

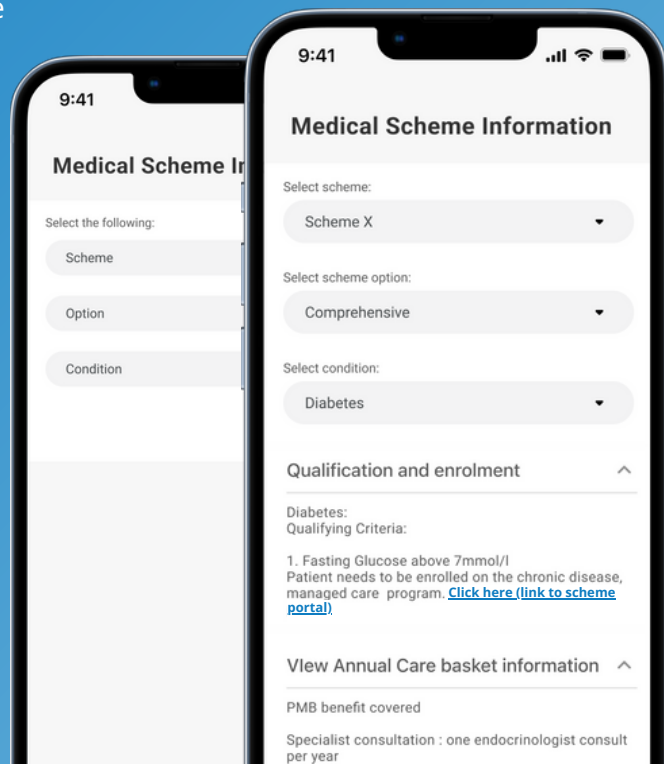
2. Scheme-Specific Managed Care

Providers refer to **clinical guidelines** to make treatment decisions, but to **funding guidelines** to select treatment that minimises **out-of-pocket expenditure**. Providers do not have efficient access to funding guidelines or managed care protocols, and find accessing **multiple different scheme portals** difficult.

Module 1

Managed Care Document Digitisation

- Managed care documents, care baskets, plans and protocols are digitised for providers on EMGuidance
- Providers can find key managed care answers through smart search and EMGuidance's proven efficient clinical document digitisation processes
- Managed care information is accessed alongside South African clinical guidelines
- Strict access limitations and controls display select information when required
- Links to scheme portals enable actions such as chronic enrolment



The image shows two smartphones displaying the EMGuidance Medical Scheme Information interface. The left phone shows a search screen with the title 'Medical Scheme Information' and a section 'Select the following:' with three options: 'Scheme', 'Option', and 'Condition'. The right phone shows a results screen with the title 'Medical Scheme Information' and a section 'Select scheme:' with a dropdown menu showing 'Scheme X'. Below this is a section 'Select scheme option:' with a dropdown menu showing 'Comprehensive'. Below that is a section 'Select condition:' with a dropdown menu showing 'Diabetes'. Further down is a section 'Qualification and enrolment' with a sub-section 'Diabetes: Qualifying Criteria:' containing a list of criteria: '1. Fasting Glucose above 7mmol/l' and 'Patient needs to be enrolled on the chronic disease, managed care program. [Click here \(link to scheme portal\)](#)'. At the bottom is a section 'View Annual Care basket information' with a sub-section 'PMB benefit covered' containing the text 'Specialist consultation : one endocrinologist consult per year'.



Why it Works

Providers prefer **simplification** of their digital systems and do not use more than 2 or 3 systems in practice. EMGuidance is a 1-stop-shop for local guidance and is an established platform with a track record of **millions of guideline searches** by local providers.

Managed care information within EMGuidance is more **accessible** to providers than on any other platform.

Benefits to Scheme

- Optimise use of managed care protocols and realise **more accurate benefit usage**
- Higher awareness of chronic **registration requirements**
- Easier access to links and registration processes, encouraging **higher chronic registrations**
- Avoidance of **copay** and out-of-pocket expenses
- **Increase** provider revenue
- Better managed care outcomes yield **lower claim ratios** for lower admissions