

## Frequently asked questions

### What is Discovery MedXpress service?

Discovery MedXpress is a **convenient service** that allows Discovery Health members and adult dependants to **order their medicine over the phone** and have it **delivered to an address of their choice**.

Discovery MedXpress will **manage the ordering and tracking of medicines** and **negotiate** on the members' behalf to **ensure minimum or no co-payment**. Members can choose to use this service and **don't pay for any administration or delivery costs**.



### When is Discovery MedXpress available?

The Discovery MedXpress service is available to Discovery Health members nationwide, with order and delivery of repeatable medicine.

Repeatable medicine is any medicine that is taken regularly and for which the member has a prescription that contains repeats.

Members will be told of the implementation date for the order of non-repeatable medicines. Non-repeatable medicine is any medicine that is taken once-off as the member has a prescription that does not contain any repeats.



## When will this service be available to other schemes administered by Discovery Health?

Discovery MedXpress will be **available to the other medical schemes administered by Discovery Health**. The implementation date will be communicated to members when the service becomes available.



## Does this service replace any other way members get their medicines?

Discovery MedXpress does **not necessarily** replace any other way that members get their medicine. Members may continue to contact and use their current pharmacies of choice directly whether by courier, community pharmacy or corporate retail chain pharmacies.



## What are the benefits of Discovery MedXpress?

### Convenience

- Members provide us with the **address of their choice** and the medicine is **delivered to their door**.
- Discovery MedXpress **keeps** all the members' **prescriptions** and **contact details** in a centralised data centre, allowing for them to receive their medicine when they are travelling, without re-entering their details.
- If cover for the members' chronic medicine changes, they will be **told of the potential impact** and the **available choices** when they re-order their medicine in that month.



### Minimised co-payments

- The **dispensing fees** charged will always be **at or less than the Discovery Health Medicine Rate**.
- Discovery MedXpress will **advise members** on their medicine choices, allowing for them to make informed choices to **avoid unnecessary short-falls or co-payments**.

## What medicines can members order through Discovery MedXpress?

Members can **order all prescribed medicine** that is included in the **prescription**.

**Self-medication** or **pharmacist-advised** therapy will **not** be available through Discovery MedXpress.

Please note that, for the **introduction phase**, **only repeatable medicine** can be ordered.



## How do members use Discovery MedXpress?

Members with repeatable prescriptions can order medicine telephonically by following the easy steps below:



### 1. Marking the prescription clearly

Make sure the prescription is clearly marked with **'Discovery MedXpress'** and the **Discovery Health membership number** written on the prescription.

### 2. Sending Discovery MedXpress the prescription

Email the prescription to **medxpress@discovery.co.za** or fax it to **011 539 1020**.

### 3. Placing the order over the phone

Once the prescription has been received, Discovery MedXpress will send the member an SMS advising them to call Discovery MedXpress on **0860 99 88 77** to place their order.

All prescriptions and orders received **after 15:00** will only be seen as received the **next working day**.

In all instances for **schedule 6** and 7 medicines, and for the second fill of schedule 5 medicines, the final order can only be placed at the pharmacy once Discovery MedXpress receives the original prescription. This can be sent to Discovery MedXpress by registered post or delivered to us at our offices.

## How do members send original prescriptions to Discovery?

### 1. Hand in the original prescription at any of the following walk-in centres at:

#### Sandton

16 Fredman Drive  
Sandton

#### Centurion

Corner of Oak & Tegel Avenue  
Highveld Techno Park  
Centurion

#### KwaZulu-Natal

41 Imvubupark Place,  
Riverhorse Valley Business Estate  
Durban

#### Cape Town

Knowledge Park  
Heron Crescent  
Century City



**Please note** that original prescriptions **must be handed to a consultant** at the service desk. The script cannot be dropped off at the drop off box.

### 2. Send the prescription by registered mail to:

PO Box 650866  
Benmore  
2196

### 3. Hand in the prescription at our member lounge at:

#### Life Fourways Hospital

Corner of Cedar Road and Cedar  
Avenue West  
Fourways  
Johannesburg

## When can members call the Discovery MedXpress call centre?

The Discovery MedXpress call centre is available from **Monday to Friday** during office hours only, from **08:00 to 17:00** (public holidays excluded).



## How long will it take for delivery?

### Repeatable medicine prescriptions

Members with a delivery address in the major metropolitan areas will receive their medicines within **72 working hours** after Discovery MedXpress receives both the prescription and the order from the member.



