

World Health Organisation (WHO) Global Outbreak Benefit Basket of Care 2025

Overview

From time to time, there are viruses or diseases that affect world health. These outbreaks are closely monitored by the World Health Organisation (WHO) and are, depending on the severity and spread, declared as epidemics that place the global population's health at risk.

We recognise the importance of being prepared for these public health emergencies. Through careful benefit design and in support of public health initiatives aimed at containing and mitigating the spread of such outbreak diseases, you now have access to supportive benefits during the outbreak period. The outbreak is actively monitored by a dedicated team within our administrator, Discovery Health, and internal Netcare Group Clinical teams which closely assess the evolution and progression of such outbreaks.

Having a timely and effective response to global epidemics help to improve the health outcomes for our members. This document provides information about the PMB basket of care for treating COVID-19 as part of the WHO Global Outbreak Benefit.

Please make sure your claims have the appropriate ICD-10 code

All claims must have the appropriate ICD-10 codes (diagnostic codes) so we can identify them and pay them from the WHO Global Outbreak Benefit. Please include the ICD-10 codes (diagnosis codes) when referring your patient to the pathologist or radiologist. This will enable the pathologists and radiologists to share this information with us and allow us to comply with legislation by paying PMBs claims correctly.

We may pay claims from your day-to-day benefits if PMB requirements are not met

We will pay claims from your available day-to-day benefits when:

- The claims are submitted without the relevant ICD-10 codes
- The treatment does not meet the Scheme's clinical entry criteria and guidelines for PMB funding

What happens if you need more treatment or treatment that falls outside of these defined benefits

If you need treatment in excess of or treatment that falls outside of the defined benefits you and your healthcare professional can send additional clinical information with a detailed explanation of the treatment that is needed and we will review it. If this treatment is approved as PMBs, it will not be paid from your available day-to-day benefits, but from your approved PMB cover.

You can follow the below easy steps to apply for PMB cover in excess of the benefits stated in the tables below:

- 1) Download the "Request for additional cover for out-of-hospital Prescribed Minimum Benefit conditions" Form. Up to date forms are always available on www.netcaremedicalscheme.co.za. You can also call 0861 638 633 to request a form.
- 2) Complete the form with the assistance of your doctor/healthcare professional.
- 3) Send the completed, signed form, along with any additional medical information, by email to PMB_APP_FORMS@netcaremedicalscheme.co.za.

If we approve the requested medicine/treatment, we will automatically pay these from your PMB cover for COVID-19. If the request is unsuccessful and you are not satisfied with the outcome you may dispute the funding decision. Call us to lodge a formal dispute.

For more information on your cover for PMBs please visit our website www.netcaremedicalscheme.co.za.

COVID-19 Vaccine

Administration of the COVID-19 vaccines is covered in accordance with the National Department of Health COVID-19 guidelines. All South Africans have access to the COVID-19 vaccines and boosters which are provided by the National Department of Health to public sector facilities and private service providers free of charge.

You will be required to register on the National Department of Health's Electronic Vaccination Data System (EVDS) and make use of one of the accredited vaccination sites. The National Department of Health will publish the list of accredited facilities.

You will have access to funding up to 100% of the Scheme Rate for the administration of vaccines.

	Description	Codes
COVID-19 vaccine administration	Administration fee for vaccine including material	3002823001

Screening and testing

If you suspect you may have COVID-19, you will have access to funding for the following tests and consults from the PMBs as part of the Screening and Testing Basket of Care.

	Description	Codes	Number
Consultations with a DrConnect or Discovery Network GP	All Practitioners	0190 or 0191 or 0192 or 0193 or 0130 or VCONS or VCONM or VCONSC or 7060 or 7061 or 7062 or 7063 or 7064	Unlimited
		0145 or 0146 (only with 0190, 0191 or 0192)	



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	Description	Codes	Number
		0132 (only with 0130) or 0133	
Pathology	PCR SARS-CoV-2	CO19 / 3979	Unlimited
	Rapid Antigen	COAG or ANTG or relevant Nappi code	Unlimited

Diagnostic Basket

If you test positive for COVID-19 the following benefits will be applicable for funding from the PMBs:

