



MEMBER GUIDE

Renal Dialysis Guide

GEMS strives to provide members with access to excellent, comprehensive, and affordable healthcare.

DISCOVER THE
BRILLIANCE
OF
GEMS



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01

Introduction

Living with Chronic Kidney Disease (CKD) or End-Stage Renal Disease (ESRD) can be overwhelming, but you are not alone. This guide is designed to support you throughout your treatment journey.

At GEMS, we understand the importance of receiving proper care at the right time. That is why we have created this comprehensive guide to help you understand your condition, access your benefits, and make informed decisions about your health.

Why kidney health matters

Your kidneys play a vital role in keeping your body healthy, such as:



- Removing waste and toxins from your blood.
- Help control blood pressure.
- Balance fluids and minerals.
- Support red blood cell production.

When your kidneys do not function properly, waste builds up in your body. This can lead to serious health problems, often without early symptoms. That is why early detection and proper management are important.

What you will find in this Guide

This guide will help you:

- Understand CKD and dialysis.
- Learn about the Chronic Medicine and Disease Management Programmes and how to register for them.
- Know what to expect during dialysis treatment.
- Learn lifestyle tips to support your kidney health.
- Access important contact details and support services.

Whether you are newly diagnosed or have been managing your condition for some time, this guide is designed to empower you with knowledge and confidence.

02

Steps To Take If You Are Diagnosed with Renal Disease and Require Dialysis

Being diagnosed with Chronic Kidney Disease (CKD) or End-Stage Renal Disease (ESRD) can be life-changing.

Below are the key actions you need to take to ensure you receive the right care and benefits:

Understand Your Diagnosis

1

- Learn about CKD and dialysis options (e.g., haemodialysis, peritoneal dialysis).
- Consult with your healthcare provider about your treatment plan and what to expect.

Register for Chronic Medicine Management

2

- Contact GEMS to register for **Chronic Medicine Management**.
- Email: chronicdsp@gems.gov.za
- Include your prescription, ICD-10 codes, and pathology results (e.g., eGFR or creatinine clearance).

Application for the Ambulatory Prescribed Minimum Benefits (aPMB)

3

Once you are registered for **chronic medicine**, your **aPMB basket of care** will automatically be activated and added to your profile. This basket includes important services such as:

- Doctor consultations
- Blood tests and monitoring
- Ongoing follow-up care

This step also means you are **automatically enrolled in the Disease Management Programme (DMP)**, which will help you manage your condition effectively.

Requesting Additional Services

If you require services beyond those included in the standard care plan, you may apply for these additional benefits by completing the **aPMB Request Form**, available on the GEMS website. This ensures that members with complex needs receive appropriate support.

Understanding the relationship: Chronic Medicine, aPMB, and DMP

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The Disease Management Programme (DMP) is distinct from Chronic Medicine Management and Ambulatory Prescribed Minimum Benefits (aPMB), but these areas are interdependent:

- **Chronic Medicine Registration** triggers the **aPMB basket of care**, which includes essential healthcare services for PMB conditions.
- Once the aPMB basket is activated, the member is **auto-enrolled into the DMP**, ensuring comprehensive support.



The Disease Management Programme (DMP)

The DMP offers holistic disease management and ongoing support. It is designed to help you manage your chronic conditions effectively and improve health outcomes.

Services and benefits include:

- **Ongoing Clinical Monitoring and Support**
Regular health reviews and proactive interventions.
- **Access to a Multidisciplinary Care Team**
Doctors, nurses, dietitians, and other specialists working together for coordinated care.
- **Education and Lifestyle Guidance**
Practical advice on diet, exercise, and lifestyle changes.
- **Coordination of Care Across Providers**
Ensuring that all healthcare providers are aligned with your treatment plan.

Pre-authorisation is required for:

- Acute or chronic dialysis
- Erythropoietin (EPO) treatment
- Kidney transplant workup
- Disease Management Programme (DMP) enrolment

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Pre-authorisation

Send your request to: renalauths@gems.gov.za

Include:

- Treating doctor and facility details
- ICD-10 codes and tariff codes
- Blood results (e.g., Urea, Creatinine, eGFR)
- Dialysis prescription and motivation letter (if needed)

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Choose a Network Dialysis Provider

- Network providers are contracted by GEMS to deliver dialysis services at agreed rates.
- Using a network provider helps avoid **co-payments** and ensures your treatment is fully covered.
- If you use a **non-network provider**, a **30% co-payment** will apply for each chronic dialysis visit.



