



# COMPREHENSIVE PLANS | 2023

Classic | Classic Delta | Essential | Essential Delta | Classic Smart



# We're here for your health

*For the best quality healthcare to support life's inevitable moments, Discovery Health Medical Scheme provides comprehensive healthcare that is just right for you.*

## **Read this guide to understand more about your health plan including:**

- What to do when you need to go to a doctor or to a hospital
- How you are covered for preventative screening, diagnosis and treatment of medical conditions
- Which benefits you need to apply for and if there are any limits for certain benefits
- Tips on how you can use technology to conveniently manage and access healthcare and all the information you need through the Discovery app and website.



The benefits explained in this brochure are provided by Discovery Health Medical Scheme, registration number 1125, administered by Discovery Health (Pty) Ltd, registration number 1997/013480/07, an authorised financial services provider. This brochure is only a summary of the key benefits and features of Discovery Health Medical Scheme plans. In all instances, Discovery Health Medical Scheme Rules prevail. Please consult the Scheme Rules on [www.discovery.co.za](http://www.discovery.co.za). When reference is made in this brochure to 'we' in the context of benefits, members, payments or cover, this refers to Discovery Health Medical Scheme. We are continuously improving our communication to you. The latest version of this guide as well as detailed benefit information is available on [www.discovery.co.za](http://www.discovery.co.za). The Discovery app is brought to you by Discovery Health (Pty) Ltd, registration number 1997/013480/07, an authorised financial services provider and administrator of medical schemes.

**Contents** page

# Key terms

*About some of the terms we use in this document*

## A

### **Above Threshold Benefit (ATB)**

Once the day-to-day claims you have sent to us add up to the Annual Threshold, we pay the rest of your day-to-day claims from the Above Threshold Benefit (ATB), at the Discovery Health Rate (DHR) or a portion of it. The Comprehensive plans have an unlimited ATB.

### **Additional Disease List (ADL)**

Depending on your plan, and once approved on the Chronic Illness Benefit (CIB), you have cover for medicine for an additional list of life-threatening or degenerative conditions, as defined by us.

### **Annual Threshold**

We set the Annual Threshold amount at the beginning of each year. The number and type of dependants (spouse, adult or child) on your plan will determine the amount.

The Annual Threshold is an amount that your claims need to add up to before we pay your day-to-day claims from the Above Threshold Benefit (ATB).

## C

### **Chronic Disease List (CDL)**

A defined list of chronic conditions we cover according to the Prescribed Minimum Benefits (PMBs).

### **Chronic Drug Amount (CDA)**

The Chronic Drug Amount (CDA) is the monthly amount that we pay up to for a medicine class, subject to a member's plan type. This applies to chronic medicine that is not listed on the formulary or medicine list.

### **Chronic Illness Benefit (CIB)**

The Chronic Illness Benefit (CIB) covers you for a defined list of chronic conditions. You need to apply to have your medicine and treatment covered for your chronic condition.

### **Connected Care**

Connected Care is an integrated healthcare ecosystem of benefits, services and connected digital capabilities to help you manage your health and wellness.

### **Co-payment**

This is an amount that you need to pay towards a healthcare service. The amount can vary by the type of covered healthcare service, place of service or if the amount the service provider charges is higher than the rate we cover. If the co-payment amount is higher than the amount charged for the healthcare service, you will have to pay for the cost of the healthcare service.

### **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 health plan.

## D

### **Day-to-day benefits**

These are the available funds allocated to the Medical Savings Account (MSA) and Above Threshold Benefit (ATB) or defined benefits for day-to-day healthcare services. The level of day-to-day benefits depends on the plan you choose.

On Classic Smart Comprehensive Plans, you have cover for a defined set of day-to-day benefits.



# Key terms

About some of the terms we use in this document

## D

### Day-to-Day Extender Benefit (DEB)

Depending on your chosen plan, the Day-to-day Extender Benefit (DEB) extends your day-to-day cover for essential healthcare services in our network if you have spent your annual Medical Savings Account (MSA) allocation and before you reach the Annual Threshold.

### Deductible

Depending on the plan you choose, this is the amount that you must pay upfront to the hospital or day clinic for specific treatments and/or procedures or if you use a facility outside of the network. If the upfront amount is higher than the amount charged for the healthcare service, you will have to pay for the cost of the healthcare service.

### Designated service provider (DSP)

A healthcare provider (for example doctor, specialist, allied healthcare professional, pharmacist or hospital) who we have an agreement with to provide treatment or services at a contracted rate. Visit [www.discovery.co.za](http://www.discovery.co.za) or click on Find a healthcare provider on the Discovery app to view the full list of DSPs.

### Discovery Health Rate (DHR)

This is a rate we pay for healthcare services from hospitals, pharmacies, healthcare professionals and other providers of relevant health services.

### Discovery Health Rate for medicine

This is the rate we pay for medicine. It is the Single Exit Price of medicine plus the relevant dispensing fee.

### Discovery Home Care

Discovery Home Care is an additional service that offers you quality home-based care in the comfort of your home for healthcare services like IV infusions, wound care, post-natal care and advanced illness care.

### Discovery MedXpress

Discovery MedXpress is a convenient and cost-effective medicine ordering and delivery service for your monthly chronic medicine, or you can choose to collect your medicine in-store at a MedXpress Network Pharmacy. Cover depends on the plan you choose.

## E

### Efficiency discount arrangement

An option where members on the Delta Comprehensive plans benefit from a lower contribution in exchange for limiting their access to a restricted network.

### Emergency medical condition

An emergency medical condition, also referred to as an emergency, is the sudden and, at the time, 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.

An emergency does not necessarily require a hospital admission. We may ask you for additional information to confirm the emergency.

## F

### Find a healthcare provider

Find a healthcare provider is a medical and provider search tool which is available on the Discovery app or website.

# Key terms

About some of the terms we use in this document

## H

### 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.

## M

### Medical Savings Account (MSA)

The Medical Savings Account (MSA) is an amount that is allocated to you at the beginning of each year or when you join the Scheme. You pay this amount back in equal portions as part of your monthly contribution. We pay your day-to-day medical expenses such as GP and specialist consultations, acute medicine, radiology and pathology from the available funds allocated to your MSA. You can choose to have your claims paid from the MSA either at the Discovery Health Rate, or at cost. Any unused funds will carry over to the next year. Should you leave the Scheme or change your plan partway through the year and have used more of the funds than what you have contributed, you will need to pay the difference to us.

### Medicine list (formulary)

A list of medicine we cover in full for the treatment of approved chronic condition(s). This list is also known as a formulary.

## N

### Networks

Depending on your chosen plan, you may need to make use of specific hospitals, pharmacies, doctors, specialists or allied health professionals in a network. We have payment arrangements with these providers to ensure you get access to quality care at an affordable cost. By using network providers, you can avoid having to pay additional costs and co-payments yourself.



#### Hospital Networks

If you have chosen a plan with a hospital network, make sure you use a hospital in that network to get full cover.



#### Doctor Networks

You have full cover for GPs, specialists or allied healthcare professionals who we have payment arrangements with.



#### Day Surgery Networks

You have full cover for a defined list of procedures in our Day Surgery Network.



#### Medicine Networks

For the Delta options, use MedXpress or a MedXpress network pharmacy to enjoy full cover and avoid co-payments when claiming for chronic medicine on the medicine list.



# Key terms

About some of the terms we use in this document

## P

### Payment arrangements

The Scheme has payment arrangements with various healthcare professionals and providers to ensure that you can get full cover with no co-payments.

### Preferred medicine

Preferred medicine includes preferentially priced generic and branded medicine.

### Premier Plus GP

A Premier Plus GP is a network GP who has contracted with us to provide you with coordinated care and enrolment on one of our care programmes for defined chronic conditions.

### Prescribed Minimum Benefits (PMB)

In terms of the Medical Schemes Act of 1998 (Act No. 131 of 1998) and its Regulations, all medical schemes have to 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.

To access Prescribed Minimum Benefits (PMBs), there are rules defined by the Council for Medical Schemes (CMS) that apply:

- Your medical condition must qualify for cover and be part of the defined list of Prescribed Minimum Benefit (PMB) conditions
- The treatment needed must match the treatments in the defined benefits
- You must use designated service providers (DSPs) in our network. This does not apply in emergencies. Where appropriate and according to the Rules of the Scheme, you may be transferred to a hospital or other service providers in our network, once your condition has stabilised. If you do not use a DSP we will pay up to 80% of the Discovery Health Rate (DHR). You will be responsible for the difference between what we pay and the actual cost of your treatment.

If your treatment doesn't meet the above criteria, we will pay according to your plan benefits.

## R

### Related accounts

Any account other than the hospital account for in-hospital care. This could include the accounts for the admitting doctor, anaesthetist and any approved healthcare expenses like radiology or pathology.

## S

### Shariah compliant arrangement

An arrangement which enables you to have your health plan administered in accordance with principles that are Shariah compliant.

## W

### WHO Global Outbreak Benefit

The WHO Global Outbreak Benefit provides cover for approved global disease outbreaks recognised by the World Health Organization (WHO) such as COVID-19 and monkeypox. This benefit provides access to a defined basket of care per disease outbreak, which includes cover for the administration of vaccines, where applicable, and relevant out-of-hospital treatment.

# Key features

## Unlimited cover for hospital admissions

There is no overall limit for hospital cover on the Comprehensive plans.

## Full cover for chronic medicine

Full cover for chronic medicine on our formulary for all Chronic Disease List (CDL) conditions. Depending on the plan you choose you have access to an additional list of conditions (ADL) as well as the Specialised Medicine and Technology Benefit which covers specific new treatments and medicine.

## Connected Care

You have access to remote care at home, including a Home Monitoring Device Benefit for essential home monitoring, home-based hospital related care and follow-up treatment after an admission and access to Hospital at Home programme for quality care in the comfort of your own home.

## Extensive cover for pregnancy

You get comprehensive benefits for maternity and early childhood that cover certain healthcare services before and after birth.

## WELLTH Fund

The WELLTH Fund covers a comprehensive list of additional screening and prevention healthcare services according to your individual health needs.

## Full cover in hospital for related accounts

Guaranteed full cover in hospital for specialists who we have a payment arrangement with, up to 200% of the Discovery Health Rate (DHR) on Classic plans, and up to 100% of the DHR on Essential plans for other healthcare professionals.

## Screening and prevention

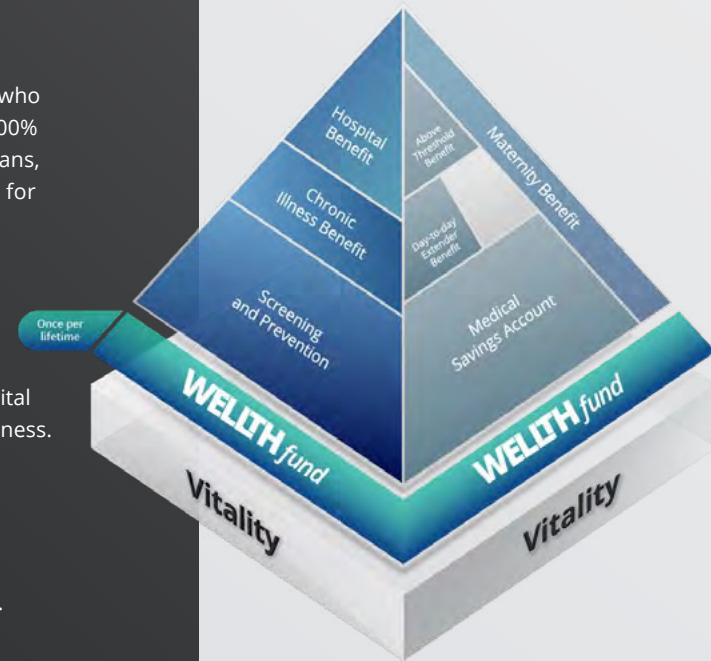
Screening and prevention benefits that cover vital tests to detect early warning signs of serious illness.

