

Premier Plus contracting on HealthID web

Introduction

This document is a guide to assist eligible GPs to sign up for the Premier Plus GP Network through HealthID.

Contents

Introduction	1
Contents	1
Glossary of terms	2
User journey	3
Accessing HealthID through the Discovery website	3
Prompt to join the Premier Plus network	3
Premier Plus network sign-up	4
Verification via a one time password (OTP)	6
Network page – successful registration	9
Accessing the ‘Network’ menu item	10
Help functionality	10
Appendices	12
Frequently asked questions	12

Glossary of terms

Term	Definition
HealthID	<p>Discovery HealthID is an application that provides information to assist the healthcare professional in making accurate diagnoses. With a patient's consent, the healthcare professional can use HealthID to access the patient's information, which includes:</p> <ul style="list-style-type: none">• Medical history• Electronic Health Records• Benefit information.
Patient	A person, visiting a healthcare professional, who is a member of a medical scheme administered by Discovery Health.
Healthcare professional	A professional person registered with the Health Professions Council of South Africa, who diagnoses a condition and decides on the appropriate treatment based on signs and symptoms presented.
Electronic Health Record	A repository of an individual's health data in digital form, stored and exchanged securely, and accessible to multiple authorised users. It contains retrospective, concurrent and prospective information and its primary purpose is to support continuing, efficient and quality integrated healthcare.
One-time password	A one-time password (OTP) is an automatically generated numeric or alphanumeric string of characters that authenticates the use.

User journey

Accessing HealthID through the Discovery website

- Go to the Discovery website, www.discovery.co.za/portal/provider/health-id
- If you do not have a username and password for the Discovery website, please follow this link to register: <https://www.discovery.co.za/portal/individual/register>
- HealthID is located in the Health Professional Zone on the Discovery website. Once you are logged in to the Discovery website, you can access HealthID by clicking the “HEALTHID” menu item.
- When accessing HealthID for the first time, read and accept the terms and conditions to continue to the functions.

The screenshot displays the Discovery website's user interface for a healthcare professional. At the top, there is a navigation bar with a dropdown menu for 'Healthcare professionals', a user greeting 'Hi Gabmljhlhkh', and a 'LOG OUT' button. Below this is a main navigation bar with links for 'HOME', 'YOUR DETAILS', 'HEALTHID' (highlighted in yellow), 'HEALTHCARE PROFESSIONAL TOOLS', and 'INFORMATION'. The main content area features a 'Welcome back' message and a yellow banner announcing that Discovery Health (Pty) Ltd will be the new administrator for the Glencore Medical Scheme from 1 July 2016. The interface is divided into several sections: 'Practice Details' with a dropdown for 'Select your practice' (currently showing 'JAMES AND CO - 4445789') and fields for 'Practice Number', 'Practice Name', and 'Practice Type'; 'Your personal details' with links to 'Update your details now', 'Change your password', and 'Set your communication preferences'; 'Confinement and gynaecological procedures' with a description of the tool; 'HealthID' with a logo and a link to 'HealthID patient list'; and a footer note about updated tools for membership confirmation and fund checking.

Figure 1: Accessing HealthID

Prompt to join the Premier Plus GP Network

- As an eligible GP, once you log in to HealthID, you will be prompted to join the Premier Plus GP Network.
- For a predefined period, HealthID will prompt you to join the network if you have not done so. This prompt will always occur on log in, on the top right hand corner of the screen and can be actioned by clicking on the displayed message.

- Alternatively, you can access the network sign-up page, by clicking on the new left menu item, called 'Networks.'

Healthcare professionals | Hi Gabmljhlkhh | LOG OUT

Discovery | HOME | YOUR DETAILS | HEALTHID | HEALTHCARE PROFESSIONAL TOOLS | INFORMATION

Home / HealthID

Patient list

Search for an existing patient by entering membership number or name

10 records per page

Member number	Name & surname	Age	Gender	Contact number	Consent status
000890780	GEBMDKDFCDGH BOBMDKDFCDGH	66	M	0825292888	Consent granted
000890780	DUBMDKDFCDB BOBMDKDFCDB	63	F	0835292888	Consent granted
000900270	MIBBBHDGFJLF FOBBBHDGFJLF	2	F	N/A	Consent granted
000951170	COBMMDLKDFHG ALBMMDLKDFHG	51	M	0825292888	Consent granted
001034240	MABMDJJKDGF BEBMDJJKDGF	51	F	0845292888	Consent granted
001273730	BEBMDJKGFHB VIBMDJKGFHB	53	M	0835292888	Consent granted
001341140	MIBMDJJKJLL LOBMDJJKJLL	53	M	0725292888	Consent granted
001341140	YBMDJJKKMJ LOBMDJJKKMJ	51	F	0825292888	Consent granted
001925590	JABMDJKDJF HABMDJKDJF	49	F	0845292888	Consent granted
001972510	DABMBMJDFHF FABMBMJDFHF	17	M	N/A	Consent granted

