



2020  
**COMPREHENSIVE  
PLANS**

Healthcare for your life

WELCOME TO

# DISCOVERY HEALTH MEDICAL SCHEME

*Discovery Health Medical Scheme provides health plans that are as unique as you are. Seamless, personalised, connected health cover to protect you and those that you care for most, at every stage of your life.*

Read this guide to understand how your chosen health plan works including:

- What to do when you need to go to a doctor or to a hospital
- The preventative screening, medical conditions and treatments that we cover
- The payment rules for medicine and other treatments
- Which benefits you need to apply for and if there are any limits for certain benefits
- The medical conditions and treatments that we do not cover
- Tips for you to conveniently manage and access all the information for your chosen health plan using 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, awaiting formal approval from the Council for Medical Schemes. 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).

## KEY TERMS

### ABOUT SOME OF THE TERMS WE USE IN THIS DOCUMENT

#### A 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.

#### 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, you have cover for medicine for an additional list of life-threatening or degenerative conditions, as defined by us.

#### C 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.

#### CHRONIC DISEASE LIST (CDL)

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

#### CHRONIC DRUG AMOUNT (CDA)

We pay up to a monthly amount for each chronic medicine class. This applies to chronic medicine that is not listed on the formulary or medicine list.

#### 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, the age of the patient 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).

On Classic Smart Comprehensive you have cover for a defined set of day-to-day benefits, as well as cover from the Above Threshold Benefit (ATB). The level of day-to-day benefits depends on the plan you choose.

#### 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.



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

## 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)

Depending on your chosen plan, the Medical Savings Account (MSA) is an amount that gets set aside for you at the beginning of each year or when you join the Scheme. 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. Any unused funds will carry over to the next year.



## 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 or specialists 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

Depending on the plan you choose, you have full cover for GPs and specialists who we have payment arrangements with.



Medicine Networks

For 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.

## 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 medicines.

## PREMIER PLUS GP

A Premier Plus GP is a network GP who has contracted with us to provide you with coordinated care 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 270 diagnoses
- A defined list of 27 chronic conditions.

To access Prescribed Minimum Benefits, 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 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.

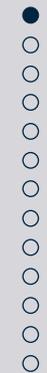
If your treatment doesn't meet the above criteria, we will pay according to your plan benefits.

## 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.

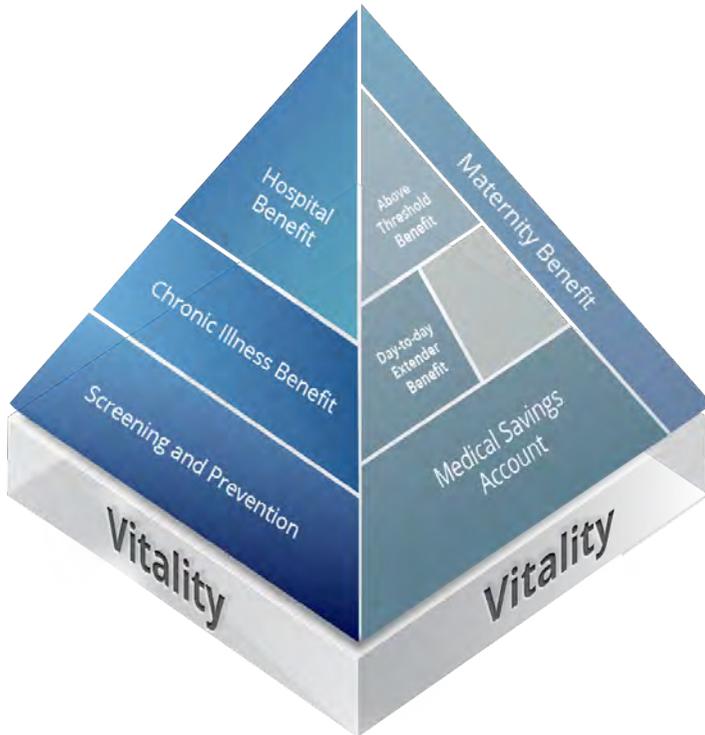
## W WHO GLOBAL OUTBREAK BENEFIT

The WHO Global Outbreak Benefit provides cover for global disease outbreaks recognised by the World Health Organization (WHO) such as COVID-19. This benefit offers cover for out-of-hospital management and appropriate supportive treatment during the outbreak period.