Exceptions to Co-Payments



You will not be charged a co-payment if:

- You live or work more than 50km from the nearest network dialysis facility.
- You are receiving acute dialysis during hospital admission.
- You have received prior authorisation for holiday dialysis from a non-network provider.



Finding a Network Provider



To locate a dialysis centre within the GEMS Renal Dialysis Network:

Visit: www.gems.gov.za

Call: 0800 00 4367 (toll-free)

Email: enquiries@gems.gov.za



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Prepare and Plan for Dialysis



Mentally:

Ask questions, join support groups, and stay positive.



Physically:

- Follow your renal diet.
- Wear comfortable clothes.
- Ensure reliable transport to get you to and from your appointment.
- Bring comfort items (e.g., book, blanket).



Plan for Holiday Dialysis

- If you are planning to travel, you need to request a separate authorisation for dialysis at your destination.
- Ensure the facility is part of the GEMS network to avoid co-payments.



Stay Engaged with Your Care

- Attend all scheduled dialysis sessions.
- Monitor your blood results regularly.
- Follow lifestyle advice (diet, exercise, smoking cessation).

03

Your Renal Dialysis Benefits

If you are living with Chronic Kidney Disease (CKD) or End-Stage Renal Disease (ESRD), GEMS provides comprehensive benefits to support your treatment journey. These benefits are designed to ensure you receive high-quality care while managing costs effectively.

Dialysis Treatment Coverage

GEMS covers the following dialysis modalities, subject to pre-authorisation:

- **Chronic Haemodialysis (CHD):** Members are entitled to 2-3 sessions per week for the full year at a network dialysis centre.

Please note: If you choose a non-network provider, a 30% co-payment will apply for each chronic dialysis visit.

- **Continuous Ambulatory Peritoneal Dialysis (CAPD):** Done manually at home.
- **Automated Peritoneal Dialysis (APD):** Machine-assisted dialysis at night.
- **Acute Dialysis:** Short-term treatment for emergencies, authorised for up to 6 weeks.
- **Hybrid Dialysis:** Combination of haemodialysis and peritoneal dialysis.
- **Nocturnal Dialysis:** Overnight dialysis sessions.
- **Sustained Low-efficiency Dialysis (SLED) and Continuous Renal Replacement Therapy (CRRT):** For critically ill patients in ICU or High Care.

Erythropoietin (EPO) Treatment

- Funded for members with chronic renal failure and haemoglobin (HB) < 10g/dL.
- Requires proof of adequate iron stores (transferrin saturation > 20% or ferritin > 100µg/L).
- Submit pathology results and the prescription with each new script or whenever the prescription changes: renalauths@gems.gov.za

Reasons Your Treatment May Be Declined

- Life expectancy is less than six (6) months.
- You have severe dementia or psychiatric conditions.
- There is an active substance dependency.
- The dialysis facility lacks proper licensing or supervision.

Other Applicable Benefits

In addition to your renal dialysis treatment, GEMS provides a range of supportive benefits designed to help you manage your condition and enhance your quality of life. These include:



Chronic Medicine Management

You may qualify for chronic medication to manage symptoms and slow disease progression. This includes:

- Vitamin D
- Phosphate binders (e.g., calcium)
- Oral iron and folic acid
- Diuretics and Corticosteroids
- Other medicines in exceptional cases (e.g., Dapagliflozin)
- Exceptional medicines may be considered with motivation.

To register:

- Call: 0800 00 4367 (toll-free)
- Email: chronicdsp@gems.gov.za



Disease Management Programme (DMP)

Once you are enrolled, you will receive:

- Support from a qualified nurse
- Education about your condition
- Help with treatment adherence
- Access to a care plan covering consultations, pathology tests and procedures.

To register:

- Call: 0860 10 9900
- Email: GEMSBHRM@medscheme.co.za



Prescribed Minimum Benefits (PMBs)

Renal dialysis is a PMB condition.

You are entitled to:

- Pathology tests
- Provider visits
- Medication
- Dialysis sessions

Both members **on dialysis and not on dialysis** qualify for the **Ambulatory Prescribed Minimum Benefit (aPMB)** care plan.