	Description	Codes	Number
Consultations	Telephone, virtual or face-to-face consultations	0190 or 0191 or 0192 or 0193 or 0130 or VCONS or VCONM or VCONSC or 7060 or 7061 or 7062 or 7063 or 7064	1, except where approved as PMB, subject to application
		0145 or 0146 (only with 0190, 0191 or 0192)	
		0132 (only with 0130) or 0133	
	Casualty facility fees	58301 or 57801 or 58805 or 58807 or 58303 or 57803 or 57805 or 57301 or 57303 or 58802 or 57807 or 58804 or 58806 or 58302 or 57802 or 57804 or 58808 or 57806 or 57808 or 58801 or 57302 or 58803	
Pathology	Full blood count	3755 or 53755 or (any combination of 3739 & 3762 & 3783 & 3785 & 3791 or 53739 & 53762 & 53783 & 53785 & 53791)	1
	Platelet count	3797 or 53797	1
	Glucose	4057 or 54057	1
	Prothrombin Index	3805 or 53805	1
	U&E including Creatinine	4171 & 4032 or 54171 & 54032	1
	CRP	3947 or 53947	4
	Blood Gases	4076	1
	Lactate dehydrogenase (LDH)	4133 or 54133	1
	Aspartate aminotransferase (AST)	4130 or 54130	1
	Alanine aminotransferase (ALT)	4131 or 54131	1
D-dimer (quantitative)	3856 or 53856	4	



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	Description	Codes	Number
Pathology	Interleukin 6 (IL)	3948 or 4172	4
	Blood Culture		
	Blood culture	3891 or 3892 or 3894 or 4651 or 53891 or 53892 or 53894 or 54651	2
	Bottles	0201 (only when claimed with any one of these NAPPI codes: 266042001, 266043001, 266044001, 684916001, 684921001, 684922001, 684925001, 684927001, 684928001, 684949001, 684952001, 686435001, 686440001, 686444001, 686448001, 686449001 or 897221002)	2
	Blood-culture microscopy	3867 or 3895 or 53867 or 53895	1
	Identification as organism/type	3923 or 3924 or 3927 or 4652 or 53923 or 53924 or 53927 or 54652	4
	Sensitivity per organism	3887 or 4653 or 53887 or 54653	4
	Sputum microscopy, culture and sensitivity (MC&S)		
	Microscopy	3867 or 53867	1
	Culture	3895 or 53895	1
	TB microscopy / TB GeneXpert (PCR*)	3881 or 3885 or 4657 or 3974 or 4658 or 3915 or 3919 or 4434 or 53881 or 53885 or 54657 or 53974 or 53915 or 53919 or 54434	1
	Identification as organism/type	3923 or 3924 or 3927 or 4652 or 53923 or 53924 or 53927 or 54652	4
	Sensitivity per organism	3887 or 4653 or 53887 or 54653	4
	Mycobacterium antibiotic sensitivity	3920 (only with 3974) or 3930 or 53930	1
	LAM (for HIV positive only)	4172 or 4655 or 3882 or 54172 or 54655 or 53882	1
	PCR SARS-CoV-2	CO19 / 3979	1
	Rapid Antigen	COAG or ANTG or relevant Nappi code	1



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	Description	Codes	Number
Pathology	Flu PCR*	3974 or 4434 or 53974 or 54434	1
	Blood gases	4076 or 54076	1
Radiology	Chest X-ray (basic)	30100 or 30110	1
	X-ray with mobile unit in other facility	00130	1
	CT scan of the chest	30300 or 30310 or 30340 or 30350	1
	X-ray of the chest complete with additional views	30120	1
	CT of the chest for pulmonary embolism	30360	1

*PCR = polymerase chain reaction

Follow-up treatment basket

	Description	Codes	Number
Consultations	Telephone, virtual or face-to-face consultations	0190 or 0191 or 0192 or 0193 or 0130 or VCONS or VCONM or 7060 or 7061 or 7062 or 7063 or 7064	1, except where approved as PMB, subject to application
		0145 or 0146 (only with 0190, 0191 or 0192)	
		0132 (only with 0130) or 0133	
Psychotherapy	022 - Psychiatrist	2974 or 2975 or 2957 or 2958 OR	1
	086 - Psychologists	86200 or 86201 or 86202 or 86203 or 86204 or 86205 OR	
	089 - Social worker	89200 or 89201 or 89202 or 89203 or 89204 or 89205	
Pathology	Full blood count	3755 or 53755 or (any combination of 3739 & 3762 & 3783 & 3785 & 3791 or 53739 & 53762 & 53783 & 53785 & 53791)	1
	Platelet count	3797 or 53797	1
Radiology	Chest X-ray (basic)	30100 or 30110	1
	X-ray with mobile unit in other facility	00130	1
	CT of the chest	30300 or 30310 or 30340 or 30350	1
Chest physiotherapy	Evaluation/counselling at the first visit only	72701 or 72702	1