Showing 1 to 10 of 3551

« 1 2 3 ... »

You are eligible to join the Premier Plus GP Network. Find out more.

Doctor's profile

View disclaimer

Networks **New!**

Figure 2: Prompt to join the network

Premier Plus GP Network sign-up

Premier Plus GP Network information

- Once you have accessed the prompt from the patient list page, you will be redirected to the network sign-up page.
- This page gives an overview of the Premier Plus GP Network. It will also display the relevant practices you are associated with, which can be signed-up to the network to become the designated service provider (DSP) for your Discovery patients.
- You will be able to read more about the network and what the designated service provider is by clicking on the 'click here' link in the first paragraph.

Healthcare professionals | Hi Mebmjddbdfkg | LOG OUT

Discovery | HOME | YOUR DETAILS | HEALTHID | HEALTHCARE PROFESSIONAL TOOLS | INFORMATION

Home / HealthID

Patient list

Doctor's profile

View disclaimer

Reports

Networks

Networks

Help me

Premier Plus Network

The family practitioner plays a central role in coordinating care for a growing number of patients living with chronic conditions. Discovery Health has created a new Premier Plus GP Network for 2017 which will give you access to various innovative digital tools that enable you to manage your patients with diabetes through the DiabetesCare Programme.

[Click here](#) to view more information about this network. If you have any further queries or questions, please see the 'help me' section.

Practices

Dr MEBMJDDBFDKG VABMJDDBFDKG is linked to the following billing practices, which will act as the designated service provider for diabetes members.

Premier Plus	Practice Name	Discipline	Practice Number
<input checked="" type="checkbox"/>	C L AND M E LANDMAN INCORPORATED	General Medical Practitioner	0091235

Please note that one or more of the above practices is not yet on the Premier Plus network. By continuing you acknowledge that these practices will be added to the Premier Plus network.

Patient Management Fee

As the coordinator of care for patients who you have enrolled on the DiabetesCare programme, you will earn a monthly patient management fee per patient. Please specify the practice where you would like this fee to be paid to monthly.

Please specify the practice where you would like this fee to be paid to monthly *

VAN NIEKERK M (0149195)

Cannot find your practice on the list? Please ensure all banking details are updated for your practices by emailing provider_administration@discovery.co.za or by calling 0860 44 55 66.

I have read and agree to the [terms and conditions](#)

Join network

Figure 3: Network sign-up

Associated practices to sign-up to the network

- Next, you will be able to view your list of associated practices. These practices are either already signed-up on the Premier Plus GP Network, or are eligible to join.
- The eligible practices will display a checkbox option for you to 'tick' or 'untick', based on whether or not you would like to sign-up the practice.
- If you feel uncomfortable to sign-up a practice, you can 'untick' the checkbox. In this case, please inform Discovery of the reason or get in contact with your practice management to continue the sign-up process.
- Practices which have a 'tick' that cannot be changed ('unticked'), are practices which have already been signed-up to the network.
- If you are not associated with one or more of the practices displayed, please contact Discovery by emailing provider_administration@discovery.co.za

Patient management fee

Being a part of the Premier Plus GP Network, allows you to activate patients on the DiabetesCare Programme on HealthID. You will then receive a monthly management fee for being the managing healthcare professional for the patient. The function to activate patients on a programme will be available on HealthID from 1 January 2017.

- You will select to which practice you would like your monthly patient management fee to be paid. You can select a practice by clicking on the drop-down list on the screen. You can only select one practice to have this management fee paid to.
- If you do not see the associated practice of your preference, please contact Discovery by emailing provider_administration@discovery.co.za to ensure that all banking details for your practices are up to date.
- Please also note that you can only select your solus practice, or any of the associated practices you selected to be signed-up to the network, or which are already signed-up.
- You can continue the sign-up process with any of the available practices, and contact Discovery to change the payment practice by emailing provider_administration@discovery.co.za, once the banking details are up to date.

