

November 2023

Dear Pharmacist

Pilot programme to enhance the pharmacy claims submission journey

We are constantly striving to enhance the service we provide to you and to members of Discovery Health Medical Scheme. As part of this, we will be implementing a project to pilot an upgraded claims system starting from **24 November 2023**.

We hope to test the new system changes during the month of December 2023 on only a small cohort of Discovery Health Medical Scheme members. These members will be those who have been recently diagnosed with a chronic condition and are newly registered on the Chronic Illness Benefit. They will most likely present their first prescriptions.

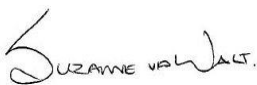
Once we are confident that the new system is functioning optimally, we hope to extend the pilot to all Discovery Health Medical Scheme members who are registered on the Chronic Illness Benefit from 1 January 2024.

What you can expect

During the period we are piloting the new system you can expect the same claims responses and decisions that you receive today. However, if you do have feedback or experience difficulty with claims processing, please reach out to us directly by calling the Chronic Call Center at 0860 44 55 66, follow the prompt by entering your practice number, member number and member's date of birth, then enter option 2. You can also send an email with the description of your experience and claims information to: Chronicqueries@discovery.co.za

Thank you for your support as we work towards providing the best service to you and members of Discovery Health Medical Scheme.

Regards



Suzanne van der Walt
Manager: Pharmacy Contract and Network Strategy
Discovery Health