	Description	Codes	Number
Chest physiotherapy	One complete re-assessment of a patient's condition	72703	1
	Interview, guidance or consultation with the patient or his family	72708	1
	Breathing exercises or Respiratory re-education and training	72307 or 72507	3
	Vibration, Percussion or Massage	72300 or 72301 or 72302	4
	Rehabilitation	72501	3
	Suction	72323 or 72325	1
Medication	Covid 19 Formulary		

Understanding Long COVID-19

'Long COVID' is the term commonly used to describe signs and symptoms that continue or develop after acute COVID-19 illness. It includes both ongoing symptomatic COVID-19 (from four to 12 weeks) and post COVID-19 syndrome (12 weeks or more). Some symptoms may only start for the first time three to four weeks after the acute COVID-19 infection.

Common symptoms of Long COVID include:

- Fatigue
- Persistent loss of smell and taste
- Shortness of breath
- Joint or muscle pains
- Persistent cough
- Headaches
- Difficulty thinking or concentrating (sometimes referred to as "brain fog").

Other symptoms that have been reported include chest or stomach pain, fast-beating or pounding heart (also known as heart palpitations), pins-and-needles, diarrhoea, sleep problems, fever, dizziness on standing (light-headedness), body rash, mood changes, changes in menstrual cycles.

Illness severity can range from mild to critical:

- Mild to moderate – mild symptoms, mild pneumonia, occurs in approximately 80% of cases
- Severe - difficulty breathing, requiring oxygen, generally results in a hospital admission
- Critical - requiring intensive care.

A. Mild disease follow-up treatment basket

	Description	Codes	Number
Consultations	General practitioner	0130 or VCONS or VCONM or VCONSC	One (1)
		0132	One (1)
Medicine	COVID-19 medicine list		

B. Moderate disease follow-up treatment basket

	Description	Codes	Number
Consultations	General practitioner	0130 or VCONS or VCONM or VCONSC	One (1)
		0190 or 0191 or 0192 or 0193	One (1)
		0132	One (1)
Pathology	Full Blood Count (FBC)	3755 or 53755	One (1)
	C-Reactive Protein (CRP)	3947 or 53947	One (1)
Physiotherapy	Evaluation/counselling at the first visit only	72701 or 72702	Two (2)
	Physio consultations	Follow-up consultations	Two (2)
Medicine	COVID-19 medicine list		

C. Severe disease with general ward admission follow-up treatment basket

	Description	Codes	Number
Consultations	General practitioner	0130 or VCONS or VCONM or VCONSC	One (1)
		0190 or 0191 or 0192 or 0193	One (1)
	Specialist	0190 or 0191 or 0192 or 0193	One (1)
	Consulting service	0132	One (1)
Pathology	D-Dimer	3856 or 53856	One (1)
	Full Blood Count (FBC)	3755 or 53755	One (1)
	U&E only	4171 or 54171	One (1)
	LFT	3999 or 53999 & 4001 or 54001 & 4009 or 54009 & 4010 or 54010 & 4117 or 54117 & 4130 or 54130 & 4131 or 54131 & 4134 or 54134	One (1)
	Glucose - random/fasting	4057 or 54057	One (1)
	C-Reactive Protein (CRP)	3947 or 53947	One (1)
	Ferritin	4528 or 54528	One (1)

	Description	Codes	Number
Pathology	B-type Natriuretic Peptide	4488 or 54488	One (1)
	Thyroid Function tests	4484 or 54484 or (4482 or 54482 & 4507 or 54507)	One (1)
Procedures	Flow volume test: Inspiration/expiration	1186	One (1)
Radiology	Chest x-ray	30100 or 30110 or	One (1)
		39107 and 39300 and 39XEQ and 01065	
Physiotherapy	Evaluation/counselling at the first visit only	72701 or 72702	One (1)
	Physio consultations	Follow-up consultations	Two (2)
Medicine	COVID-19 medicine list		

