UMVUZO
REWARDS



MENTAL HEALTH AND WELLNESS WITH UMVUZO HEALTH





Mental Health & Wellness with Umvuzo Health

At Umvuzo Health, we believe **mental health is health and that mental wellbeing is fundamental to living a healthy, balanced and fulfilling life**. As such, it deserves the same care, urgency and dignity as any other aspect of your wellbeing.

Here is a summary of how we support your mental wellbeing.

SUPPORT IS JUST A CLICK AWAY

Powered by Syked, our wellbeing support partner

As an Umvuzo Health member, you have **access to mental health and wellbeing support through Syked**. It's there when you or your family needs help.

24/7 Mental Health and Trauma Support

Get immediate, confidential support day and night, with no pre-authorisation required.

Online Therapy Sessions

Talk to a professional from wherever you feel most comfortable.

Group and Family Support

Trauma, chronic illness and major life changes affect everyone around you. Syked supports families and groups through these times, because no one heals alone.

ACCESS SYKED

umvuzo.syked.co.za/umvuzo
WhatsApp: 010 746 0844

WHEN YOU NEED MORE CARE

Depending on your available Supplementary benefits, your Umvuzo Health cover includes:

- Consultations with therapists and psychologists

PMB-LEVEL SUPPORT

When additional care is required and supplementary benefits are exhausted, your healthcare provider may request additional PMB coverage of up to 15 in-room consultations or up to 21 days of hospitalisation. These provisions cover care for conditions such as Bipolar Mood Disorder, Depression, and Schizophrenia.

Structured mental health treatment requires prior approval from the Scheme.

CARE FOR LONG-TERM CONDITIONS

Living with a mental health condition isn't a weakness. It's a health journey, and we walk alongside you.

BIPOLAR MOOD DISORDER AND SCHIZOPHRENIA

Both conditions are recognised on the Chronic Disease List (CDL), so your medicine is covered under your chronic benefit.

- A psychiatrist must confirm your diagnosis.
- Your medicine is covered according to your option's chronic medicine formulary.
- Your pharmacist contacts Mediscor ChroniLine to authorise your ongoing medication. It is important that your diagnosis is specified on your prescription.

DEPRESSION

Depression is real, common, and treatable. Getting help is closer to home than you might think.

- Your GP can diagnose depression and prescribe treatment. You don't need to see a psychiatrist first.
- Your treatment is guided by your doctor's prescription.
- Your medicine is covered under the applicable benefit option once you're registered. Limits may apply, depending on your benefit option. The Activator option will pay for the medicine out of the available day-to-day benefit, while Supreme and Extreme will pay out of the available Family benefits.
- To get started, your pharmacist can contact Mediscor ChroniLine to authorise your medication.

ANXIETY

Medicine for anxiety is covered separately from bipolar, depression and schizophrenia medicine. It's subject to an annual number of fills per beneficiary.

TAKING THE FIRST STEP

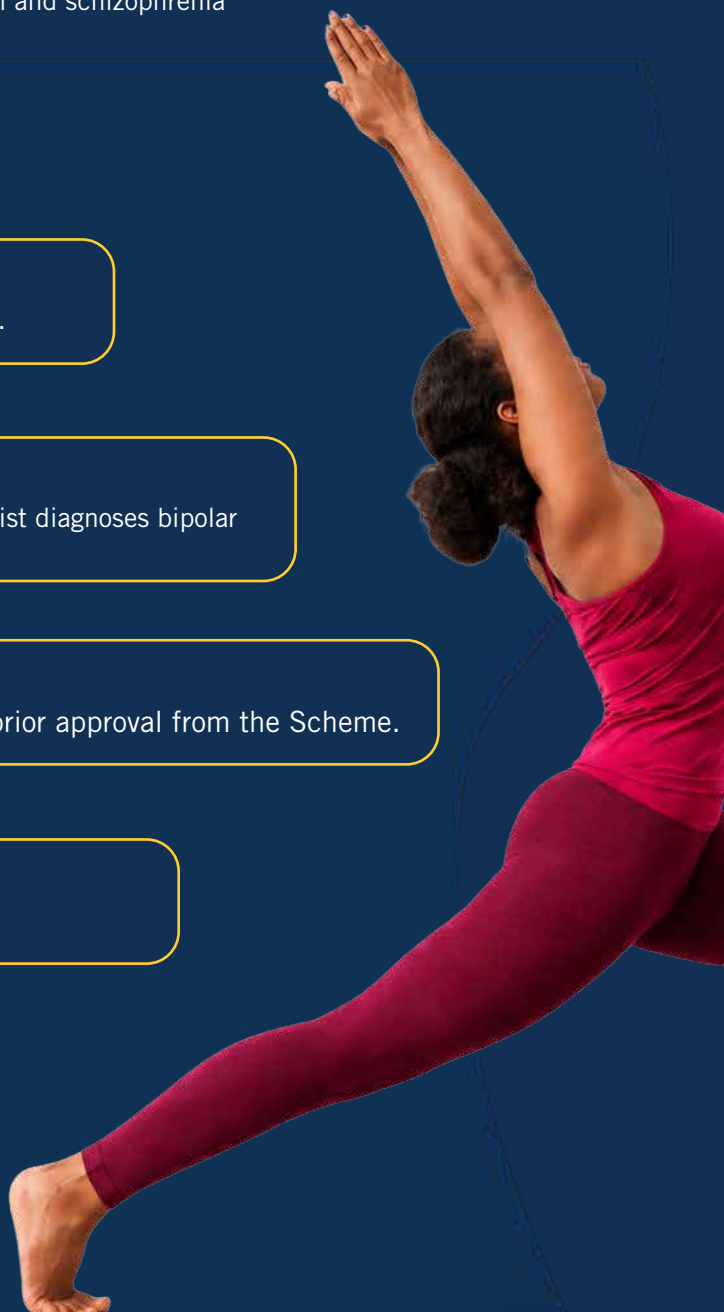
1. **Reach Out**
   Visit Syked online or WhatsApp **010 746 0844** 24/7.

2. **Speak to a Doctor**
   Your GP can diagnose depression, while a psychiatrist diagnoses bipolar disorder and schizophrenia.

3. **Get Approval**
   Structured treatment and hospital care require prior approval from the Scheme.

4. **Register Your Medicine**
   Contact Mediscor ChroniLine on **0860 113 238**

5. **Get Ongoing Support**
   Use your therapy, family support and Disease Management Programme benefits.



KEEP THESE NUMBERS CLOSE

Syked: 24/7 Mental Health Support	umvuzo.syked.co.za/umvuzo
Syked WhatsApp	010 746 0844
Pre-Authorisation & Client Services	0861 083 084
“Please Call Me”: Hospital & Specialist	060 070 2352
Mediscor ChroniLine (medicine authorisation)	0860 113 238

CARING FOR YOUR MIND IS CARING FOR YOUR WHOLE SELF.

Keep this page somewhere you can find it, or share it with someone who needs to know that support is within reach.