If you would like to apply for the PMB care plan, please email enquiries@gems.gov.za with the subject line: **aPMB benefit application**.

04

GEMS Alternatives to Hospitalisation

GEMS understands that not all medical care needs to happen in a hospital. That is why we offer **Alternatives to Hospitalisation**. These are a set of benefits that allow you to receive care in the comfort of your home or in a step-down facility, when clinically appropriate.

Types of Services Covered



Hospital at Home

- Real-time hospital-grade monitoring
- Virtual and in-person visits
- Skilled nursing care
- Emergency transfer protocols

Home Nursing

- Post-illness recovery support
- Neonatal care
- Long-term ventilated member care
- Stoma and wound care



Palliative Care

- End-of-life care for terminally ill members
- Pain management and emotional support
- Available at home or in hospice

Other Services

- Intravenous (IV) therapy
- Outpatient Antibiotic Treatment (OPAT)
- Home dialysis
- Home oxygen therapy
- Step-down/sub-acute care

Disclaimer: Members on the Tanzanite One option have access to Alternatives to Hospitalisation; however, funding will only be approved if the in-hospital PMB criteria are met.



How to Apply



Your treating doctor must submit a clinical motivation via email to: gemsalternativecare@medscheme.co.za.

These services are funded from your overall annual limit and do not affect your day-to-day benefits.



05

What is a Kidney Transplant and Why Do You Need It?

A **kidney transplant** is a surgical procedure where a diseased kidney is replaced with a healthier one from a **living or deceased donor**. It is considered when your kidneys can no longer function adequately to keep you healthy, typically in **end-stage renal disease (ESRD)**.



Why You Might Need a Transplant:

- Your kidneys have lost most of their function.
- Dialysis is no longer sufficient or sustainable.
- A transplant offers better long-term outcomes and quality of life compared to ongoing dialysis.



Important Considerations:

You **may not qualify** for a transplant if:

- You have a **malignancy** that significantly limits future survival.
- You suffer from **persistent or recurrent infections**.
- You have **systemic illnesses** or comorbidities that negatively impact surgical outcomes.
- You have **active substance use** or **uncontrolled psychiatric conditions**.



After a Successful Transplant:

- You will need **lifelong immunosuppressive therapy** to prevent organ rejection.
- All **post-transplant medications** will be considered for payment from the **Organ Transplant Benefit**. This ensures that members who have undergone an organ transplant receive the necessary medication as part of their approved benefit.
- Regular follow-ups and blood tests are essential to monitor kidney function and medication levels.



Funding and Authorisation:

- Transplants are funded as **Prescribed Minimum Benefits (PMB)** if the criteria are met.
- Requests must come from a **South African Transplantation Society-listed centre**.
- Up to **three donors** may be approved for workup (not simultaneously).
- A **clinical motivation and billing quotations** are required.
- Post-transplant medication is covered under your GEMS transplant benefits.



How to Start the Process:

Your treating provider will refer you to a **transplant coordinator**, who will:

- Begin the transplant work-up.
- Assist with the authorisation request.
- Guide you through the pre- and post-transplant process.

Understanding Chronic and Acute Renal Dialysis.

Understanding the difference between **chronic** and **acute** renal dialysis is essential for managing kidney health effectively. Here is a member-friendly comparison based on the guide:

ASPECT	CHRONIC RENAL DIALYSIS	ACUTE RENAL DIALYSIS
Purpose	Long-term treatment for End-Stage Renal Disease (ESRD)	Short-term emergency treatment for sudden kidney failure
Duration	Ongoing, typically 3 sessions per week	Temporary, usually approved for up to 6 weeks
Setting	Outpatient dialysis centres	Hospital-based (ICU or High Care)
Approval Process	Requires pre-authorisation and chronic registration	Requires weekly review and clinical motivation
Transition	Members may start with acute dialysis and transition to chronic if ESRD is confirmed	Used until kidney function stabilises or chronic dialysis is initiated
Funding	Covered under chronic benefits with care plans	Funded for emergencies; continued use requires motivation and clinical justification
Examples of Use	ESRD due to diabetes, hypertension, or other chronic conditions	Acute kidney injury from trauma, infection, or drug toxicity

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Submission of Claims

To ensure your claims are processed quickly and accurately GEMS requires your Healthcare Provider to provide the correct information and follow the approved channels stated below.