# KEY FEATURES



Vitality is a separate wellness product sold and administered by Discovery Vitality (Pty) Ltd, registration number 1999/007736/07, an authorised financial services provider.

## UNLIMITED COVER FOR HOSPITAL ADMISSIONS

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

## FULL COVER IN HOSPITAL FOR SPECIALISTS

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.

## FULL COVER FOR CHRONIC MEDICINES

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 medicines.

## 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.

## EXTENSIVE COVER FOR PREGNANCY

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

## 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. On Classic Smart Comprehensive you have cover for a set of defined day-to-day benefits as well as the Above Threshold Benefit (ATB). 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.

## 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 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 040 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 040 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 R400 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 R300 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 medicines that meet the Scheme's criteria. You will need to pay 25% 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
Cover for specialists, GP and other healthcare professionals	Up to twice the Discovery Health Rate (200%)		The Discovery Health Rate (100%)		Up to twice the Discovery Health Rate (200%)





## You have access to essential screening and prevention benefits

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

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 smears, mammograms and prostate screenings.

### SCREENING FOR KIDS

This benefit covers growth assessment tests, including height, weight, head circumference and health and milestone tracking at any one of our wellness providers.

### SCREENING FOR ADULTS

This benefit covers 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 every two years, a Pap smear once every three years, PSA test (prostate screening) each year and bowel cancer screening tests every two years for members between 45 and 75 years.

### SCREENING FOR SENIORS

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

### HOW WE PAY

These tests are paid from the Screening and Prevention Benefit. Consultations that do not form part of 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 for cervical screening.

Seasonal flu vaccine for members who are:

- Pregnant
- 65 years or older
- Registered for certain chronic conditions
- Healthcare professionals (given the potential exposure to COVID-19).

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

View a list of our wellness providers on our website [www.discovery.co.za](http://www.discovery.co.za)







We add these amounts to the Annual Threshold and pay these amounts when you reach your Above Threshold Benefit (ATB). 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, paid by you and paid from the ATB.

## 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.

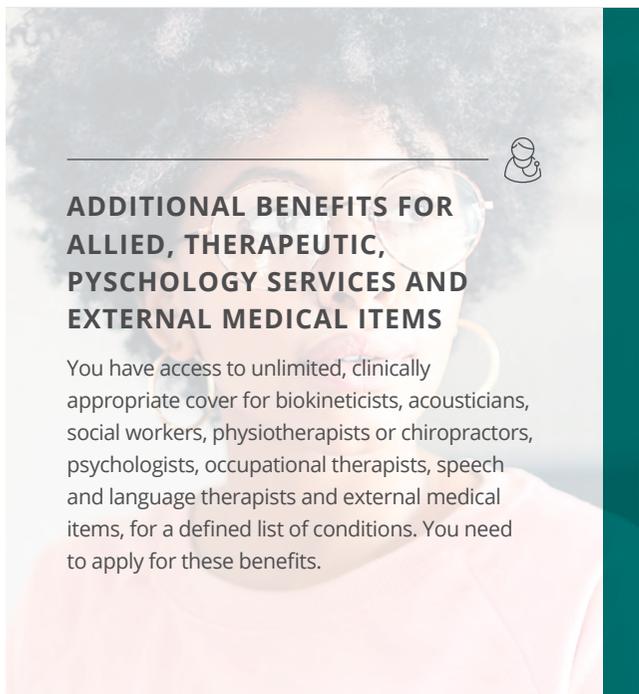
The tables below show you how much we pay for your day-to-day expenses on all Comprehensive plans.

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 (100%)
GPs and other healthcare professionals	The Discovery Health Rate (100%)
Preferred medicine	The Discovery Health Rate (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

Professional services	Single member	One dependant	Two dependants	Three or more dependants
Allied, therapeutic and psychology healthcare services* (acousticians, biokineticists, chiropractors, counsellors, dietitians, homeopaths, nurses, occupational therapists, physiotherapists, podiatrists, psychologists, psychometrists, social workers, speech and language therapists, and audiologists)				
Classic	R20 350	R27 650	R33 700	R39 100
Essential	R12 250	R17 350	R22 500	R26 550
Dental appliances and orthodontic treatment*	R29 850 per person			
Antenatal classes	R1 900 for your family			

\* 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.