## Cover when travelling

Cover for medical emergencies when travelling. Access to specialised, advanced medical care in South Africa and abroad.

## Comprehensive day-to-day cover

We pay your day-to-day medical expenses from the available funds allocated to your Medical Savings Account (MSA). This empowers you to manage your spend. Depending on your plan type, the Day-to-day Extender Benefit (DEB) extends your day-to-day cover for essential healthcare services in our network. You have an unlimited ATB that gives you further day-to-day cover once you have reached your Annual Threshold. On Classic Smart Comprehensive you have cover for a set of defined day-to-day benefits as well as the Above Threshold Benefit (ATB).



Shariah compliant arrangement available on all health plans.

Vitality is a separate wellness product sold and administered by Discovery Vitality (Pty) Ltd, registration number 1999/007736/07. Limits, terms and conditions apply.

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# The benefits on the different Comprehensive plans

The five plan options have differences in benefits, as shown in the table. All other benefits not mentioned in the table are the same across all plan options.

	CLASSIC COMPREHENSIVE	CLASSIC DELTA COMPREHENSIVE	ESSENTIAL COMPREHENSIVE	ESSENTIAL DELTA COMPREHENSIVE	CLASSIC SMART COMPREHENSIVE
<b>DAY-TO-DAY COVER</b>					
Medical Savings Account (MSA)	25% of your monthly contribution		15% of your monthly contribution		The Medical Savings Account (MSA) and Day-to-day Extender Benefit (DEB) are not available on this plan. We cover a defined set of day-to-day benefits, including Smart Network GP visits, certain specialist consultations and other essential healthcare services with fixed co-payments and/or limits
Day-to-day Extender Benefit (DEB)	The Day-to-day Extender Benefit (DEB) extends your day-to-day cover for essential healthcare services in our network				
MRI & CT scans	We pay the first R3,470 from your available day-to-day benefits and the balance from your Hospital Benefit. For conservative back and neck scans a limit of one scan per spinal and neck region applies				You pay the first R3,470 before the Annual Threshold is reached and the balance will be paid from the Hospital Benefit. For conservative back and neck scans a limit of one scan per spinal and neck region applies
<b>ADDITIONAL CHRONIC COVER</b>					
Specialised Medicine and Technology Benefit	You have cover for a defined list of the latest treatments through the Specialised Medicine and Technology Benefit, up to R200,000 per person per year				Not available on this plan
Medicine cover for the Additional Disease List (ADL)	Cover for medicine for an additional list of life-threatening or degenerative conditions called the Additional Disease List (ADL)				
<b>CANCER COVER</b>					
Oncology Benefit	We cover the first R500,000 of your approved cancer treatment over a 12-month cycle in full. Thereafter we pay 80% of any additional costs with no upper limit				We cover the first R375,000 of your approved cancer treatment over a 12-month cycle in full. Thereafter we pay 80% of any additional costs with no upper limit
Extended Oncology Benefit	You have extended cover in full for a defined list of cancers and treatments				Not available on this plan
Oncology Innovation Benefit	You have cover for a defined list of innovative cancer medicine that meet the Scheme's criteria. You will need to pay 25% of the account				You have cover for a sub-set of the defined list of innovative cancer medicine that meet the Scheme's criteria. You will need to pay 50% of the account
<b>HOSPITAL COVER</b>					
Hospitals you can go to	Any private hospital approved by the Scheme	Private hospitals in the Delta Hospital Network	Any private hospital approved by the Scheme	Private hospitals in the Delta Hospital Network	Private hospitals in the Smart Hospital Network
Defined list of procedures in a Day Surgery Network	Private day surgery facility in the Day Surgery Network	Private day surgery facility in the Delta Day Surgery Network	Private day surgery facility in the Day Surgery Network	Private day surgery facility in the Delta Day Surgery Network	Private day surgery facility in the Smart Day Surgery Network
Cover for specialists, GP and other healthcare professionals	Up to twice the Discovery Health Rate (DHR) (200%)		Up to the Discovery Health Rate (DHR) (100%)		Up to twice the Discovery Health Rate (DHR) (200%)

# Emergency cover

## What is a medical emergency?

*An emergency medical condition, also referred to as an emergency, is the sudden and unexpected onset of a health condition that requires immediate medical or surgical treatment. 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. An emergency does not necessarily require a hospital admission. We may ask you or your treating provider for additional information to confirm the emergency.*

### Assistance during or after a traumatic event

You have access to dedicated assistance in the event of a traumatic incident or after a traumatic event. By calling Emergency Assist you and your family have access to trauma support 24 hours a day. This service also includes access to counseling and additional benefits for trauma related to gender-based violence.

### What we pay for

We pay for all of the following medical services that you may receive in an emergency:

- The ambulance (or other medical transport)
- The account from the hospital
- The accounts from the doctor who admitted you to the hospital
- The anaesthetist
- Any other healthcare provider that we approve.



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# Prescribed Minimum Benefits

## What are Prescribed Minimum Benefits?

According to the Prescribed Minimum Benefit (PMB) conditions in terms of the Medical Schemes Act 131 of 1998 and its Regulations, all medical schemes have to 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.

To access Prescribed Minimum Benefits (PMBs), there are rules defined by the Council for Medical Schemes (CMS) that apply:

- Your medical condition must qualify for cover and be part of the defined list of Prescribed Minimum Benefit (PMB) conditions.
- The treatment needed must match the treatments in the defined benefits.
- You must use designated service providers (DSPs) in our network. This does not apply in emergencies. Where appropriate and according to the Rules of the scheme, you may be transferred to a hospital or other service providers in our network, once your condition has stabilised. If you do not use a DSP we will pay up to 80% of the Discovery Health Rate (DHR). You will be responsible for the difference between what we pay and the actual cost of your treatment.

If your treatment doesn't meet the above criteria, we will pay according to your plan benefits.



EMERGENCY  
COVER AND PMB

# You have access to essential **screening and prevention benefits**

*This benefit pays for certain tests that can detect early warning signs of serious illnesses. We cover various screening tests at our wellness providers, for example, blood glucose, cholesterol, HIV, Pap smear or HPV test for cervical screening, mammograms and/or ultrasounds and prostate screenings. Once all members on your membership have completed their health check, you also have access to additional screening and prevention healthcare services from the WELLTH Fund, as featured on page 11.*

SCREENING AND  
PREVENTION



## SCREENING FOR KIDS

This benefit covers the assessment of your child's growth and development, which includes the measurement of weight, height, body mass index and blood pressure at one of our wellness providers.



## SCREENING FOR ADULTS

This benefit covers a health check which is made up of certain tests such as blood glucose, blood pressure, cholesterol, body mass index and HIV screening at one of our wellness providers. We also cover a mammogram or ultrasound of the breast every two years, a Pap smear once every three years or a HPV test once every five years, PSA test (prostate screening) each year and bowel cancer screening tests every two years for members between 45 and 75 years. These tests are paid from the Screening and Prevention Benefit. Consultations that do not form part of Prescribed Minimum Benefits (PMBs) will be paid from your available day-to-day benefits.



## SCREENING FOR SENIORS

In addition to the screening for adults, members aged 65 years and older have cover for an age appropriate falls risk screening assessment in our defined pharmacy network. You may have cover for an additional falls risk assessment when referred to a Premier Plus GP, depending on your screening test results and if you meet the Scheme's clinical entry criteria.



## What we pay for

*We cover various screening tests at our wellness providers.*

These tests are paid from the Screening and Prevention Benefit. Consultations that do not form part of Prescribed Minimum Benefits (PMBs) will be paid from your available day-to-day benefits.

## Additional tests

**Clinical entry criteria may apply to these tests:**

- Defined diabetes and cholesterol screening tests
- Breast MRI or mammogram and once-off BRCA testing for breast screening
- Colonoscopy for bowel cancer screening
- Pap smear or HPV test for cervical screening.

**Vaccines (clinical entry criteria may apply):**

- Seasonal flu vaccine for members who are pregnant, 65 years or older, registered for certain chronic conditions or healthcare professionals
- Pneumococcal vaccine for members over the age of 65 or those registered for certain chronic conditions

Visit [www.discovery.co.za](http://www.discovery.co.za) to view the detailed Screening and Prevention Benefit guide.

SCREENING AND  
PREVENTION





# You have access to the **WELLTH Fund**

*The WELLTH Fund covers a comprehensive list of screening and prevention healthcare services to ensure that you are empowered to take specific action according to your individual health needs. This benefit is separate from and additional to the Screening and Prevention Benefit and will be available once per lifetime for all members and dependants who have completed their health checks.*

*Your WELLTH Fund can be used for appropriate screening and prevention healthcare services up to your WELLTH Fund limit. Cover is subject to the Scheme's clinical entry criteria, treatment guidelines and protocols.*



## General health

You have access to primary healthcare screening which include services for visual, hearing, dental and skin conditions. You also have access to one GP screening consultation.



## Physical health

You have access to physical wellbeing screening at a dietician, chiropractor, biokineticist and/or physiotherapist.



## Mental health

You have access to a mental wellness check-up to support mental wellbeing.



## Women and men's health

You have access to a range of women and men's screening and prevention healthcare services. These include for example a:

- Gynaecological, prostate and/or heart consultation with your doctor
- Bone density check



## Children's health

You have access to a children wellness visit which include growth and developmental milestones assessments with a occupational therapist, speech therapist and/or physiotherapist.



## Medical monitoring devices

You have access to certain medical monitoring devices which helps measure for example blood pressure, cholesterol, blood sugar and respiratory.

### How to get access

The WELLTH Fund is available for two benefit years once all beneficiaries over the age of two years complete their age-appropriate health check at a provider in our Wellness Network. For new joiners, the benefit is available in the year of joining and the year thereafter. For more on the health check, refer to page 9.

### What limits apply

The benefit is available once per beneficiary per lifetime. Qualifying healthcare services are covered up to a maximum of the Discovery Health Rate (DHR), subject to the overall benefit limit.

Your WELLTH Fund limit is dependant on the size and make up of your family on your policy:

- R2,500 per adult dependant
- R1,250 per child dependant two years and older
- Up to a maximum of R10,000 per family

The WELLTH Fund is available to all registered beneficiaries on the membership. The WELLTH Fund will not cover screening and prevention healthcare services already covered by other defined benefits.

# World Health Organisation (WHO) Global Outbreak Benefit

*The WHO Global Outbreak Benefit is available to all members during a declared outbreak period. The benefit provides cover for the administration of vaccinations (where applicable) as well as a defined basket of care for out-of-hospital healthcare services related to outbreak diseases such as COVID-19 and monkeypox.*

Cover is subject to clinical entry criteria and paid up to the maximum of the Discovery Health Rate (DHR).

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## How you are covered for COVID-19

The basket of care includes:



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



Screening consultations with a network GP (either virtual consultations, telephone or face-to-face).



COVID-19 PCR and Rapid Antigen screening tests if referred by an appropriate healthcare professional.



A defined basket of pathology tests for COVID-19 positive members.



A defined basket of x-rays and scans for COVID-19 positive members.



Supportive treatment, including medicine and a home monitoring device to track oxygen saturation levels for at-risk members who meet the clinical entry criteria.

You also have cover for:



In-hospital treatment related to COVID-19 for approved admissions is covered from the Hospital Benefit based on your chosen health plan and in accordance with Prescribed Minimum Benefits (PMB), where applicable.