D. Severe disease with High care/ICU admission follow-up treatment basket

	Description	Codes	Number
Consultations	General practitioner	0190 or 0191 or 0192 or 0130	Two (2)
	Specialist	0190 or 0191 or 0192	Two (2)
Pathology	D-Dimer	3856 or 53856	One (1)
	Full Blood Count (FBC)	3755 or 53755	One (1)
	U&E only	4171 or 54171	One (1)
	LFT	3999 or 53999 & 4001 or 54001 & 4009 or 54009 & 4010 or 54010 & 4117 or 54117 & 4130 or 54130 & 4131 or 54131 & 4134 or 54134	One (1)
	Glucose - random / fasting	4057 or 54057	One (1)
	C-Reactive Protein (CRP)	3947 or 53947	One (1)
	Ferritin	4528 or 54528	One (1)
	B-type Natriuretic Peptide	4488 or 54488	One (1)
	Thyroid Function Tests	4484 or 54484 or (4482 or 54482 & 4507 or 54507)	One (1)
Radiology	Chest x-ray	30100 or 30110 or	One (1)
		39107 and 39300 and 39XEQ and 01065	
	CT chest	30300 or 30310 or 30340 or 30350	One (1)



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	Description	Codes	Number
Procedures	Electrocardiogram (ECG)	1232 or 1233 or 1234	One (1)
	ECHO	3620 & 3621 & 3622 & 3624 & 3625	One (1)
	Flow volume test: Inspiration/expiration	1186	One (1)
Physiotherapy and Occupational Therapy	Evaluation/counselling at the first visit only	72701 or 72702	One (1)
	Specific evaluation of dysfunction	66205 or 66207 or 66209 or 66211	One (1)
	Physiotherapy/Occupational Therapy consultations	Follow-up treatment sessions	Seven (7)
Speech therapy	Consultation, assessment and treatment	821021 or 821022 or 821023 or 821051 or 821052 or 821053	One (1)
Medicine	COVID-19 medicine list		

Long COVID medicine list

BROAD DRUG CATEGORY	ACTIVE INGREDIENT	NAPPI6	PRODUCT NAME	STRENGTH	DOSAGE FORM
Analgesics	Acetylsalicylic acid	720577	Disprin	300 mg	Effervescent
		704642	Soluspirin (was aspirin soluble)	300 mg	Effervescent
	Paracetamol	758558	Pyralen	120 mg/5 mL	Syrup
		704093	Actamol red (un-boxed)	120 mg/5 mL	Syrup
		792101	Actamol red (boxed)	120 mg/5 mL	Syrup
		703820	Feverpain	120 mg/5 mL	Syrup
		704450	Painogesic	120 mg/5 mL	Syrup
		863742	Feverpain (boxed)	120 mg/5 mL	Syrup
		889772	Painblok (plastic bottle)	120 mg/5 mL	Syrup
		895199	Go-pain p	120 mg/5 mL	Syrup



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BROAD DRUG CATEGORY	ACTIVE INGREDIENT	NAPPI6	PRODUCT NAME	STRENGTH	DOSAGE FORM
Analgesics	Paracetamol	745723	Adco-napamol	500 mg	Tablet
		805467	Antalgic	500 mg	Tablet
		757403	Adco-prolief	500 mg	Tablet
Musculo-Skeletal	Diclofenac	786012	Mylan diclofenac	25 mg	Tablet
		893390	A-lennon diclofenac	25 mg	Tablet
		718479	Diclofenac biotech	25 mg	Tablet
		893391	A-lennon diclofenac	50 mg	Tablet
		786020	Mylan diclofenac	50 mg	Tablet
		788597	Adco-diclofenac	50 mg	Tablet
		752398	Panamor at	50 mg	Tablet
	Indometacin	787833	Betacin	25 mg	Capsule
		868213	Gulf indomethacin	25 mg	Capsule
		701891	Amdocin	25 mg	Capsule
		814393	Methocaps	25 mg	Capsule
	Ibuprofen	700315	Ibucine (was Ibumax)	100 mg/5 mL	Suspension
		704781	Ibugesic	100 mg/5 mL	Suspension
		3004030	Ibugesic oral suspension (strawberry)	100 mg/5 mL	Suspension
		721335	Inflamax Paediatric	100 mg/5 mL	Suspension
		700316	Ibucine (was Ibumax)	200 mg	Tablet
		787426	Betaprofen	200 mg	Tablet
		708536	Ibusor	200 mg	Tablet
		705940	Ibu	200 mg	Tablet
		868221	Ibunate	200 mg	Tablet
701975		Betaprofen fc	400 mg	Tablet	