## 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.

Medicine	Single member	One dependant	Two dependants	Three or more dependants
Prescribed medicine* (schedule 3 and above)				
<b>Classic</b>	R34 700	R40 750	R47 300	R53 950
<b>Essential</b>	R22 300	R27 150	R32 700	R35 650
Over-the-counter medicine, 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).			
<b>Appliances and equipment</b>				
<b>Optical*</b> (this limit covers lenses, frames, contact lenses and surgery or any healthcare service to correct refractive errors of the eye)				R6 000 per person
<b>External medical items*</b> (like wheelchairs, crutches and prostheses)	<b>Classic</b>			R58 800 for your family
	<b>Essential</b>			R39 400 for your family
<b>Hearing aids</b>	<b>Classic</b>			R25 800 for your family
	<b>Essential</b>			R20 700 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.

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 service	How you are covered
Unlimited GP consultations in the Smart GP Network	You pay R55 of the consultation fee with the balance of this fee covered up to the Discovery Health Rate (DHR). Video consultations are covered in full up to the DHR
Smart Specialist Benefit when referred by your Smart Network GP	You have cover for physician, gynaecologist, paediatrician and ENT consultations up to the annual benefit limit of R5 000 per person per year or R10 000 a family a year if referred by your Smart Network GP. Specialist-referred radiology and pathology are paid at the DHR, up to the Specialist Benefit limit
Eye test at an optometrist in the Smart Optometry Network	One eye test is covered per year with an upfront payment of R55, covered up to the DHR
Defined dental check-up at any dentist, dental therapist or oral hygienist	One dental check-up per year. You pay R110 and the balance of the check-up will be covered up to the DHR
Over-the-counter medicine obtained from any MedXpress Network Pharmacy	You are covered for over-the-counter medicine up to R800 a family a year. Cover for defined over-the-counter medicine categories from any MedXpress or MedXpress Network Pharmacy.
Acute medicine, obtained from any MedXpress Network Pharmacy	You are covered for certain acute medicine prescribed by a Smart GP up to R2 500 per person or R4 000 per family a year. Cover for the defined acute medicine categories from any MedXpress or MedXpress Network Pharmacy. subject to the annual Prescribed medicine limit
Sports injuries when referred by your Smart Network GP	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 referred by your Smart Network GP. You will have to pay R110 for each X-ray or for each visit. We will cover 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





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

**HOW TO GET THE BENEFIT**

You can activate the benefit in any of these ways:

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



Activate your pregnancy profile on the Discovery app

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

**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, including 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 150 per day in a private ward for your hospital stay for the delivery.

**Blood tests**

We pay for a defined list of blood tests for each pregnancy.

**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.

**AFTER YOU GIVE BIRTH**



**Essential devices**

We pay up to R5 200 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 within six-weeks post-birth, a nutritional assessment with a dietitian and two mental healthcare consultations with a counsellor or psychologist.

# You have cover for treatment for ongoing medical conditions (chronic conditions)

*You have cover for the 27 medical conditions set out in the list of chronic conditions known as the Chronic Disease List (CDL). On most Comprehensive plans you have cover for 23 extra conditions set out on the list of additional diseases on the Additional Disease List (ADL).*

## WHAT IS THE BENEFIT?

The Chronic Illness Benefit (CIB) covers you for a defined list of 27 medical conditions known as the Chronic Disease List (CDL) and an additional list of diseases called the Additional Disease List (ADL), depending on the plan you choose.

## 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 medicine

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

## HOW TO GET THE BENEFIT

You must apply for the Chronic Illness Benefit. Your doctor 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 guide.



## 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, interstitial pulmonary fibrosis
- S** Sjögren's syndrome, systemic sclerosis



**MEDXPRESS AND  
MEDXPRESS NETWORK  
PHARMACIES**

**HOW TO ORDER**

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

[medxpress@discovery.co.za](mailto:medxpress@discovery.co.za)

For new delivery orders, call MedXpress

**0860 99 88 77**



View all pharmacy network providers using  
Find a healthcare provider on the Discovery app

## 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 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 medicines will automatically be displayed, and you will then be prompted to take your medicine and confirm when each dose is taken.