If a **member needs medicine before the 72 working hours** delivery time, they may continue to contact and **use their current pharmacies** of choice **directly**.

Members will be advised when the service for order and delivery of non-repeatable medicines is available.

## About the members choice of delivery address and delivery time

- The delivery time is measured from when Discovery MedXpress has received both the essentials:
  - a **valid prescription** and
  - a **telephonic order** from the member has been placed.
- Destinations **outside the major metropolitan** areas will have **longer delivery times**.
- The Discovery MedXpress team will be able to advise on delivery times at the time of the order.
- The delivery address of choice may vary, depending on the member's requirements. It may include the **Post Office**, the **doctor's rooms** or the **member's work, home** or **holiday address** within South Africa.
- Members may be **charged a re-delivery fee** if the order has been confirmed with the **member and the member cannot receive the medicine** parcel after **failed attempts** to deliver it.



## How will using Discovery MedXpress affect members' co-payments?

This service provides Discovery Health with an excellent opportunity with helping members to **minimise or avoid co-payments** where possible.



Discovery MedXpress will **facilitate the ordering process** for the member with **participating pharmacies** and in so doing, offer members:

Where applicable, the opportunity to **choose a more cost-effective** generic equivalent which typically has a **lower or no co-payment** a dispensing fee that is equal to or lower than the Discovery Health Medicine Rate.

## Will Discovery MedXpress advise members on options to minimise co-payments?

When placing the order the member will be advised if there is a **more cost-effective generic equivalent** (a medicine with the same active ingredient, strength and usually formulation as the original medicine) available. For chronic medicines, we will **compare** the prescribed items with **Discovery Health's medicine list**. If the member agrees and decides to choose the generic equivalent then Discovery MedXpress will confirm the prescribed and ordered medicine items with the member.



Discovery MedXpress will **not make any changes** without the member's consent.

Where doctors endorsed the prescription with 'no generic' the generic alternative will not be offered to the member.

## Will the member have a co-payment and how will it be collected?

If a member needs to pay a co-payment whether due to benefit limits reached or other reasons, then **co-payments will be collected as follows**:

1. Where applicable, collection of any additional co-payments will be done **telephonically by credit card or by debit order**.



In all instances where co-payments need to be collected, the instruction to pay by credit card or debit order can only be given by the account holder.

Only **Mastercard** and **VISA** cards will be accepted.

**AMEX** and **DINERS** credit cards will not be accepted

2. Collection of co-payments will **start when the amount is higher** than the minimum collection amount of **R20**. Smaller amounts than the minimum collection amount will roll over and be collected later.

## How can the member keep track with the progress of the order?

The member will receive an **SMS** when:

- Discovery MedXpress **receives the member's prescription**.
- the order has been **placed** and
- the order has been **dispatched**.



The Discovery MedXpress call centre will **track the order status** and provide telephonic information to the member on request.

Members can phone Discovery MedXpress to enquire about the progress of the order by calling **0860 99 88 77**.

## Who will supply and deliver the medicines for Discovery MedXpress?

Discovery Health has designated service providers to provide and deliver medicines to members who use Discovery MedXpress.



## Can members have more than one delivery address?

**Yes**, members can have **different delivery addresses** for each order. Each time a member calls to place an order, the member needs to **specify the delivery address** (where it differs) upfront when placing the order. This means members can even have their medicine delivered to them when they are on holiday in South Africa or at a special address, for example their office or work place.



## Do members have to phone Discovery MedXpress every month to get their chronic medicine?

**Members will have to place a monthly order for their medicine**

or

Once you've placed your initial order with our Discovery MedXpress call centre **you can then order your medicine online at [www.discovery.co.za](http://www.discovery.co.za)**. We will deliver your medicine to the address of your choice: **You don't pay any costs for this service.**



## How do members re-order their repeatable medicine online?

**What you need to know before you get started**

- **Is this the first time you're ordering your medicine through Discovery MedXpress?**
  - o You won't be able to place your order online if this is the first time you're ordering medicine through Discovery MedXpress. Please call Discovery MedXpress on 0860 99 88 77 to register your prescription and receive your first order.
  - o Once you've placed your first order and if your prescription has medicine with many repeats, you can then place your next order online.
- **Make sure the repeats on your prescription hasn't ended**
  - o You will need to get a new prescription and call Discovery MedXpress on 0860 99 88 77 once the repeats on your prescription run out.