Important information required when you claim

- **ICD-10 diagnosis codes** on all accounts (including radiology and pathology)
- **Tariff codes** for services rendered
- **Supporting documentation** where applicable (e.g., prescriptions, pathology results)

How to Submit Your Claims

Your healthcare provider can submit your claims through any of the following methods:

Method	Details
Real-time claims	Submitted directly by your healthcare provider at the time of service
Email	enquiries@gems.gov.za
Fax	0861 00 4367
Post	GEMS, Private Bag X782, Cape Town, 8000
Walk-in Centre	Visit your nearest GEMS walk-in centre

Need Help With a Claim?

For queries related to claim submissions or payments, your healthcare provider can:

- Call: 0860 436 777
- Email: enquiries@gems.gov.za

07

Chronic Kidney Compliance

Chronic kidney compliance refers to your **adherence to prescribed dialysis treatments**, medication schedules, lifestyle changes, and follow-up appointments. Staying compliant is essential to achieving the best possible health outcomes and avoiding complications.

Why Compliance Matters:

- ✓ Improves your **quality of life**.
- ✓ Reduces the risk of **hospitalisation**.
- ✓ Helps manage symptoms like fatigue, itching and fluid retention.
- ✓ Prevents **funding disruptions** for your dialysis sessions.

Dialysis Attendance



You are expected to attend all scheduled dialysis sessions. Missing sessions without valid medical reasons may result in:

- **Symptoms of kidney failure** (e.g., metallic taste, tiredness, loss of appetite)
- **Funding for dialysis being declined**
- **Hospital admission that could have been avoided through compliance.**

Medication Adherence



Take your prescribed medications as directed to keep your condition under control. This includes:

- Erythropoietin (EPO) if indicated
- Phosphate binders, iron supplements, and other chronic medicines

Regular Monitoring



Ensure your doctor performs regular blood tests to monitor:

- Electrolyte levels
- Kidney function (e.g., eGFR, creatinine)
- Anaemia and bone health indicators

Lifestyle and Education



- Follow your renal diet and fluid restrictions
- Engage in physical activity as advised
- Participate in the GEMS Disease Management Programme (DMP) for ongoing support and education. It is important to:
 - Keep your contact details up to date so we can reach you.
 - Answer calls from the DMP team, as these calls provide guidance, monitoring, and assistance to help you manage your condition effectively
- If you rely on a caregiver, especially for older members who may find this information challenging, make sure your caregiver is informed and involved in the process. Caregivers play an important role in helping you follow your treatment plan and responding to DMP communication.



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Frequently Asked Questions (FAQs)

How often do I need to re-authorise my treatment?

Your healthcare provider will send a treatment plan that shows how long you need treatment. If there are any changes, they will need to be approved again through the regular process.

Can I get a second opinion?

Yes, second opinions are covered by the renal dialysis benefit if they follow Scheme Rules.

What can I do if my treatment plan is declined by GEMS?

Your healthcare provider can send a letter of motivation for appeal to GEMS to consider for the declined treatment. You will be issued with an explanation as to why your treatment is not covered if it remains declined.

There are two steps that a complaint must follow before requesting the GEMS Dispute Committee to take a decision on a complaint:

- **Step 1:** The Healthcare Provider must call the GEMS provider call centre number on 0860 436 777 and inform the agent of the complaint and request that the complaint be solved.
- **Step 2:** If the complaint is not resolved to the Complainant's satisfaction after the call to the call centre, a letter of complaint for the attention of the GEMS Principal Officer can be written. GEMS will acknowledge receipt in writing to the Complainant within 24 hours of receiving the letter. GEMS will then try to resolve the matter within 30 days. Once the complaint has been processed, the Complainant will be notified in writing of GEMS's findings.

Lodge a complaint through any of the channels below:

- **Email:** Complaints@gems.gov.za
- **Call Centre:** 0860 436 777
- **Post:** GEMS, Private Bag X782, Cape Town, 8000
- **Fax:** 0861 00 43 67



Some of the terms used in this document are detailed below.