## TRACK YOUR HEALTH

You can get personalised health goals that help you to manage your weight, nutrition and exercise. 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 goals.



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

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

We cover 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.



### MENTAL HEALTH PROGRAMME

If you meet the Scheme's clinical entry criteria, you have access to defined cover for the management of episodes of major depression. Enrolment on the programme unlocks cover for prescribed medicine, and additional GP consultations to allow for effective evaluation, tracking and monitoring of treatment.



### DIABETES CARE PROGRAMME

If you are registered on the Chronic Illness Benefit for diabetes, you can join the Diabetes Care programme. The programme unlocks cover for additional 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.



### HIV CARE PROGRAMME

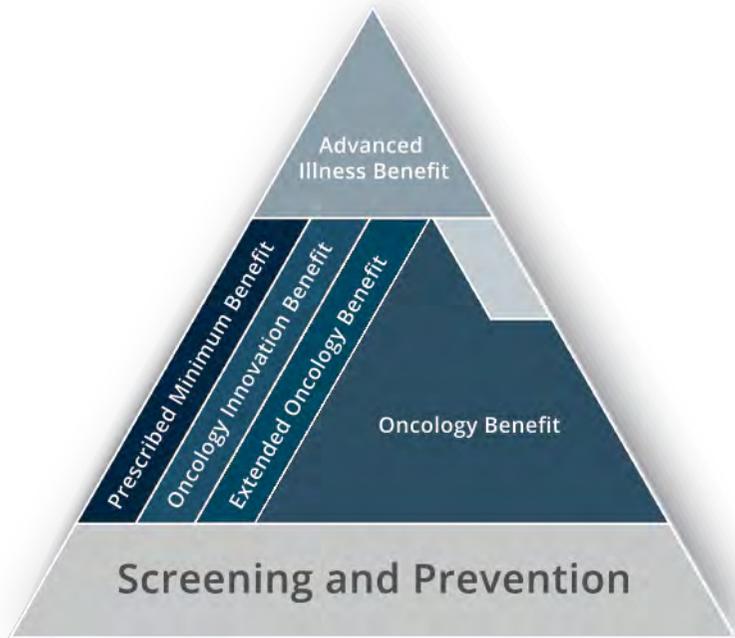
If you are registered on the HIV programme, you are covered for the care you need, which includes additional cover for social workers. You can be assured of confidentiality at all times. You need to get your medicine from a Designated Service Provider (DSP) to avoid a 20% co-payment.



### CARDIO CARE PROGRAMME

If you are registered on the Chronic Illness Benefit 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.

# You have comprehensive cover for cancer



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.

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

## 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 INNOVATION BENEFIT

You have cover for a defined list of innovative cancer medicines that meet the Scheme's criteria. You will need to pay 25% of the cost of these treatments. Not available on Classic Smart Comprehensive.

## 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. Not available on Classic Smart Comprehensive.

## ADVANCED ILLNESS BENEFIT

Members with cancer have access to a comprehensive palliative care programme. This programme offers unlimited cover for approved care at home.

## 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 R300 000 on Classic Smart Comprehensive and R400 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.



