

SPINAL CONSERVATIVE CARE PROGRAMME

Introducing the Spinal Conservative Care Programme

Back pain is one of the most common medical conditions experienced. Appropriate out-of-hospital conservative management of back pain has proven to deliver good outcomes and could prevent the need for surgery.

This document gives you more information about the Spinal Conservative Care Programme, which is available on all LA Health options, except the LA KeyPlus option. This programme will help you manage your condition with the support of a network of healthcare professionals that specialises in the treatment and rehabilitation of back and neck pain.

About some of the terms we use in this document

There may be some terms we refer to in the document that you may not be familiar with. Here are the meanings of these terms.

TERMINOLOGY	DESCRIPTION
Cover	Cover refers to the benefits you have access to and how we pay for these healthcare services such as consultations, medicine and hospitals on your benefit option.
Scheme Rate	This is a rate we pay for healthcare services from hospitals, pharmacies, healthcare professionals and other providers of relevant health services.
Find a healthcare provider	Find a healthcare provider is a medical and provider search tool which is available on the Discovery app and www.lahealth.co.za
HealthID	HealthID is an online digital platform that gives your doctor fast, up-to-date access to your health information. Once you have given consent, your doctor can use HealthID to access your medical history, make referrals to other healthcare professionals and check your relevant test results.

Access to the programme subject to clinical entry criteria

You may qualify as a candidate for the Spinal Conservative Care Programme for conservative back or neck pain management after a recent hospital stay or request for a spinal-related hospital admission, based on clinical entry criteria. You could also be referred to the Spinal Conservative Care Programme by a Network spinal surgeon or Network general practitioner, who will assess your suitability for the Programme. Where the clinical entry criteria are met, you will have the option of visiting one of our conservative care network healthcare professionals for a full assessment for enrolment on the Programme.

The Spinal Conservative Care Programme is a coordinated out-of-hospital programme for the conservative treatment of spinal pain. The Programme offers you cover for and access to:

- A network of physiotherapists and chiropractors who are trained in the management of spinal pain, supported by a network of spinal surgeons and network general practitioners, where applicable.
- A focused Programme, developed by experts in the conservative (non-surgical) management of back pain. The Programme is flexible, providing a combination of in-person and virtual care, as deemed necessary by the therapists, and may be overseen by a spinal surgeon or general practitioner in the network.

You will need to consult a chiropractor or physiotherapist in the conservative care network to be assessed for enrolment onto the Programme. For your chosen healthcare professional to view your medical records on HealthID you must grant them consent to access your Electronic Health Record. Through the Programme, you and your treating healthcare professional can agree on key goals and track your progress.

Your chiropractor or physiotherapist will work with you to manage your condition

Once enrolled, the Spinal Conservative Care Programme gives you access to the following out-of-hospital programmes:

In-person care

Up to a **maximum of eight sessions** (including the assessment consultation) with your chosen, highly trained **network** physiotherapist or chiropractor over a 24-week period.

Your treating healthcare professional will decide what is best for you and your condition. Once enrolled we cover the consultation fee with your healthcare professional in full, and cover will not affect your day-to-day benefits, where applicable. Any additional conservative healthcare services outside of the sessions approved as part of the defined basket of care will be covered in accordance with the benefits on your chosen benefit option.

How to find a physiotherapist or chiropractor in the network

To find a physiotherapist or chiropractor in the network

Log on to www.lahealth.co.za under *Hospital and doctor visits > Find a healthcare professional* close to you. Type in the name or category of healthcare professional you would like to find closest to you e.g., physiotherapist, and your address, and select the search icon. To filter your results for physiotherapists or chiropractors in the Spinal Conservative Care Programme, select Care Programmes under the search filters, and tick the box for Spinal Conservative Care.

1. Log on to your Discovery app and navigate to *Medical aid > Find a healthcare provider*. Type in the name or category of healthcare professional you would like to see e.g. chiropractor. Select *Filters > Care Programmes > Spinal Conservative Care* and then navigate back to the search page and select *'Apply'*.

Your chosen healthcare professional will assess you for possible enrolment onto the Programme

Your healthcare professional needs to assess you for possible enrolment onto the Programme through HealthID, with your consent. They must also capture specific clinical information related to your condition during the Programme.

Your cover on the Programme

If you are enrolled on the Spinal Conservative Care Programme:

- Any additional conservative healthcare services, outside of the sessions approved as part of the defined basket of care, will be covered in accordance with your chosen option's benefits.
- You may not change conservative care network providers once enrolled on the Programme.
- If you stop the Programme, only the day-to-day benefits offered by your chosen benefit option will apply.
- Where clinically appropriate, your conservative care network provider can refer you for further assessment with a Network spinal surgeon. If you need to have surgery, the conservative care Programme will end.
- You are eligible for the Spinal Conservative Care Programme only once per year, even if your condition recurs, or a new area of concern arises.
- If you have had spinal surgery in the past 12 months, you do not qualify for the Programme.
- This Programme excludes care in emergencies, oncology, congenital and moderate to severe trauma-related injuries. These are covered according to the benefits on your chosen benefit option.

Contact us

You can contact us on 0860 103 933 or visit www.lahealth.co.za for more information.

Complaints process

You can lodge a complaint or query with LA Health Medical Scheme directly on 0860 103 933 or address a complaint in writing to the Principal Officer. If your complaint remains unresolved, you can lodge a formal dispute by following LA Health Medical Scheme's internal disputes process.

Once the Scheme's internal processes are exhausted, and the issues remains unresolved, you may approach the Council for Medical Schemes for assistance: Council for Medical Schemes Complaints Unit, Block A, Eco Glades 2 Office Park, 420 Witch-Hazel Avenue, Eco Park, Centurion, 0157/ complaints@medicalschemes.co.za/ 0861 123 267/ www.medicalschemes.co.za.