TERMINOLOGY	DESCRIPTION
Shortfall	<p>Shortfalls occur when the service provider charges more than the set tariff amount covered by GEMS.</p> <p>In other words, it is the difference between what the provider charges and what GEMS pays for.</p>
Co-payment	<p>A co-payment is an amount that you, as a member, must pay directly to the healthcare provider at the time of service. Co-payments are applicable for varied reasons.</p> <p>It is usually a fixed percentage or a specific monetary value of the total cost of a medical expense.</p> <p>Co-payments can apply to various services, such as hospitalisation (when a non-network hospital is utilised), use of non-network pharmacy, specialist consultations, or certain medications.</p>
Designated Service Provider (DSP)	<p>“Designated Service Provider” means a health care provider or group of providers selected by the medical scheme concerned as the preferred provider or providers to provide to its members diagnosis, treatment, and care in respect of one or more prescribed minimum benefit condition.</p>
Emergency medical condition	<p>An emergency medical condition or emergency, is the sudden and unexpected onset of a health condition that requires immediate medical and surgical treatment, where failure to provide medical or surgical treatment would result in serious impairment to bodily functions or serious dysfunction of a bodily organ or part or would place the person’s life in serious jeopardy.</p>
ICD-10 code	<p>A clinical code that describes and classifies a diagnosis or disease in a standardised format. This diagnostic coding standard is owned and maintained by the World Health Organisation (WHO).</p>

TERMINOLOGY**DESCRIPTION****Drug Reference Price (DRP)**

The GEMS **Drug Reference Price (DRP)** is a pricing model used to determine the maximum amount reimbursed for certain medicines.

- The GEMS DRP includes reference prices for two types of medicines: Generic medicines (medicine with the same active ingredient, strength, and dosage form) and Therapeutic equivalent medicine (medicines that have different active ingredients, strength, and/or dosage form but have similar effects when treating the same condition).

Prescribed Minimum Benefit (PMB)

In South Africa, Prescribed Minimum Benefits (PMBs) are a set of minimum medical services and treatments that Medical Schemes are legally required to cover, in terms of the Medical Schemes Act of 1998 (Act No. 131 of 1998) and its Regulations.

PMBs ensure that members have access to essential healthcare services. All Medical Schemes must cover the costs related to the diagnosis, treatment, and care of:

- An emergency medical condition
- A defined list of 271 diagnoses
- A defined list of 27 chronic conditions.

South African Health Products Regulatory Authority (SAHPRA)

SAHPRA is South Africa's national regulatory authority responsible for ensuring the safety, efficacy, and quality of healthcare products in South Africa.

Dialysis Modalities

Dialysis Modalities are the different treatment options available to replace kidney function when the kidneys fail.

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Useful Resources

SERVICE	PURPOSE	TELEPHONE	EMAIL ADDRESS/LINKS FOR QUERIES
GEMS contact centre	General queries related to GEMS	0800 00 4367	enquiries@gems.gov.za
GEMS website	View GEMS products and services	-	www.gems.gov.za
Ambulatory PMB	Out-of-hospital PMB queries	0800 00 4367	enquiries@gems.gov.za
Chronic medicine management – new registrations and updates	Chronic registrations	0800 00 4367	chronicdsp@gems.gov.za
Disease Management Programme (DMP)	Registration for the Disease Management Programme (DMP)	0860 10 9900	GEMSBHRM@medscheme.co.za
Chronic medicine authorisation queries	Queries related to the authorisation of chronic medicines	0800 00 4367	chronicauths@gems.gov.za
Hospital pre-authorisation	All hospital pre-authorisations events	0800 00 4367	hospitalauths@gems.gov.za
Fraud Hotline	Fraud-related matters	0800 212 202	gems@thehotline.co.za office@thehotline.co.za
Submission of claims	Submissions of claims for GEMS beneficiaries	0800 00 4367	enquiries@gems.gov.za
Queries of claims	Queries relating to a claim for a GEMS beneficiary	0800 00 4367	enquiries@gems.gov.za
HIV/Aids management	HIV/AIDS related queries	0860 436 736	hiv@gems.gov.za
GEMS Palliative Care Programme	Assistance with managing a serious illness.	0800 00 4367	referrals@alignd.co.za info@alignd.co.za
GEMS Alternatives to Hospitalisation	For medical care at home.	0800 00 4367	gemsalternativecare@medscheme.co.za
Renal services	Renal and transplants	0800 00 4367	renalauths@gems.gov.za