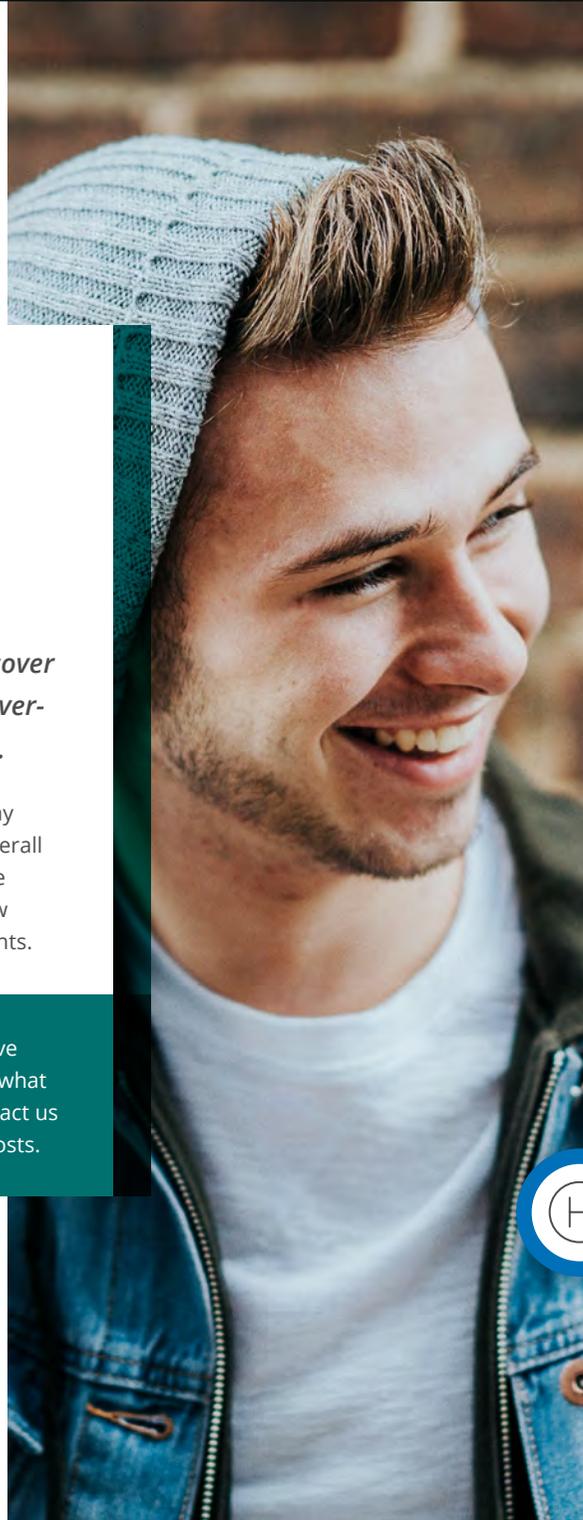


## If you need to be admitted to hospital

*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.



### 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 or Classic Smart Comprehensive. The funding of newly licensed facilities are subject to approval by the Scheme, on all health plans.

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 preauthorisation).



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

### 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, medicines 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 for 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.

# Your 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
The hospital account	<ul style="list-style-type: none"> <li>■ The full account at the agreed rate with the hospital</li> <li>■ Up to R2 150 per day in a private ward for the maternity benefit</li> <li>■ On the Delta options, you must pay an upfront amount of R8 400 for planned admissions to hospitals not in the Delta Hospital Network</li> <li>■ On Classic Smart Comprehensive, you must pay an upfront amount of R9 650 for planned admissions to hospitals not in the Smart Plan Hospital Network</li> </ul>
Specialists we have a payment arrangement with	The full account at the agreed rate
Specialists we do not have a payment arrangement with and other healthcare professionals	<ul style="list-style-type: none"> <li>■ Classic plans: up to twice the Discovery Health Rate (200%)</li> <li>■ Essential plans: up to the Discovery Health Rate (100%)</li> </ul>
X-rays and blood tests (radiology and pathology) accounts	Up to the Discovery Health Rate (100%)
MRI and CT scans	<ul style="list-style-type: none"> <li>■ Up to The Discovery Health Rate (DHR) if the scan is related to your 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 040 from your available day-to-day benefits and the balance from your Hospital Benefit, up to the 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 040 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 DHR</li> </ul>
Scopes (gastroscopy, colonoscopy, sigmoidoscopy, and proctoscopy)	<ul style="list-style-type: none"> <li>■ We pay the first R4 100 from your available day-to-day benefits and the balance of the hospital and related accounts from your Hospital Benefit. On Classic Smart Comprehensive, you pay the first R4 100 until you reach the Annual Threshold</li> <li>■ If both a gastroscopy and colonoscopy is performed in the same admission we pay the first R5 150 from your available day-to-day benefits and the balance of the hospital and related accounts from your Hospital Benefit</li> <li>■ If you do this in the doctor's rooms, you will not have to pay any amount upfront. We pay the account from the Hospital Benefit</li> </ul>