Access to the Long COVID Recovery Programme: a six-month support programme for members with COVID-19 symptoms that persist beyond 21 days of diagnosis of acute COVID-19.

The programme includes up to two specialist and GP consultations, a defined basket of pathology tests, allied healthcare professional support, a home monitoring device and a defined basket of x-rays and scans, in accordance with the Scheme's clinical entry criteria and treatment guidelines.

### Know your risk

You can understand your risk status at any point by completing the COVID-19 risk assessment. The assessment is a set of questions which determines if you may be presenting with symptoms suggestive of COVID-19 disease or may have been exposed to COVID-19 infection and need a consultation with a doctor. The assessment is available on the Discovery website or app or by calling us and following the prompts to complete the COVID-19 risk assessment.

## How you are covered when diagnosed with monkeypox

The basket of care for confirmed cases includes:

- A diagnostic PCR screening test
- Two consultations with a dermatologist or GP
- Supportive medicine formulary for pain management.

# Connected Care

## Access quality healthcare from home

Discovery Health Medical Scheme gives you access to health and wellness services from the comfort of your home. Connected Care is an integrated healthcare ecosystem of benefits, services and connected digital capabilities to help you manage your health and wellness.



### Health monitoring devices

Access to the latest medical examination and remote monitoring and point-of-care devices to enable quality care from home.



### Electronic prescriptions

Seamless e-scripting to give you quicker access to your medicine.



### Home nurses

Hospital-related care with home nurses to care for you at home.



### Medicine ordering and tracking

Order and track your medicine delivery from dispensary to your door.



### Online coaches

Personalised coaching consultations to help you better manage your chronic and acute conditions, including COVID-19, from home.

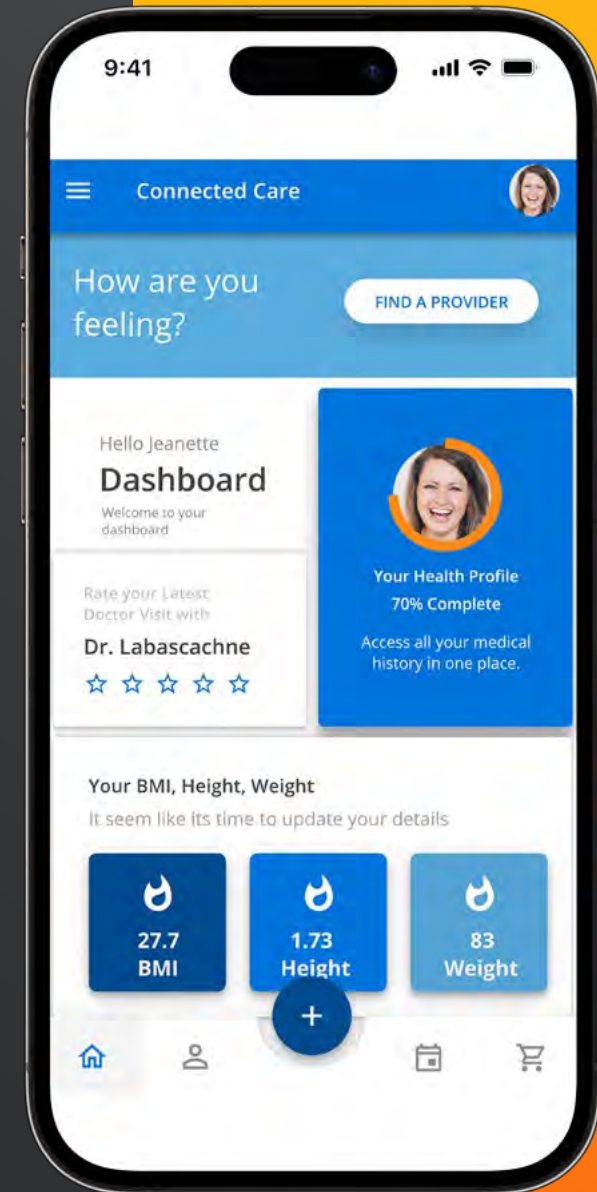


### Condition-specific information

Educational content specific to your condition, at your fingertips.



Visit [www.discovery.co.za](http://www.discovery.co.za) to view the detailed Connected Care Benefit guide.



CONNECTED CARE

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# Your access to **Connected Care**

## Access to quality care from home

*Through advanced digital technology and smart health and point-of-care devices, Connected Care enables you and your doctor to access and deliver healthcare whenever you need it from the comfort of your home.*



### **Connected Care for members at home**

You can connect to doctors through virtual consultations like never before, from the comfort of your home.

The Home Monitoring Device Benefit gives you access to a range of essential and registered home monitoring devices for certain chronic and acute conditions. Approved cover for these devices will not affect your day-to-day benefits.



### **Connected Care for members with chronic conditions**

You and your doctor can manage your chronic condition through Connected Care in the comfort of your home. You have access to a range of digital services linked to smart remote monitoring and point-of-care devices and personalised coaching consultations, for qualifying members, to help you track and manage your chronic condition from home.

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CONNECTED  
CARE

# Hospital at Home with Discovery

*Delivering hospital-level care safely and effectively in your home for many medical and surgical conditions for which you would otherwise be admitted to hospital.*

If you are admitted to Hospital at Home you have access to enhanced benefits and services, delivered through your personalised care team. Together, these benefits and services give you a seamless healthcare experience, making you healthier, and enhancing and protecting lives. We pay all services offered as part of Discovery's Hospital at Home programme from your Hospital Benefit, if you have a valid pre-authorisation for hospitalisation. This unlocks cover for approved devices and healthcare services for those who meet the clinical and benefit criteria.



Visit [www.discovery.co.za](http://www.discovery.co.za) to view the detailed Connected Care Benefit guide.

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CONNECTED  
CARE

## **24/7 Clinical oversight from a care team**

Physical and virtual 24-hour care delivery facilitated by a dedicated care team that includes doctors, nurses and allied healthcare professionals. Qualifying members get access to extra Hospital at Home services for a seamless home care delivery experience.

## **24/7 Real-time remote monitoring supported by cutting-edge digital healthcare technologies**

Access to a remote monitoring device that automatically transmits information to a hospital-based care team, 24 hours a day, seven days a week. Healthcare professionals continually assess your health status, monitor your medical stability, track treatment compliance and recommend interventions when necessary.

## **Hospital-level diagnostics and interventions**

Access to an improved range of clinical diagnostic procedures and interventions to manage medical or post-surgical hospital-level care in the home. It is supported by extra benefits paid by the Scheme to improve your experience.



# Connected Care for **Acute Care at Home**

*This includes cover and treatment for COVID-19 and/or follow-up care once discharged.  
You also have access to the Home Monitoring Device Benefit.*



## **Home Monitoring Device Benefit for essential home monitoring**

If you meet the Scheme's clinical entry criteria, you have healthcare cover up to a limit of R4,250 per person per year, at 100% of the Discovery Health Rate (DHR), for the monitoring of defined conditions such as chronic obstructive pulmonary disease, congestive cardiac failure, diabetes, pneumonia and COVID-19.

The Scheme also covers defined point of care medical devices up to 75% of the Discovery Health Rate (DHR), if you meet the clinical entry criteria. You will need to pay 25% towards the cost of these devices. You have access to the latest remote monitoring medical examination device called TytoHome.

TytoHome allows you to conduct a medical examination, sending throat and ear images and heart and lung sounds in real-time to your doctor.



## **Cover for Home care**

Discovery Home Care is a service that offers you quality care in the comfort of your own home when recommended by your doctor as an alternative to a hospital stay. Services include postnatal care, end-of-life care, IV infusions (drips) and wound care. These services are paid from the Hospital Benefit, subject to approval. Discovery Home Care is the designated service provider (DSP) for administration of defined intravenous infusions. Avoid a 20% co-payment by using Discovery Home Care for these infusions.



## **Home-based care for follow-up treatment after an admission**

Clinically appropriate conditions such as chronic obstructive pulmonary disease, chronic cardiac failure, ischaemic heart disease and pneumonia have access to enhanced home-based care once discharged from hospital. If you meet the clinical entry criteria you have cover for bedside medicine reconciliation prior to admission discharge, a follow-up consultation with a GP or specialist, and a defined basket of supportive care at home that includes a face-to-face consultation and virtual consultations with a Discovery Home Care nurse.

Discovery Home Care is a service provider. Practice 080 000 8000190, Grove Nursing Services (Pty) Ltd registration number 2015/191080/07, trading as Discovery HomeCare.  
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CONNECTED  
CARE



# Day-to-day benefits

We cover your day-to-day healthcare expenses from your Medical Savings Account (MSA), Day-to-day Extender Benefit (DEB) or Above Threshold Benefit (ATB).



## The Medical Savings Account (MSA)

We pay your day-to-day medical expenses such as GP and specialist consultations, medicine (excluding registered chronic medicine), radiology and pathology from your available funds allocated to your MSA. Any amount that is left over will carry over to the next year.

You have the option to have your claims paid from the MSA at either the Discovery Health Rate, or at cost.

The Scheme will automatically fund your claims in excess of the DHR, if you have opted to have your claims paid from the MSA at cost. If you have opted to have claims paid from your MSA at the DHR and you wish to have claims paid in excess of the DHR or benefit limits from the available funds in your MSA, you can request a special payment from your MSA.

Claims paid from the MSA in excess of the DHR do not add up to the Annual Threshold.

The Classic Smart Comprehensive Plan does not have an MSA. You have cover for a defined set of day-to-day benefits which include Smart GP visits, certain specialist consultations and other essential healthcare services. Refer to page 21 for more information on these benefits.



## The Above Threshold Benefit (ATB)

The Above Threshold Benefit starts paying for day-to-day expenses once you reach your Annual Threshold.

Some claims do not add up to your Annual Threshold or pay from the ATB for example:

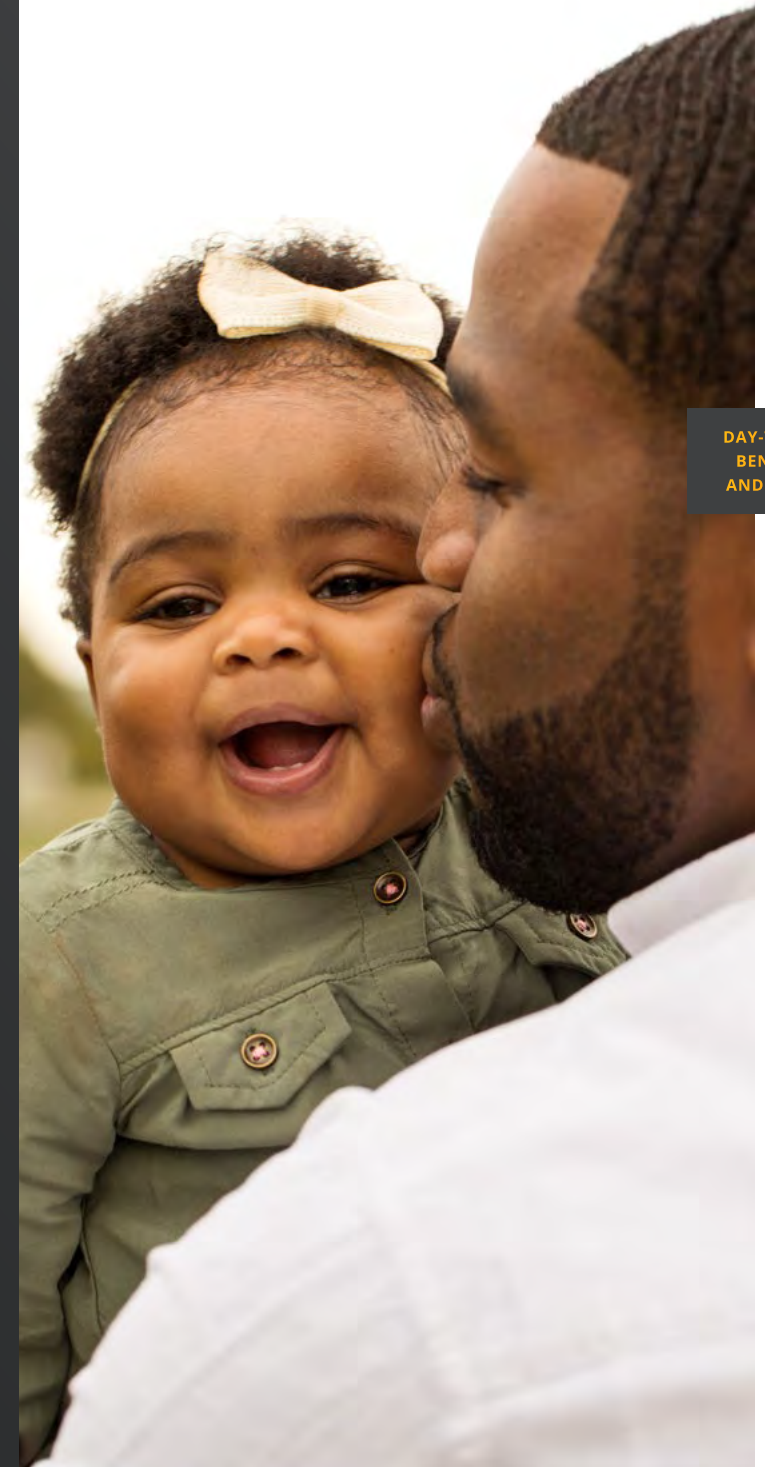
- Medicine that you do not need a prescription for (over-the-counter medicine)
- Childhood vaccines and immunisations
- Lifestyle-enhancing products
- Claims in excess of the Discovery Health Rate (DHR).
- Claims paid in excess of annual benefit limits.

### What we pay for

The Above Threshold Benefit (ATB) is unlimited, which means it covers all day-to-day expenses at the Discovery Health Rate (DHR) or at a portion of it. Certain benefit limits may apply. You will need to pay for any difference between the DHR and the amount claimed, as well as any amount which exceeds the annual benefit limit (where applicable).

For more detail on how you are covered visit *Do we cover* on our website

[www.discovery.co.za](http://www.discovery.co.za).



DAY-TO-DAY  
BENEFITS  
AND COVER

# Day-to-day benefits

We cover your day-to-day healthcare expenses from your Medical Savings Account (MSA), Day-to-day Extender Benefit (DEB) or Above Threshold Benefit (ATB).



## The Self-payment Gap (SPG)

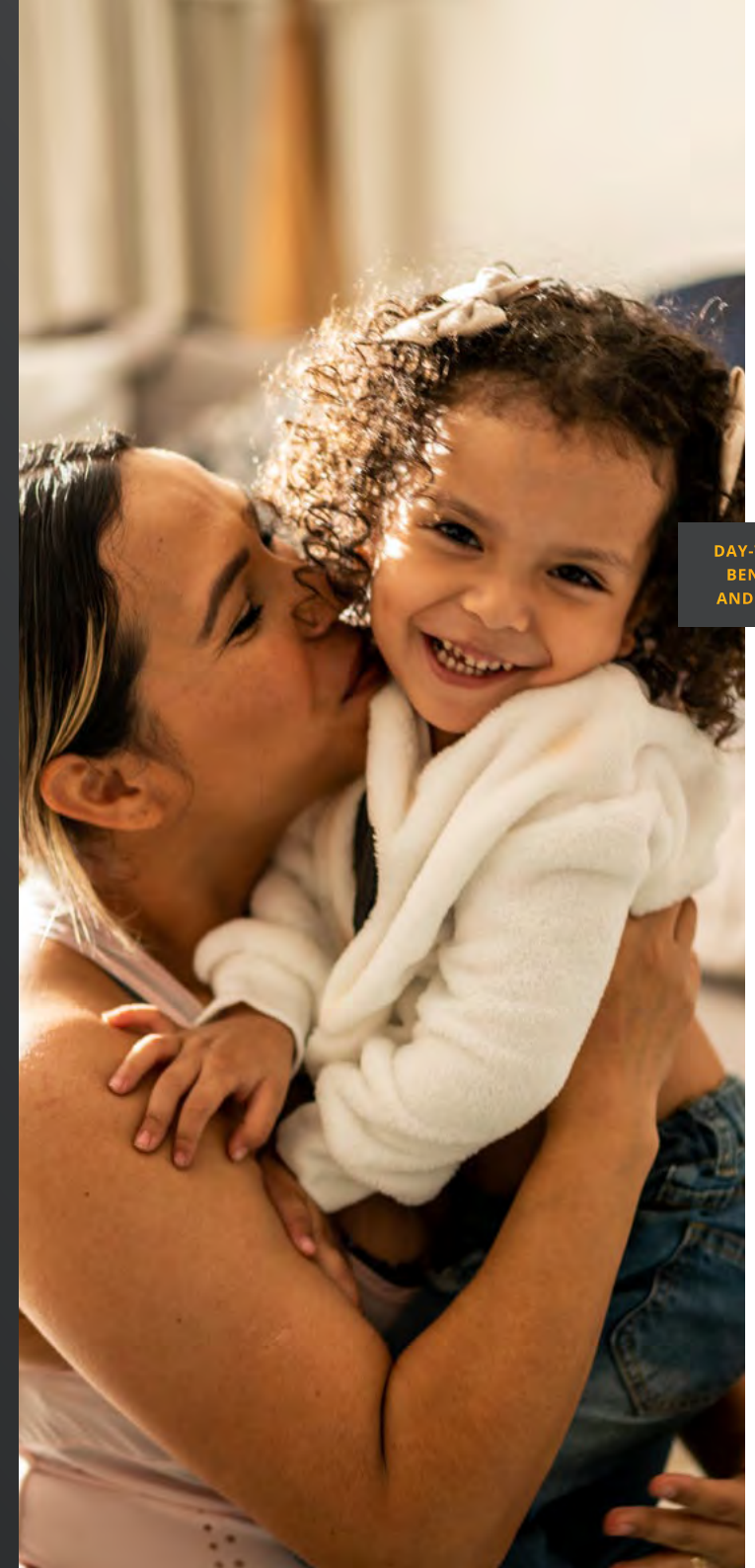
If your MSA runs out before you reach your Annual Threshold, you will have to pay for claims from your own pocket until your claims reach the Annual Threshold amount. This period is known as the Self-Payment Gap (SPG). It is important that you continue to send in your claims during the SPG so that we know when you reach your Annual Threshold for claims.

Claims will reduce your SPG and accumulate towards your Annual Threshold at 100% of the Discovery Health Rate, or a portion thereof as set out in the first table of page 19. Certain claims will not accumulate. Refer to the Above Threshold Benefit section on this page for more information.



## Day-to-day Extender Benefit (DEB)

Pays for certain day-to-day benefits after you have run out of money in your MSA and before you reach the Annual Threshold. Covers video call consultations with a network GP as well as pharmacy clinic consultations in our defined wellness network. You also have unlimited cover for face-to-face consultations with a network GP, when referred following a video call consultation or by the pharmacy clinic virtual GP. We cover face-to-face consultations up to the Discovery Health Rate (DHR). On Classic plans, kids younger than 10 years have access to two kids casualty visits a year. This benefit is not available on the Classic Smart Comprehensive Plan.



DAY-TO-DAY  
BENEFITS  
AND COVER

# Day-to-day cover

Depending on the plan you choose, we cover your day-to-day healthcare expenses from your Medical Savings Account (MSA), Day-to-day Extender Benefit (DEB), Above Threshold Benefit (ATB) or defined day-to-day benefits.

We add these amounts to the Annual Threshold and pay these amounts from your Above Threshold Benefit (ATB), once you reach your Annual Threshold. We add up the amount to the benefit limit available. If the claimed amount is less than the Discovery Health Rate (DHR), we will pay and add the claimed amount to the Annual Threshold. Claims paid from your Day-to-day Extender Benefit (DEB) will not accumulate to the Annual Threshold.

Some day-to-day healthcare services have limits. These are not separate benefits. Limits apply to claims paid from your MSA and the ATB.

The tables below show you how much we pay for your day-to-day expenses on all Comprehensive plans.

When you claim, we add up the following amounts to get to the Annual Threshold.

HEALTHCARE PROVIDERS AND MEDICINE	WHAT WE PAY
Specialists we have a payment arrangement with	Up to the rate we have agreed with the specialist
Specialists we do not have a payment arrangement with	The Discovery Health Rate (DHR) (100%)
GPs and other healthcare professionals	The Discovery Health Rate (DHR) (100%)
Preferred medicine	The Discovery Health Rate (DHR) (100%)
Non-preferred medicine	Up to 75% of the Discovery Health Rate (DHR) if the price of the medicine is within 25% of the preferred equivalent, or up to 50% of the DHR if the price of the medicine is more than 50% of the price of the preferred equivalent.

MEDICINE	SINGLE MEMBER	ONE DEPENDANT	TWO DEPENDANTS	THREE OR MORE DEPENDANTS
<b>PRESCRIBED MEDICINE* (SCHEDULE 3 AND ABOVE)</b>				
Classic	R37,900	R44,450	R51,600	R58,850
Essential	R24,300	R29,600	R35,650	R38,900
Over-the-counter medicine, childhood vaccines, immunisations and lifestyle-enhancing products	We pay these claims from the available funds in your Medical Savings Account (MSA). These claims do not add up to the Annual Threshold and are not paid from the Above Threshold Benefit (ATB).			

\* If you join the Scheme after January, you will not get the full limit because it is calculated by counting the remaining months in the year.

DAY-TO-DAY BENEFITS AND COVER



# Day-to-day cover

Depending on the plan you choose, we cover your day-to-day healthcare expenses from your Medical Savings Account (MSA), Day-to-day Extender Benefit (DEB), Above Threshold Benefit (ATB) or defined day-to-day benefits.

## Additional benefits for allied, therapeutic, psychology services and external medical items

You have access to unlimited, clinically appropriate cover for biokineticists, acousticians, social workers, physiotherapists or chiropractors, psychologists, occupational therapists, speech and language therapists and external medical items, for a defined list of conditions.

You need to apply for these benefits.

PROFESSIONAL SERVICES	SINGLE MEMBER	ONE DEPENDANT	TWO DEPENDANTS	THREE OR MORE DEPENDANTS
<b>ALLIED, THERAPEUTIC AND PSYCHOLOGY HEALTHCARE SERVICES*</b>				
(acousticians, biokineticists, chiropractors, counsellors, dietitians, homeopaths, nurses, occupational therapists, physiotherapists, podiatrists, psychologists, psychometrists, social workers, speech and language therapists, and audiologists).				
Classic	R22,200	R30,150	R36,750	R42,650
Essential	R13,350	R18,900	R24,550	R29,000
Dental appliances and orthodontic treatment*	R32,600 per person			
Antenatal classes	R2,170 for your family			
<b>APPLIANCES AND EQUIPMENT</b>				
<b>OPTICAL*</b>			R6,550 per person	
(this limit covers lenses, frames, contact lenses and surgery or any healthcare service to correct refractive errors of the eye)				
<b>EXTERNAL MEDICAL ITEMS*</b> (like wheelchairs, crutches and prostheses)		Classic	R64,200 for your family	
		Essential	R43,000 for your family	
<b>HEARING AIDS</b>		Classic	R28,200 for your family	
		Essential	R22,650 for your family	

\* If you join the Scheme after January, you will not get the full limit because it is calculated by counting the remaining months in the year.

