first month of the active treatment phase.

At the end of the first month, an assessment is made on the monitoring required and you will be contacted at least monthly. In addition to this, you may also contact the nurses through the contact centre or e-mail during office hours should you have any queries or need additional support.

Once you've completed the active phase of treatment, you will be referred for on-going case management and follow-up to ensure that you understand your follow-up care and monitoring as well as to provide you with support and advice where required.

All members who have been treated for cancer remain on the Oncology Programme for monitoring and support. The frequency of follow-up is determined by the need of the patient, the time since they last needed active treatment and whether they are need on-going chronic medication for their cancer. Each patient will receive a follow-up contact at least 3 monthly for the first year following completion of active treatment, 6 monthly in the second year and annually thereafter.