

Dear Pharmacist

New KeyCare Start Regional plan effective 1 June 2022

Discovery is committed to providing value and access to good quality healthcare to members.

Discovery and its integrated care partners for this plan, **Intercare** and **Mediclinic**, were able to create a healthcare offering that is customised for specific regions. This plan is customised according to population size, disease burden and ability to provide a quality healthcare solution at the most affordable price.

The regions were therefore selected based on the population need, our partners' existing footprint and the ability to provide coordinated healthcare services with Intercare and Mediclinic.

Coordination of care on a regional basis allows us to introduce the KeyCare Start Regional plan at a reduced price point. Mediclinic and Intercare have created an integrated regional healthcare delivery system that enables coordination of care. This allows us to offer the same level of benefits, at an improved level of quality with the same range of healthcare access, at a lower price point.

Ultimately the intention is to extend the integrated care model to other regions in partnership with Mediclinic and Intercare.

Currently the regions are:

- Tzaneen, Limpopo
- Polokwane, Limpopo
- Mbombela, Mpumalanga
- Trichardt, Mpumalanga
- Bellville, Western Cape
- George, Western Cape

Designated service provider pharmacies for the KeyCare Start Regional plan

- KeyCare Start Regional will pay up to 80% of the Discovery Health Rate where members do not use designated service providers (DSPs) in their region.
- Pharmacies that are not designated service providers within in the KeyCare Start Regional plan's network will get this reason code when they claim:

Code	Reason description
778	Not a DSP, 20% co-payment applied

- Selected pharmacies, close to **Mediclinic** and **Intercare** in these regions, are designated service providers in the KeyCare Start Regional plan's network. You do not need to make any changes to the system setup. Please use existing KeyCare codes:

Destination	Independent	Corporate	Not contracted
DHEA000	DISCK16A 18.4% cap R18.40 min R7.06	DISCKK16 18.4% cap R18.40 min R7.06	DISCKK 16.14% cap R18.40

Plan benefits to members

- Members should access all healthcare services via the KeyCare Online Practice.
- From the KeyCare Online Practice, members will be referred to the most appropriate healthcare provider and setting.
- GP consultations may either be virtual or in person at Intercare.
- The member must use their chosen network GP for cover for their consultations and treatment.
- Members have access to two out-of-network GP visits a year at a GP in the KeyCare Start GP Network.
- For other day-to-day healthcare services, the member must have a referral from the KeyCare Online Practice and the KeyCare Start Regional GP. They must use KeyCare Start Regional network providers to access these healthcare services.

Contact us

If you have any questions about the KeyCare Start Regional plan and how to claim, please:

- Send an email to healthpartnerinfo@discovery.co.za
- Call 0860 44 55 66.

Regards

KeyCare Start Regional team
Discovery Health