DAY-TO-DAY  
BENEFITS  
AND COVER

# Day-to-day cover for Classic Smart Comprehensive

*On the Classic Smart Comprehensive Plan you have access to a defined set of day-to-day benefits paid by the Scheme, in addition to the benefits available once you reach your Annual Threshold.*

## Day-to-day benefits



Unlimited GP consultations in the Smart GP Network



Smart Specialist Benefit when referred by your Smart Network GP



Eye test at an optometrist in the Smart Optometry Network



Defined dental check-up at any dentist, dental therapist or oral hygienist



Over-the-counter medicine obtained from any MedXpress Network Pharmacy



Acute medicine, obtained from any MedXpress Network Pharmacy



Sports injuries when activated and referred by your Smart Network GP

## How you are covered

You pay R60 of the consultation fee with the balance of consultation fee covered up to the Discovery Health Rate (DHR). Video consultations are covered in full up to the DHR.

You have cover for physician, gynaecologist, paediatrician and ENT consultations up to the annual benefit limit of R5,700 per person per year or R11,400 per family per year if referred by your Smart Network GP. Specialist-referred radiology and pathology are paid at the DHR, up to the Specialist Benefit limit.

One eye test is covered per year with an upfront payment of R60.

One dental check-up per year. You pay R115 and the balance of the check-up will be covered up to the DHR.

You are covered for over-the-counter medicine up to R910 per family per year. Cover for defined over-the-counter medicine categories from any MedXpress or MedXpress Network Pharmacy.

You are covered for certain acute medicine prescribed by a Smart Network GP up to R2,860 per person or R4,600 per family per year. Cover for the defined acute medicine categories from any MedXpress or MedXpress Network Pharmacy, subject to the annual prescribed medicine limit.

You have cover for basic x-rays, two specialist visits and a total of four visits to a physiotherapist, biokineticist or chiropractor when related to a sports injury and if activated and referred by your Smart Network GP. You will have to pay R115 for each x-ray or for each visit. We will cover the balance up to the DHR for these visits and for specialists who we do not have a payment arrangement with. Cover is subject to the annual Allied, therapeutic and psychology healthcare services limit.

DAY-TO-DAY  
BENEFITS  
AND COVER

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# You have cover for **maternity and early childhood**

You get cover for healthcare services related to your pregnancy and treatment for the first two years of your baby's life. This applies from the date of activation of the benefit for each pregnancy and for each child from birth until they are two years old.



## During pregnancy

### Antenatal consultations

We pay for up to 12 consultations with your gynaecologist, GP or midwife.

### Ultrasound scans and screenings during pregnancy

You are covered for up to two 2D ultrasound scans or one 2D ultrasound scan and one nuchal translucency test. 3D and 4D scans are paid up to the rate we pay for 2D scans. You are also covered for one chromosome test or Non-Invasive Prenatal Test (NIPT), if you meet the clinical entry criteria.

### Flu vaccinations

We pay for one flu vaccination during your pregnancy.

### Private ward for delivery

The healthcare services related to childbirth are covered by your Hospital Benefit. You also have cover up to R2,460 per day in a private ward for your hospital stay for the delivery.

### Blood tests

We pay for a defined list of blood tests to confirm your pregnancy.



## After you give birth

### Essential devices

We pay up to R5,650 for essential registered devices such as breast pumps and smart thermometers. You must pay 25% towards the cost of these devices.

### GP and specialists to help you after birth

Your baby under the age of two years is covered for two visits to a GP, paediatrician or an ear, nose and throat specialist.

### Other healthcare services

You also have access to postnatal care, which includes a postnatal consultation for complications post delivery, a nutritional assessment with a dietitian and two mental healthcare consultations with a counsellor or psychologist.



## Pre- and postnatal care

We pay for a maximum of five antenatal or postnatal classes or consultations with a registered nurse up until two years after you have given birth. We pay for one breastfeeding consultation with a registered nurse or a breastfeeding specialist.

Visit [www.discovery.co.za](http://www.discovery.co.za) to view the detailed Maternity Benefit guide.

MATERNITY  
BENEFITS

### How to get the benefit

#### You can activate the benefit in any of these ways:

- Create your pregnancy or baby profile on the Discovery app or on our website at [www.discovery.co.za](http://www.discovery.co.za)
- When you pre-authorise your delivery or you register your baby as a dependant on the Scheme



You may also have cover for Assisted Reproductive Therapy (ART), see page 36 for more information.

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# Chronic benefits

The Chronic Illness Benefit (CIB) covers you for a defined list of 27 medical conditions known as the Chronic Disease List (CDL).

On most Comprehensive plans, excluding Classic Smart Comprehensive, you have cover for 22 extra conditions set out on the list of additional diseases on the Additional Disease List (ADL).

## What we cover

### Prescribed Minimum Benefit (PMB) conditions

You have access to treatment for a list of medical conditions under the Prescribed Minimum Benefits (PMBs). The PMBs cover the 27 chronic conditions on the Chronic Disease List (CDL).

Our plans offer benefits that are richer than PMBs. To access PMBs, certain rules apply.

### Medicine cover for the Chronic Disease List

You have full cover for approved chronic medicine on our medicine list. For medicine not on our list, we cover you up to a set monthly Rand amount called the Chronic Drug Amount (CDA).

### Medicine cover for the Additional Disease List (ADL)

We offer cover for medicine on the Additional Disease List (ADL). You are covered up to the set monthly CDA for your medicine. No medicine list applies. This benefit is not available on the Classic Smart Comprehensive Plan.

### How we pay for consultations and medicine

You must nominate a GP in the Discovery Health Network to be your primary care doctor to manage your chronic conditions. To find a doctor and learn more about the nomination process, use [www.discovery.co.za](http://www.discovery.co.za), or the Discovery app.

For full cover on your GP consultations you must visit a Discovery Health Network GP. If you use a non-network GP you will have to pay a 20% co-payment. For more information on our Care Programmes and enrolment by your Premier Plus Network GP, please refer to page 26.

We pay for medicine up to a maximum of the Discovery Health Rate (DHR) at one of our network pharmacies. The DHR for medicine is the price of the medicine and the fee for dispensing it.

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### How to get the benefit

You must apply for the Chronic Illness Benefit (CIB). Your primary care GP must complete the form online or send it to us for approval.

Visit [www.discovery.co.za](http://www.discovery.co.za) to view the detailed Chronic Illness Benefit (CIB) guide.

CHRONIC  
CONDITIONS AND  
PROGRAMMES



# Chronic benefits

## Chronic Disease List (CDL) conditions

### Chronic conditions covered on all plans

- A** Addison's disease, asthma
- B** Bipolar mood disorder, bronchiectasis
- C** Cardiac failure, cardiomyopathy, chronic obstructive pulmonary disease, chronic renal disease, coronary artery disease, Crohn's disease
- D** Diabetes insipidus, diabetes Type 1, diabetes Type 2, dysrhythmia
- E** Epilepsy
- G** Glaucoma
- H** Haemophilia, HIV, hyperlipidaemia, hypertension, hypothyroidism
- M** Multiple sclerosis
- P** Parkinson's disease
- R** Rheumatoid arthritis
- S** Schizophrenia, systemic lupus erythematosus
- U** Ulcerative colitis

## Additional Disease List (ADL) conditions

### Additional chronic conditions covered on Comprehensive plans (excluding Classic Smart Comprehensive Plan)

- A** Ankylosing spondylitis
- B** Behçet's disease
- C** Cystic fibrosis
- D** Delusional disorder, dermatopolymyositis
- G** Generalised anxiety disorder
- H** Huntington's disease
- I** Isolated growth hormone deficiency
- M** Major depression, muscular dystrophy and other inherited myopathies, myasthenia gravis, motor neuron disease
- O** Obsessive compulsive disorder, osteoporosis
- P** Paget's disease, panic disorder, polyarteritis nodosa, post-traumatic stress disorder, psoriatic arthritis, pulmonary interstitial fibrosis
- S** Sjögren's syndrome, systemic sclerosis

CHRONIC  
CONDITIONS AND  
PROGRAMMES



# Where to get your chronic medicine

## Use a pharmacy in our networks

Avoid a 20% co-payment on your chronic medicine by using these designated service providers (DSPs):

PLAN	WHERE TO GO (CALLED A DESIGNATED SERVICE PROVIDER)
Classic, Classic Smart and Essential plans	Any pharmacy in the Discovery pharmacy network – there are over 2,500 pharmacies in the network
Delta options	MedXpress, including MedXpress Network Pharmacies

## How to get your medicine

You can order or reorder your medicine online through MedXpress and have it delivered to your work or home

or

- Order your medicine online and collect instore at a MedXpress Network Pharmacy

or

- Fill a prescription as usual at any MedXpress Network Pharmacy.

## Medicine tracker

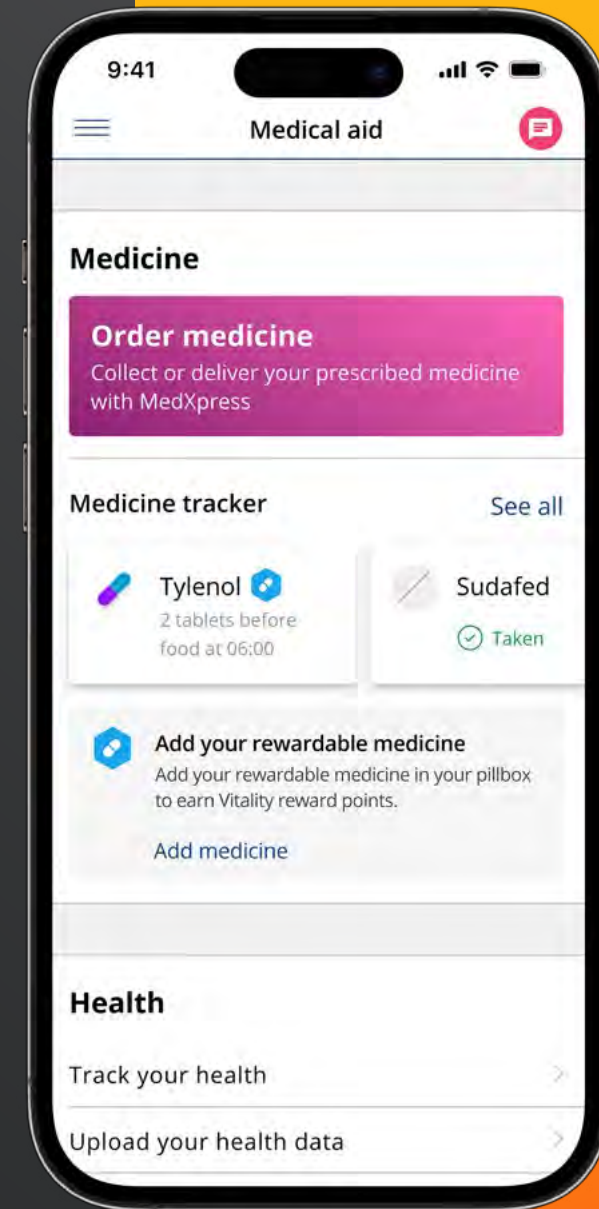
You can set up reminders and prompts to assist you with taking your medicine on time and as prescribed. Your approved chronic medicine will automatically be displayed, and you will then be prompted to take your medicine and confirm when each dose is taken.

### How to order

Discovery app or [www.discovery.co.za](http://www.discovery.co.za)



**MedXpress and MedXpress network pharmacies for Delta options**



CHRONIC CONDITIONS AND PROGRAMMES

The Discovery app, MedXpress and Medicine tracker are brought to you by Discovery Health (Pty) Ltd; registration number 1997/013480/07, an authorised financial services provider and administrator of medical schemes.