Medical Scheme
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BROAD DRUG CATEGORY	ACTIVE INGREDIENT	NAPPI6	PRODUCT NAME	STRENGTH	DOSAGE FORM
Musculo-Skeletal	Ibuprofen	708290	Bren	400 mg	Tablet
		700318	Ibucine (was Ibumax)	400 mg	Tablet
	Mefenamic acid	875643	Adco-mefenamic acid	50 mg/5 mL	Suspension
		797014	Fenammin	50 mg/5 mL	Suspension
		793264	Ponac	50 mg/5 mL	Suspension
Corticosteroids	Betamethasone	826928	Betanoid	0,5 mg	Tablet
		899124	Pharma-q betamethasone ampoule 1 ml	4 mg/1 mL	Injection
	Dexamethasone	713730	Dexona ampoule 1 ml	4 mg/1 mL	Injection
		720206	Fresenius dexamethasone ampoule 1 ml	4 mg/1 mL	Injection
	Methylprednisolone	741116	Medrol	4 mg	Tablet
		741124	Medrol	16 mg	Tablet
		717086	Mylan methylprednisolone powder for solution vial	40 mg	Injection
		717229	Mylan methylprednisolone powder for solution vial	500 mg	Injection
		717230	Mylan methylprednisolone powder for solution vial	1000 mg	Injection
	Hydrocortisone	722809	Macleods hydrocortisone powder for sol for inj vial	100 mg	Injection
	Prednisone	752304	Panafcort	5 mg	Tablet
		818267	Trolic	5 mg	Tablet
		788783	Be-tabs prednisone	5 mg	Tablet
		716381	Adco prednisolone	15 mg/5 mL	Syrup
		714552	Aspelone	15 mg/5 mL	Liquid
Vitamins and Minerals	Nicotinic acid	723588	Solal niacin	35 mg	Tablet



Medical Scheme
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BROAD DRUG CATEGORY	ACTIVE INGREDIENT	NAPPI6	PRODUCT NAME	STRENGTH	DOSAGE FORM
Anticoagulants	Enoxaparin	3001997	Noxfibra pre-filled syringe 0.2 ml	20 mg/0,2 mL	Injection
		3006745	Crusia pre-filled syringe 0.2 ml	20 mg/0,2 mL	Injection
		3002000	Noxfibra pre-filled syringe 0.4 ml	40 mg/0,4 mL	Injection
		3006746	Crusia pre-filled syringe 0.4 ml	40 mg/0,4 mL	Injection
		3002001	Noxfibra pre-filled syringe 0.6 ml	60 mg/0,6 mL	Injection
		3006747	Crusia pre-filled syringe 0.6 ml	60 mg/0,6 mL	Injection
		3002002	Noxfibra pre-filled syringe 0.8 ml	80 mg/0,8 mL	Injection
		3006748	Crusia pre-filled syringe 0.8 ml	80 mg/0,8 mL	Injection
	Rivaroxaban	3008139	Xabriva	10 mg	Tablet
		3002434	Rivaxored	10 mg	Tablet
		3002520	Rezalto	10 mg	Tablet
		3008140	Xabriva	15 mg	Tablet
		3002436	Rivaxored	15 mg	Tablet
		3002521	Rezalto	15 mg	Tablet
		3008141	Xabriva	20 mg	Tablet
		3002437	Rivaxored	20 mg	Tablet
		3002522	Rezalto	20 mg	Tablet

Benefit activation

Members who have been identified through qualifying claims will be allocated the benefit depending on their severity levels. You can also apply for the benefit by using the PMB application form.

In an emergency

If you have an emergency, call Netcare 911 on 082 911. You can request ambulance services or go straight to hospital.

Contact us

Call Centre: 0861 638 633, PO Box 652509, Benmore, 2010, or at www.netcaremedicalscheme.co.za

Complaint process

You may lodge a complaint or query with Netcare Medical Scheme directly on 0861 638 633 address a complaint in writing to the Principal Officer at the Scheme's registered address. Should your complaint remain unresolved, you may lodge a formal dispute by following the Netcare Medical Scheme internal disputes process.

You may, as a last resort, approach the Council for Medical Schemes on the following details for assistance.

Physical address: Council for Medical Schemes Complaints Unit, Block A, Eco Glades 2 Office Park, 420

Witch-Hazel Avenue, Eco Park, Centurion, 0157

Telephone: 0861 123 267

Email: complaints@medicalschemes.co.za

Website: www.medicalschemes.co.za