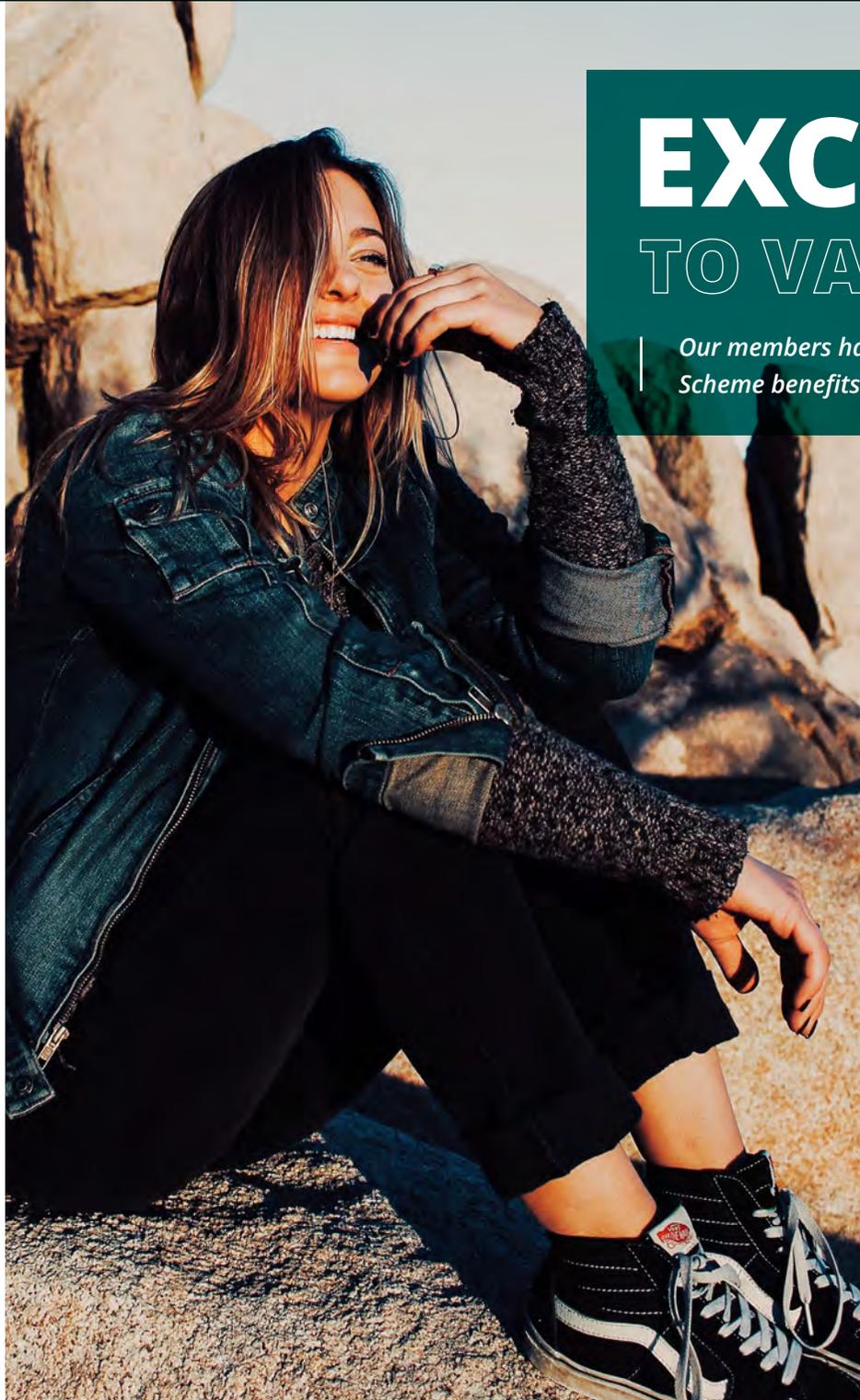












# EXCLUSIVE ACCESS TO VALUE-ADDED OFFERS

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.



## 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.



## 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.

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, an authorised financial services provider. Healthy Care is brought to you by Discovery Vitality (Pty) Ltd, registration number 1997/007736/07, an authorised financial services provider. Netcells is brought to you by Discovery Health (Pty) Ltd, registration number 1997/013480/07, an authorised financial services provider.

# If you have a complaint

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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.

## PLEASE GO THROUGH THESE STEPS 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 e-mailing [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 the website.

### 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. 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.com](mailto:complaints@medicalschemes.com) | 0861 123 267 | [www.medicalschemes.com](http://www.medicalschemes.com)