# Care Programmes

## **Condition-specific care programmes for diabetes, mental health, HIV and heart conditions**

*We cover preventative and condition-specific care programmes that help you to manage diabetes, mental health, HIV or heart-related medical conditions. You have to be registered on these condition-specific care programmes to unlock additional benefits and services. You and your Premier Plus GP can track progress on a personalised dashboard to identify the next steps to optimally manage your condition and stay healthy over time. Cover is subject to the Scheme's clinical entry criteria, treatment guidelines and protocols.*



CHRONIC  
CONDITIONS AND  
PROGRAMMES



## Disease Prevention Programme

If you are identified to be at risk of cardio-metabolic risk syndrome, your Premier Plus GP can enrol you on the Disease Prevention Programme. Your GP, dietitian and health coach will help coordinate your care. Enrolled members have access to a defined basket of care which includes cover for consultations, certain pathology tests and medicine, where appropriate. You will also have access to health coaching sessions to help you with the day-to-day management of your condition.



## Diabetes Care Programme

If you are registered on the Chronic Illness Benefit (CIB) for diabetes, your Premier Plus GP can enrol you on the Diabetes Care Programme. The programme unlocks cover for additional glucometer strips and consultations with dietitians and biokineticists. You may also have access to a nurse educator to help you with the day-to-day management of your condition.



## Cardio Care Programme

If you are registered on the Chronic Illness Benefit (CIB) for hypertension, hyperlipidaemia or ischaemic heart disease, you have access to a defined basket of care and an annual cardiovascular assessment, if referred by your Premier Plus GP and enrolled on the Cardio Care Programme.



## Mental Health Care Programme

Once enrolled on the programme by your network psychologist or Premier Plus GP, you have access to defined cover for the management of major depression. Enrolment on the programme unlocks cover for prescribed medicine, access to either individual or group psychotherapy sessions (virtual and face-to-face therapy) and additional GP consultations to allow for effective evaluation, tracking and monitoring of treatment. Qualifying members will also have access to a relapse prevention programme, which includes additional cover for a defined basket of care for psychiatry consultations, counseling sessions and care coordination services.




## HIV Care Programme

If you are registered on the HIV programme by your Premier Plus GP, you are covered for the care you need, which includes additional cover for social workers. You can be assured of confidentiality at all times. You need to get your medicine from a designated service provider (DSP) to avoid a 20% co-payment.

## Track your Health

You can get personalised exercise goals that help you to manage your health. If you are at risk of developing or you are diagnosed with cardiovascular disease or diabetes, we will give you goals tailored to your circumstances. You can track your progress on the Discovery app and we will reward you for meeting your exercise goals.



 Click on Track your Health on the Discovery app to activate the programme

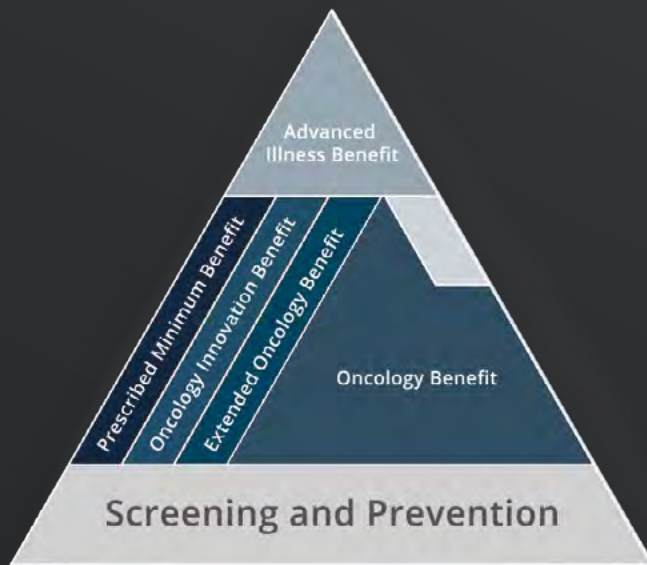
CHRONIC  
CONDITIONS AND  
PROGRAMMES

Track your health and the Discovery app are brought to you by Discovery Health (Pty) Ltd; registration number 1997/013480/07, an authorised financial services provider and administrator of medical schemes.



# You have comprehensive cover for cancer

*You have access to comprehensive cover for cancer treatment. This includes access to high cost medicine, innovative treatment and extended cover once you reach certain limits.*



## Prescribed Minimum Benefits (PMB)

Cancer treatment that is a Prescribed Minimum Benefit (PMB), is always covered in full. All PMB treatment costs add up to the cover amount. If your treatment costs more than the cover amount we will continue to cover your PMB cancer treatment in full.

## Oncology Benefit

If you are diagnosed with cancer and once we have approved your cancer treatment, you are covered by the Oncology Care Programme. We cover your approved cancer treatment over a 12-month cycle.

We cover the first R375,000 on Classic Smart Comprehensive and R500,000 on all other Comprehensive plans. If your treatment costs more than the cover amount, we will cover up to 80% of the subsequent additional costs, unless the treatment forms part of the extended cover offered by the Oncology Innovation and Extended Oncology Benefit.

All cancer-related healthcare services are covered up to 100% of the Discovery Health Rate (DHR). You might have a co-payment if your healthcare professional charges above this rate.

## Oncology Innovation Benefit

You have cover for a defined list of innovative cancer medicine that meet the Scheme's criteria. You will need to pay 25% of the cost of these treatments. On Classic Smart Comprehensive, you have cover for a sub-set of the defined list of innovative cancer medicine covered by the Oncology Innovation Benefit, subject to the Scheme's clinical entry criteria. You will need to pay 50% of the cost of these treatments.

## Extended Oncology Benefit

Once you have reached your cover limit, you also have extended cover in full for a defined list of cancers and treatments that meet the Scheme's criteria. This is not available on Classic Smart Comprehensive.

## How we cover medicine

You need to get your approved oncology medicine on our medicine list from a designated service provider (DSP) to avoid a 20% co-payment. Speak to your treating doctor to confirm that they are using our DSPs for your medicine and treatment received in rooms or at a treatment facility.

## Advanced Illness Benefit

Members have access to a comprehensive palliative care programme. This programme offers unlimited cover for approved care at home, care coordination, counselling services and supportive care for appropriate end-of-life clinical and psychologist services. You also have access to a GP consultation to facilitate your palliative care treatment plan.

COVER FOR  
CANCER



Visit [www.discovery.co.za](http://www.discovery.co.za) to view the detailed Oncology Benefit guide



# Hospital Benefit

## If you need to be admitted to hospital

*All Comprehensive plans offer cover for hospital stays. There is no overall limit for the Hospital Benefit.*

If you have to go to hospital, we will pay your hospital expenses. There is no overall hospital limit for the year on any of the plans. However, there are limits to how much you can claim for some treatments.

Contact us in good time before you have to go to hospital. We will let you know what you are covered for. If you do not contact us before you go, we might not pay the costs.



View the hospitals on the Delta and Smart hospital networks using Find a healthcare provider on the Discovery app

### What is the benefit?

This benefit pays the costs when you are admitted into hospital.

### What we cover

Unlimited cover in any private hospital approved by the Scheme, subject to the network requirements on the Delta options and Classic Smart Comprehensive.

You have cover for planned stays in hospital.

### How to get the benefit

#### Get your confirmation first

Contact us to confirm your hospital stay before you are admitted (this is known as pre-authorisation).

#### Where to go

If you are on a Delta option or Classic Smart Comprehensive you need to use a hospital in the network for your plan. On the rest of the plans you can go to any private hospital approved for funding by the Scheme. The funding of newly licensed facilities are subject to approval by the Scheme, on all health plans.

### What we pay

We pay for planned hospital stays from your Hospital Benefit. We pay for services related to your hospital stay, including all healthcare professionals, services and medicine authorised by the Scheme for your hospital stay.

If you use doctors, specialists and other healthcare professionals that we have an agreement with, we will pay for these services in full. We pay up to 200% of the Discovery Health Rate (DHR) on Classic plans, and up to 100% of the DHR on Essential plans for other healthcare professionals.

#### You can avoid co-payments by:

- Using healthcare professionals that we have a payment arrangement with
- Going to a hospital in the network of hospitals for your plan, if you are on a Delta option or Classic Smart Comprehensive Plan.








HOSPITAL COVER  
AND ANNUAL  
LIMITS

Find a healthcare provider and the Discovery app is brought to you by Discovery Health (Pty) Ltd; registration number 1997/013480/07, an authorised financial services provider and administrator of medical schemes.

# Hospital cover

The Comprehensive plans offer unlimited hospital cover

The table below shows how we pay for your approved hospital admissions:

Healthcare providers and services	What we pay
 <p>The hospital account</p>	<ul style="list-style-type: none"> <li>▪ The full account at the agreed rate with the hospital</li> <li>▪ Up to R2,460 per day in a private ward for the Maternity Benefit</li> <li>▪ On the Delta options, you must pay an upfront amount of R9,650 for planned admissions to hospitals not in the Delta Hospital Network</li> <li>▪ On Classic Smart Comprehensive, you must pay an upfront amount of R11,000 for planned admissions to hospitals not in the Smart Hospital Network</li> </ul>
 <p>Upfront payment for a defined list of procedures performed outside of the Day Surgery Network</p>	<p><b>Classic and Essential:</b> you will pay an upfront payment of R6,300</p> <p><b>Classic Smart:</b> you will pay an upfront payment of R11,000</p> <p><b>Delta options:</b> you will pay an upfront payment of R9,650</p>
 <p>Defined list of procedures performed in specialist rooms</p>	<p>Up to the agreed rate where authorised by the Scheme</p>
 <p>Specialists we have a payment arrangement with</p>	<p>The full account at the agreed rate</p>
 <p>Specialists we do not have a payment arrangement with and other healthcare professionals</p>	<p><b>Classic plans:</b> up to twice the Discovery Health Rate (DHR) (200%)</p> <p><b>Essential plans:</b> up to the Discovery Health Rate (DHR) (100%)</p>
 <p>X-rays and blood tests (radiology and pathology) accounts</p>	<p>Up to the Discovery Health Rate (DHR) (100%)</p>
 <p>MRI and CT scans</p>	<ul style="list-style-type: none"> <li>▪ Up to The Discovery Health Rate (DHR) if the scan is related to your current and approved hospital admission from your Hospital Benefit</li> <li>▪ If it is not related to your admission, or for conservative back and neck treatment we pay the first R3,470 from your available day-to-day benefits and the balance from your Hospital Benefit, up to the Discovery Health Rate (DHR). For conservative back and neck scans a limit of one scan per spinal and neck region applies</li> <li>▪ On Classic Smart Comprehensive if not related to your hospital admission, you pay the first R3,470 of your MRI or CT scan until you reach the Annual Threshold. We cover the balance of the scan from the Hospital Benefit, up to the Discovery Health Rate (DHR)</li> </ul>

HOSPITAL COVER AND ANNUAL LIMITS



# Hospital cover



**Scopes (gastroscopy, colonoscopy, sigmoidoscopy and proctoscopy)**

## Admissions for scopes

Depending on where you have your scope done we pay the following amount from your available day-to-day benefits and the balance of the hospital and related accounts from your Hospital Benefit. If you do not have enough funds available in your day-to-day benefits, you will need to pay this amount. If you are on the Classic Smart Comprehensive Plan you will have to pay this amount until you reach your Annual Threshold.