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Walk-in Centres

PROVINCE		STREET ADDRESS
Eastern Cape	East London	Gillwell Shopping Centre, Shop LG36, Cnr Gillwell Road and Fleet Street
	Mthatha	Savoy Complex, Units 11 and 12A, Nelson Mandela Drive
Free State	Bloemfontein	Bloem Plaza, Shop 124, Charlotte Maxeke Street
	Welkom	Gold Fields Mall, Shop 51A, Cnr Strateway and Buiten Street
Gauteng	Braamfontein	Traduna House, 118 Jorrisen Street, Ground Floor, Cnr Jorrisen and Civic Boulevard (opposite Civic Centre)
	Pretoria - Arcadia	Sancardia Building, Shop 51, Cnr Stanza Bopape and Steve Biko Streets, Arcadia
Limpopo	Polokwane	Shop 1, 52 Market Street
	Thohoyandou	Unit G3, Metropolitan Centre
Mpumalanga	Mbombela (Nelspruit)	Shop No 18, Nedbank Centre, 30 Brown Street, Nelspruit CBD
	eMalahleni (Witbank)	Safeways Crescent Centre, Shop S67, Cnr President and Swartbos streets, Die Heuwel
North West	Klerksdorp	City Mall, Shop 101, Cnr OR Tambo and President Street, Klerksdorp CBD
	Mafikeng	Mmabatho Megacity, Shopping Centre, Shop 39, Cnr Sekame and James Moraka streets, Mmabatho
Northern Cape	Kimberley	New Park Centre, Shop 14, Bultfontein Way and Lawson Street
	Upington	61A Market Street
Kwazulu-Natal	Durban	The Berea Centre, Shop G18, Entrance 1, 249 Berea Road, Berea
	Pietermaritzburg	Maritzburg Arch, 39/45 Chief Albert Luthuli Street, Pietermaritzburg
Western Cape	Worcester	Q Square Shopping Centre, Office 5, 72 High Street, Worcester Central
	Cape Town	Constitution House, 124 Adderley Street

12

Renal Dialysis Form

To make managing your chronic condition easier, GEMS provides downloadable forms for key processes. These forms ensure that your requests are processed quickly and accurately.

Confirmation that none of the following are present:

- Life expectancy of less than six months; or
- Severe dementia; or
- Uncontrollable psychiatric disorder; or
- Active substance dependency or
- Habitual non-adherence without valid reasons

YES NO

4. Please complete the following:

Is there adequate family support?

YES NO

Is the dialysis unit accessible?

YES NO

Does the member have transport to attend dialysis sessions?

YES NO

Is the member independent and able to function well with activities of daily living (ADL)?

Is the patient employed?

Is the employer accommodating of the member's compliance with dialysis sessions?

5. Provide patient's:

Height (m):

Weight

6. Has the patient tested positive for HBsAg (HepBs Ag)?

Hepatitis serology results must be attached

7. Does the patient have cancer?

Provide detail of the stage, treatment response and prognosis:

8. Does the patient have any other advanced, irreversible progressive diseases?

Provide detail of the diagnosis and severity of the disease:

9. Please list the significant symptoms and signs due to the patient's renal failure

Signs and symptoms of uremia?

Presence of diuretic resistant fluid overload?

Poorly controlled blood pressure?

Evidence of malnutrition?

Refractory metabolic acidosis?

10. What is the patient's current GFR?

11. Please include a copy of the patient's latest renal function test results

Doctor's signature _____

Private bag X782 Cape Town • Service Provider Call Centre: 0860 436 777 • Fax: 0861 00 GEMS (4367)
Email enquiries@gems.gov.za • Fraud Line 0800 21 2202 • HIV Aids Help

The Government Employees Medical Scheme (GEMS) is an authorised Financial Services Provider (FSP No 52861)

Chronic Renal Dialysis Clinical Information Form



Date:

To: Fax:

Patient name:

Membership no: Dependant code:

Scheme Option: Tanzanite One Beryl Ruby Emerald Value Emerald Onyx

Place of treatment/practice number:

Request date:

In order to establish the closest network facility, please provide the patient's residential and work address.

