

Dear Pharmacist

## Discovery Health formulary compliance and changes for 2020

We will continue to support you in 2020 with improving your pharmacy's formulary compliance to become a designated service provider (DSP) in our networks, including the MedXpress Pharmacy Network and the HIV ARV DSP Network.

We will continue to support you in the following ways:

- Giving you a monthly report on your pharmacy's formulary compliance and claim volumes.
- Highlighting the new 2020 formulary items on your pharmacy screens for easy identification while dispensing (please arrange with your software vendor if your system does not currently have this functionality).
- Putting the latest formulary and benchmarks on our website to assist you with stock management and ordering formulary items.

### HIV ARV DSP Network and ARV formulary compliance

- For inclusion in the HIV ARV DSP Network, we require 95% compliance with the HIV ARV formulary.
- From 1 January 2020 we will change the way we measure HIV formulary compliance by also taking into consideration alternative substitutable generic items where the SEP unit price falls within the benchmark price (same price band).

### How we support pharmacies in joining the HIV ARV DSP Network

We assist pharmacies who are not in the HIV ARV DSP Network in obtaining HIV DSP status by manually waiving the non-DSP co-payment on ARV formulary products for members with HIV authorisations. Pharmacists can continue to send member information to [HIVCRM\\_SUPPORT@discovery.co.za](mailto:HIVCRM_SUPPORT@discovery.co.za) for special authorisations where members have agreed to change to formulary generics.

Please send us the following information for these members:

- Membership number
- Chosen formulary products
- Strength
- Quantity

We plan to automate this process early in 2020 so that formulary products will not attract any non-DSP co-payments from the second quarter of 2020 at non-DSP pharmacies. This will assist you in getting DSP status.

The manual override for the non-DSP co-payment is product-specific for the period until the automation is live. This means the members will not be able to change between equivalent generics.

## MedXpress Pharmacy Network requirements

To be eligible for inclusion in the MedXpress Pharmacy Network, your pharmacy must meet the following criteria which we measure by looking back at your pharmacy's claims over the last six months:

- 52% Performance Based Remuneration (PBR) compliance.
- 82% Chronic formulary compliance.
- 95% Compliance with the oncology preferred-product list (only where the pharmacy has more than 30 claims per month (180 over six months).

See your monthly report for the full definitions of how we measure compliance.

## We will continue to review your DSP network participation every four months

Reviews take place every four months in the following cycles:

- 1 November – 28 February 2020
- 1 March – 30 June 2020
- 1 July – 31 October 2020

## We have simplified the process of changing your practice banking details

We have simplified the process of submitting your practice banking details for the payment of claims. You can now register your banking details or change your banking details by completing the *Healthcare Professional Banking Details* form and emailing this together with the supporting documents to [providerbankingdetails@discovery.co.za](mailto:providerbankingdetails@discovery.co.za)

The new form is available on the Healthcare Professional Zone at [www.discovery.co.za](http://www.discovery.co.za). As of 1 January 2020, we will no longer accept old forms for changing or registering provider banking details.

If you have any questions about this email, please contact us on [healthpartnerinfo@discovery.co.za](mailto:healthpartnerinfo@discovery.co.za)

Regards



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