## Upfront payments for scope admissions:

	DAY CLINIC ACCOUNT	HOSPITAL ACCOUNT
Classic, Essential, Classic Smart And Delta Options	R4,050	R5,900, this co-payment will reduce to R4,700 if performed by a doctor who is part of the Scheme's value-based network
<b>If both a gastroscopy and colonoscopy are performed in the same admission</b>		
Classic, Essential, Classic Smart And Delta Options	R4,950	R7,300, this co-payment will reduce to R5,950 if performed by a doctor who is part of the Scheme's value-based network

## Upfront payments for scopes performed outside of the Day Surgery Network:

For Classic and Essential plans, an upfront payment of R6,300 will apply.

Where both a gastroscopy and colonoscopy are performed the higher upfront payment of R7,300 will apply.

For Delta options, an upfront payment of R9,650 will apply.

For Classic Smart, an upfront payment of R11,000 will apply.

## No upfront payment applies:

If scopes are performed in the doctor's rooms, as part of a confirmed Prescribed Minimum Benefits (PMB) condition, or the patient is aged 12 or under, you will not have to pay any amount upfront. We pay the account from the Hospital Benefit.

**HOSPITAL COVER  
AND ANNUAL  
LIMITS**



# Benefits with an **annual limit**



## **Cochlear implants, auditory brain implants and processors**

R230,400 per person for each benefit.



## **Internal nerve stimulators**

R175,200 per person.



## **Major joint surgery**

No limit for planned hip and knee joint replacements if you use a provider in our network, or up to 80% of the Discovery Health Rate (DHR) if you use a provider outside our network up to a maximum of R30,900 for each prosthesis for each admission. The network does not apply to emergency or trauma-related surgeries.



## **Shoulder joint prosthesis**

No limit if you get your prosthesis from a provider in our network or up to R45,550 if you use a provider outside our network.



## **Alcohol and drug rehabilitation**

We pay for 21 days of rehabilitation for each person each year. Three days per approved admission per person for detoxification.



## **Prosthetic devices used in spinal surgery**

There is no overall limit if you get your prosthesis from our preferred suppliers. If you do not use a preferred supplier, a limit of R26,250 applies for the first level and R52,500 for two or more levels, limited to one procedure per person per year.

You have full cover for approved spinal surgery admissions if you use a provider in our spinal surgery network. Planned admissions outside of our network will be funded at up to 80% of the Discovery Health Rate (DHR) for the hospital account.

You also have cover for out-of-hospital conservative spinal treatment, see page 36.



## **Mental health**

21 days for admissions or up to 15 out-of-hospital consultations per person for major affective disorders, anorexia and bulimia and up to 12 out-of-hospital consultations for acute stress disorder accompanied by recent significant trauma. Three days per approved admission for attempted suicide.

21 days for all other mental health admissions.

All mental health admissions are covered in full at a network facility. If you go elsewhere, we will pay up to 80% of the Discovery Health Rate (DHR) for the hospital account.



**HOSPITAL COVER  
AND ANNUAL  
LIMITS**

# Benefits with an **annual limit**



## Dental treatment in hospital

### Dental limit

There is no overall limit for basic dental treatment. However, all dental appliances and prostheses, their placement, and orthodontic treatment (including related accounts for orthognathic surgery) are paid at 100% of the Discovery Health Rate (DHR) and up to 200% of the DHR for anaesthetists on Classic plans. We pay these claims from your day-to-day benefits, up to an annual limit of R32,600 per person. If you join the Scheme after January, you will not get the full limit because it is calculated by counting the remaining months in the year. On Classic Smart Comprehensive these benefits apply once the Annual Threshold is reached.

### Severe dental and oral surgery in hospital

The Severe Dental and Oral Surgery Benefit covers a defined list of procedures, with no upfront payment and no overall limit. This benefit is subject to authorisation and the Scheme's Rules.

### Basic Dental Trauma Benefit

The Basic Dental Trauma Benefit covers sudden and unanticipated injury to teeth and mouth that requires urgent dental treatment after an accident or trauma injury. Where the clinical entry criteria is met, cover for dental appliances and prostheses and the placement thereof are paid up to an annual limit of R61,500 per person per year.

### Dental treatment in hospital

Except where approved for severe dental and oral surgery, you need to pay a portion of your hospital or day clinic account upfront for dental admissions. This amount varies, depending on your age and the place of treatment.

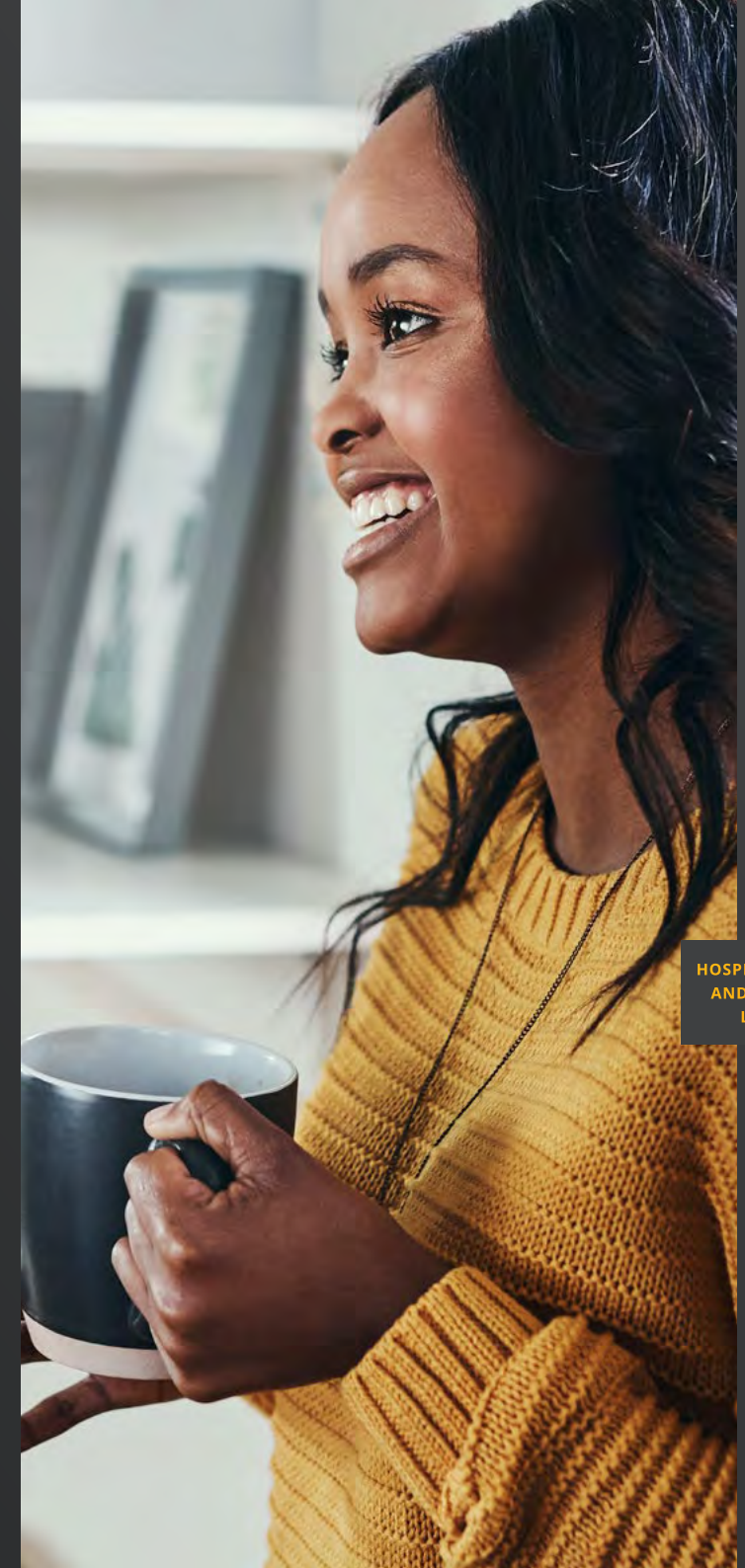
We pay the balance of the hospital account from your Hospital Benefit, up to 100% of the Discovery Health Rate (DHR). We pay the related accounts, which include the dental surgeon's account, from your Hospital Benefit, up to 100% of the Discovery Health Rate (DHR). On Classic plans, we pay anaesthetists up to 200% of the Discovery Health Rate (DHR).

For members 13 years and older, we cover routine conservative dentistry, such as preventive treatment, simple fillings and root canal treatment, from your available day-to-day benefits.

### Upfront payment for dental admissions:

HOSPITAL ACCOUNT	DAY CLINIC ACCOUNT
<b>Members 13 years and older:</b>	
R7,800	R5,000
<b>Members under 13:</b>	
R3,000	R1,350

HOSPITAL COVER AND ANNUAL LIMITS







# Cover for procedures in the Day Surgery Network

*We cover specific procedures that can be done in the Day Surgery Network.*

## About the benefit

We cover certain planned procedures in a day surgery facility. A day surgery may be inside a hospital, in a day clinic or at a standalone facility.


## How to get the benefit

View the list of day surgery procedures on the next page. You must contact us to get confirmation of your procedure (called pre-authorisation).

## How we pay

We pay these services from your Hospital Benefit. We pay for services related to your hospital stay, including all healthcare professionals, services and medicine authorised by the Scheme.

If you use doctors, specialists and other healthcare professionals that we have a payment arrangement with, we will pay for these services in full. We pay up to 200% of the Discovery Health Rate (DHR) on Classic plans, and up to 100% of the DHR on Essential plans for other healthcare professionals.

 View all Day Surgery Network facilities using Find a healthcare provider on the Discovery app

## When you need to pay

If you go to a facility that is not in your plan's Day Surgery Network, you will have to pay an amount upfront as per the below table:

	DAY SURGERY NETWORK FOR YOUR PLAN	YOUR OUT-OF-NETWORK UPFRONT PAYMENT
Classic and Essential	Day Surgery Network	R6,300
Delta options	Delta Day Surgery Network	R9,650
Classic Smart	Smart Day Surgery Network	R11,000

DAY SURGERY

Find a healthcare provider and the Discovery app are brought to you by Discovery Health (Pty) Ltd; registration number 1997/013480/07, an authorised financial services provider and administrator of medical schemes.



# List of procedures covered in the Day Surgery Network

The following is a list of procedures to be performed in our Day Surgery Network.