Residential address Unit/Apartment no. Complex/Building name

Street no. Street name

Suburb

City Postal code

Telephone (H) Telephone (W)

Mobile no.

Email address

Work address If postal address is the same as residential address - tick box:

Private Bag X Number (complete the number)

Postnet Suite Apartment Number (complete the number)

Suburb

City Postal code

This member has chosen an option where funding is subject to PMB entry criteria. The following information is needed to assess the member's request for funding.

Please indicate the reason for renal dialysis request: a) Renal failure YES NO b) Other reasons e.g. Cardiac.

Please specify _____

Please attach: all reports, laboratory notes and additional information to this form.








1. End stage renal failure when the GFR is <15 ml/min and the patient has one or more of the following symptoms/signs of kidney failure	YES <input type="checkbox"/>	NO <input type="checkbox"/>
<i>Neurological signs/symptoms due to uraemia, pericarditis, anorexia, medically resistant acid-based or electrolyte abnormalities, intractable pruritus, serositis, and acid-base or electrolyte abnormalities.</i>		
2. Inability to control volume status or blood pressure	YES <input type="checkbox"/>	NO <input type="checkbox"/>
3. Progressive deterioration in nutritional status refractory to dietary intervention, or cognitive impairment	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Presence of any of the following:		
Life expectancy of less than six months or		
• Severe dementia or		
• Uncontrollable psychiatric disorder or		
• Active substance dependency	YES <input type="checkbox"/>	NO <input type="checkbox"/>

Private bag X782 Cape Town • Service Provider Call Centre: 0860 436 777 • Fax: 0861 00 GEMS (4367)
Email enquiries@gems.gov.za • Fraud Line 0800 21 2202 • HIV Aids Helpline 0860 436 736 • www.gems.gov.za







The Government Employees Medical Scheme (GEMS) is an authorised Financial Services Provider (FSP No 52861)

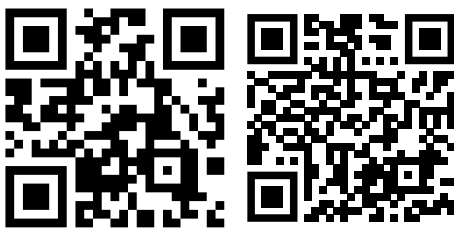
Working towards a healthier you

Contact Details:

-  **GEMS CONTACT CENTRE** - 0800 00 4367 (toll-free)
-  **WEB** - www.gems.gov.za
-  **FAX** - 0861 00 4367
-  **EMAIL** - enquiries@gems.gov.za
-  **POSTAL ADDRESS** - GEMS, Private Bag X782
Cape Town, 8000
-  **GEMS FRAUD HOTLINE** - 0800 212 202 (toll-free)
gems@thehotline.co.za
-  **GEMS EMERGENCY SERVICES** - 0800 44 4367 (toll-free)
ICT Service desk - (012) 366 4618



 <p>FACEBOOK @GEMSMEDICALAID</p>	 <p>X @GEMSMEDICALAID</p>	 <p>INSTAGRAM @GEMSMEDICALAID</p>
 <p>TIKTOK @GEMSMEDICALAID</p>	 <p>YOUTUBE @GEMSMEDICALAID1</p>	 <p>LINKEDIN Government Employees Medical Scheme</p>



Use the QR Code to download the GEMS Practitioner App



Disclaimer

Every effort has been made to ensure that all information provided to you is factual and accurate. However, in the event of a dispute, the Scheme Rules shall apply. You can view the Scheme Rules on our website at www.gems.gov.za. The information provided in this correspondence is for information purposes only and cannot replace medical advice from a professional healthcare provider. We are committed to protecting your personal data. Your right to privacy and security is very important to us. The Government Employees Medical Scheme (GEMS) and its contracted Service Provider Network (SPN) treat personal information as private and confidential. We collect personal information for the purposes set out in the Scheme's Registered Rules or otherwise communicated to you and we use your information for a number of different purposes, for example to provide our services to members and others and to meet our legal and regulatory obligations. For more detailed information on how and why we use your information, including the rights in relation to your personal data, and our legal grounds for using it, please view the GEMS Protection of Personal Information Policy and Promotion of Access to Information Manual on our website.