## B

### Biopsies

- Skin, subcutaneous tissue, soft tissue, muscle, bone, lymph, eye, mouth, throat, breast, cervix, vulva, prostate, penis, testes

### Breast procedures

- Mastectomy for gynaecomastia
- Lumpectomy (fibroadenoma)

## E

### Ear, nose and throat procedures

- Tonsillectomy and/or adenoidectomy
- Repair nasal turbinates, nasal septum
- Simple procedures for nose bleed (extensive cautery)
- Sinus lavage
- Scopes (nasal endoscopy, laryngoscopy)
- middle ear procedures (mastoidectomy, myringoplasty, grommets)

### Eye procedures

- Cataract surgery
- Corneal transplant
- Treatment of glaucoma
- Other eye procedures (removal of foreign body, conjunctival surgery (repair laceration, pterygium), glaucoma surgery, probing & repair of tear ducts, vitrectomy, retinal surgery, eyelid surgery, strabismus repair)

## G

### Ganglionectomy

### Gastrointestinal

- Gastrointestinal scopes (oesophagoscopy, gastroscopy,

colonoscopy, sigmoidoscopy, proctoscopy, anoscopy)

- Anorectal procedures (treatment of haemorrhoids, fissure, fistula)

### Gynaecological procedures

- Diagnostic Dilatation and Curettage
- Endometrial ablation
- Diagnostic Hysteroscopy
- Colposcopy with LLETZ
- Examination under anaesthesia
- Diagnostic laparoscopy
- Simple vulval and introitus procedures: Simple hymenotomy, partial hymenectomy, simple vulvectomy, excision of Bartholin's gland cyst
- Vaginal, cervix and oviduct procedures: Excision vaginal septum, cyst or tumour, tubal ligation or occlusion, uterine cervix cerclage, removal cerclage suture
- Suction curettage
- Uterine evacuation and curettage

## O

### Orthopaedic procedures

- Arthroscopy, arthrotomy (shoulder, elbow, knee, ankle, hand, wrist, foot, temporomandibular joint), arthrodesis (hand, wrist, foot)
- Minor joint arthroplasty (intercarpal, carpometacarpal and metacarpophalangeal, interphalangeal joint arthroplasty)
- Tendon and/or ligament repair, muscle debridement, fascia procedures (tenotomy, tenodesis, tenolysis, repair/reconstruction, capsulotomy, capsulectomy, synovectomy, excision tendon sheath lesion, fasciotomy, fasciectomy). Subject to individual case review

- Repair bunion or toe deformity
- Treatment of simple closed fractures and/or dislocations, removal of pins and plates. Subject to individual case review

## N

### Nerve procedures

- Neuroplasty median nerve, ulnar nerve, digital, nerve of hand or foot

## R

### Removal of foreign body

- Subcutaneous tissue, muscle, external auditory canal under general anaesthesia

## S

### Simple superficial lymphadenectomy

### Skin procedures

- Debridement
- Removal of lesions (dependent on site and diameter)
- Simple repair of superficial wounds

### Simple Hernia Procedures

- Umbilical hernia repair
- Inguinal hernia repair

## U

### Urological

- Cystoscopy
- Male genital procedures (circumcision, repair of penis, exploration of testes and scrotum, orchietomy, epididymectomy, excision hydrocoele, excision varicocele, vasectomy)

# Extra benefits on your plan

You get the following extra benefits to enrich your cover.



## Assisted Reproductive Therapy (ART)

If you meet the Scheme's benefit entry criteria, you have cover for one or two annual cycles of ART, depending on your age.

The benefit includes cover for consultations, ultrasounds, oocyte retrieval, embryo transfer and freezing, admission costs including lab fees, medicine and embryo and sperm storage. This benefit also includes cover for egg donated cycles.

If you are registered on the Oncology Programme and meet the Scheme's clinical entry criteria, you have access to cryopreservation and egg and sperm storage for up to five years.

We pay up to a maximum of 75% of the Discovery Health Rate and up to a limit of R122,000 per person per year.

You will need to pay up to 25% of the costs and any amount in excess of the Discovery Health Rate (DHR).



## In rooms procedures

You have cover for a defined list of procedures performed in specialist rooms. Cover is up to the agreed rate, where authorised by the Scheme, from your Hospital Benefit.



## Africa Evacuation Cover

You have cover for emergency medical evacuations from certain sub-Saharan African countries back to South Africa. Pre-existing conditions are excluded.



## Advanced Illness Benefit

Members have access to a comprehensive palliative care programme. This programme offers unlimited cover for approved care at home, care coordination, counselling services and supportive care for appropriate end-of-life clinical and psychologist services. You also have access to a GP consultation to facilitate your palliative care treatment plan.



## Specialised Medicine and Technology Benefit

You have cover for a defined list of the latest treatments through the Specialised Medicine and Technology Benefit. We pay up to R200,000 per person per year. A co-payment of up to 20% applies. This benefit is not available on the Classic Smart Comprehensive plan.



## Claims related to traumatic events

The Trauma Recovery Extender Benefit extends your cover for out-of-hospital claims related to certain traumatic events. Claims are paid from the Trauma Recovery Extender Benefit for the rest of the year in which the trauma occurred, as well as the year after the event occurred. You and your dependants on your health plan have access to six counselling sessions per person per year by a psychologist, clinical social worker or registered counsellor, for the year in which the trauma event occurred and the year after. You need to apply for this benefit.



## International Travel Benefit

You have cover for emergency medical costs of up to R5 million per person on each journey while you travel outside of South Africa. This cover is for a period of 90 days from your departure from South Africa. Pre-existing conditions are excluded. We may cover you at equivalent local costs for elective treatment received outside of South Africa, as long as the treatment is readily and freely available in South Africa and it would normally be covered by your plan.



## International second opinion services

Through your specialist, you have access to second opinion services from The Clinic by Cleveland Clinic for life-threatening and life-changing conditions. We cover 75% for the cost of the second opinion service.



## Overseas Treatment Benefit

You have cover for treatment not available in South Africa. The treatment must be provided by a recognised professional and is paid up to a limit of R500,000 per person. You will need to pay and claim back from us when you return to South Africa. A co-payment of 20% applies.



## Spinal Care Programme

For conservative spinal treatment out-of-hospital you have access to a defined basket of care which includes cover for virtual and face-to-face consultations with an appropriately registered allied healthcare professional.

The Clinic by Cleveland Clinic online medical second opinion programme is brought to you by Discovery Health (Pty) Ltd; registration number 1997/013480/07, an authorised financial services provider and administrator of medical schemes.

EXTRA BENEFITS



# Your contributions, Medical Savings Account and Annual Thresholds

	MAIN MEMBER	ADULT	CHILD*
<b>CONTRIBUTIONS</b>			
Classic Comprehensive	R7,487	R7,081	R1,493
Classic Delta Comprehensive	R6,742	R6,382	R1,342
Essential Comprehensive	R6,292	R5,942	R1,269
Essential Delta Comprehensive	R5,667	R5,352	R1,134
Classic Smart Comprehensive	R5,441	R5,022	R1,730
<b>ANNUAL MEDICAL SAVINGS ACCOUNT AMOUNTS**</b>			
Classic Comprehensive	R21,945	R20,760	R4,374
Classic Delta Comprehensive	R19,764	R18,708	R3,930
Essential Comprehensive	R11,061	R10,440	R2,229
Essential Delta Comprehensive	R9,960	R9,408	R1,983
Classic Smart Comprehensive	No Medical Savings Account		
<b>ANNUAL THRESHOLD AMOUNTS**</b>			
Classic, Essential and Delta options	R25,740	R25,740	R4,910
Classic Smart Comprehensive	R29,480	R29,480	R1,000

\* We count a maximum of three children when we calculate the monthly contributions, annual Medical Savings Account and Annual Threshold. In the case of foster children, every child added to the policy is charged for.

\*\* If you join the Scheme after January, you won't get the full amount because it is calculated by counting the remaining months in the year.



# Exclusions

## Healthcare services that are not covered on your plan

Discovery Health Medical Scheme has certain exclusions. We do not pay for healthcare services related to the following, except where stipulated as part of a defined benefit or under the Prescribed Minimum Benefits (PMBs). For a full list of exclusions, please visit [www.discovery.co.za](http://www.discovery.co.za).

### Medical conditions during a waiting period

If we apply waiting periods because you have never belonged to a medical scheme or you have had a break in membership of more than 90 days before joining Discovery Health Medical Scheme, you will not have access to the Prescribed Minimum Benefits (PMBs) during your waiting periods. This includes cover for emergency admissions. If you had a break in cover of less than 90 days before joining Discovery Health Medical Scheme, you may have access to Prescribed Minimum Benefits (PMBs) during waiting periods.

### The general exclusion list includes:

- Reconstructive treatment and surgery, including cosmetic procedures and treatments
- Otoplasty for bat ears, port-wine stains and blepharoplasty (eyelid surgery)
- Breast reductions or enlargements and gynaecomastia
- Obesity
- Infertility, unless part of Prescribed Minimum Benefits (PMBs) or the Assisted Reproductive Therapy (ART) Benefit
- Frail care
- Alcohol, drug or solvent abuse
- Wilful and material violation of the law
- Wilful participation in war, terrorist activity, riot, civil commotion, rebellion or uprising
- Injuries sustained or healthcare services arising during travel to or in a country and/or territory at war
- Ultra-high cost treatments, experimental, unproven or unregistered treatments or practices
- Search and rescue.

We also do not cover the complications or the direct or indirect expenses that arise from any of the exclusions listed above, except where stipulated as part of a defined benefit or under the Prescribed Minimum Benefits (PMBs).





# Exclusive access to **value-added offers**

*Our members have exclusive access to value-added offers outside of the Discovery Health Medical Scheme benefits and Rules. Go to [www.discovery.co.za](http://www.discovery.co.za) to access these value-added offers.*

## **Savings on personal and family care items**

You can sign up for Healthy Care to get savings on a vast range of personal and family care products at any Clicks or Dis-Chem. Healthy Care items include a list of baby care, dental care, eye care, foot care, sun care and hand care products, as well as first aid and emergency items and over-the-counter medicine.

## **Frames and lenses**

You get a 20% discount for frames and lenses at an optometrist in your plan's network of optometrists. You will receive the discount immediately when you pay.

## **Savings on stem cell banking**

You get access to an exclusive offer with Netcells that gives expectant parents the opportunity to cryogenically store their newborn baby's umbilical cord blood and tissue stem cells for potential future medical use, at a discounted rate.

## **Access to Vitality to get healthier**

You have the opportunity to join the world's leading science-based wellness programme, Vitality, which rewards you for getting healthier. Not only is a healthy lifestyle more enjoyable, it is clinically proven that Vitality members live healthier, longer lives.

## **Access support from online patient communities**

Discovery Health has partnered with myHealthTeam, a global leader in facilitating highly effective online patient communities. This gives members living with diabetes and heart disease and those impacted by long COVID access to a digital community of patients living with the same illness to help them manage their condition.

Vitality is not part of Discovery Health Medical Scheme. Vitality is a separate wellness product, sold and administered by Discovery Vitality (Pty) Ltd, registration number 1999/007736/07. Limits, terms and conditions apply. Healthy Care is brought to you by Discovery Vitality (Pty) Ltd, registration number 1997/007736/07, an authorised financial services provider. Netcells and myHealthteam are brought to you by Discovery Health (Pty) Ltd, registration number 1997/013480/07, an authorised financial services provider.

# If you have a **complaint**

*Discovery Health Medical Scheme is committed to providing you with the highest standard of service and your feedback is important to us. The following channels are available for your complaints.*

## **What to do if you have a complaint:**

### **01 | To take your query further**

If you have already contacted Discovery Health Medical Scheme and feel that your query has still not been resolved, please complete our online complaints form on [www.discovery.co.za](http://www.discovery.co.za). We would also love to hear from you if we have exceeded your expectations.

### **02 | To contact the Principal Officer**

If you are still not satisfied with the resolution of your complaint after following the process in Step 1 you are able to escalate your complaint to the Principal Officer of the Discovery Health Medical Scheme. You may lodge a query or complaint with Discovery Health Medical Scheme by completing the online form on [www.discovery.co.za](http://www.discovery.co.za) or by emailing [principalofficer@discovery.co.za](mailto:principalofficer@discovery.co.za).

### **03 | To lodge a dispute**


If you have received a final decision from Discovery Health Medical Scheme and want to challenge it, you may lodge a formal dispute. You can find more information of the Scheme's dispute process on [www.discovery.co.za](http://www.discovery.co.za).

### **04 | To contact the Council for Medical Schemes**

Discovery Health Medical Scheme is regulated by the Council for Medical Schemes. You may contact the Council at any stage of the complaints process, but we encourage you to first follow the steps above to resolve your complaint before contacting the Council directly. Contact details for the Council for Medical Schemes: 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](mailto:complaints@medicalschemes.co.za) | 0861 123 267 | [www.medicalschemes.co.za](http://www.medicalschemes.co.za)





Download the Discovery app 

Discovery Health Medical Scheme is regulated by the Council for Medical Schemes.

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