Terms and conditions

- To continue the process, please read and accept the terms and conditions of the network.
- The terms and conditions will open in a new browser window. To get back to the sign-up screen, ensure that you click on the relevant browser window, or close the PDF view.
- Once finished, click on the checkbox and continue by clicking on the 'Join network' button.

Verification with a one-time password (OTP)

- As you are not signing a physical paper contract, Discovery requires you to verify and complete the contracting process with a one-time password.
- Alternatively, log in to HealthID on your mobile phone or tablet device to continue the process without a one-time password.

First time using a one-time password on the Discovery website

- If you have never before used a one-time password (OTP) on the Discovery website, you will be redirected to a page where you can choose your OTP preference, based on your personal information Discovery has on the system.
- If no details display on the page and a message shows up to inform you that there are no information for you saved on the Discovery system, you will need to get in touch with the Discovery call center on 0860 10 06 96 to update your information.
- Alternatively, log in to HealthID on your mobile phone or tablet device to continue the process without a one-time password.
- Once you have selected your option, click on the 'Confirm' button on the bottom right of the screen.

Patient list

Doctor's profile

View disclaimer

Reports

Networks

Networks

One time password (OTP) settings

A one-time password or OTP is a temporary password used to secure product information on our website. In order to access secure product information, you would need to set up your OTP delivery methods. To receive your OTP, you will need to verify either the cell phone or email address details below to ensure that we send it to the correct details.

Please confirm the details where your one time password (OTP) should be sent to:

Preferred deliver method	Delivery cellphone number/ email
<input type="radio"/> Email	email@gmail.com
<input checked="" type="radio"/> SMS	0123456789

If the details above are incorrect, please contact the Discovery web call centre on 0860 100 696. For security purposes, these details may not be updated online.

[Back](#) [Confirm](#)

Figure 4: One time password settings

One-time password verification

- You will be prompted to enter the OTP sent to either your mobile phone or email address. This will be specified on the screen.
- You will only be required to enter the first five digits of the nine-digit OTP you have received. Continue by clicking on the 'Submit' button.
- On successful submission, you will be redirected to the 'Networks' page, as explained below.

Healthcare professionals | Hi Mebmjddbfdkg | LOG OUT

Discovery | HOME | YOUR DETAILS | HEALTHID | HEALTHCARE PROFESSIONAL TOOLS | INFORMATION

Home / HealthID

Patient list

Doctor's profile

View disclaimer

Reports

Networks

Networks

One time password (OTP) verification

Please note that your OTP details have been sent to cellphone number 0825292888 at 2016-10-24 15:35. If this is incorrect please contact our call centre on 0860 100 696.

Please enter the first 5 digits of your OTP *

33854 - 7886

Please note:

1. You will have five attempts in which to enter your OTP correctly. Should you capture it incorrectly on your fifth attempt, your web account will be locked and you will have to follow the prompts to unlock your account.
2. Once you have logged out of your current session or your current session has expired or you have not entered your OTP within an hour of it being issued, your OTP will be invalid.

Back | Resend OTP | Submit

Figure 5: One time password verification

Verification by electronic signature

- If you have logged in to HealthID by using a cellphone or tablet, you will not be required to complete the OTP process, but instead be asked to sign the contract.
 - <https://www.discovery.co.za/healthid-web/index.html#>
- You can use your finger or a stylus pen to sign your name on the device. This signature is the same as you would sign on any paper contract.
- Once you have signed, click on the 'Submit' button.
- If you need to retry, please click on the 'Clear signature' button.

Healthcare professionals | Hi Gibmjddbgkm | LOG OUT

Discovery | HOME | YOUR DETAILS | HEALTHID | HEALTHCARE PROFESSIONAL TOOLS | INFORMATION

Home / HealthID

Networks | Help me

Signature verification

Please sign in the block below to confirm your submission to join the Premier Plus network as stated on the previous page. This signature will be added to your contract digitally and a copy will be sent for your reference.

Sign here*

Use your finger or stylus to sign in the block above.

Back | Clear signature | Submit

Figure 6: Signature verification

Networks page – successful registration

- Once you have been successfully verified, you will be redirected to the Networks page.
 - This page will display the networks you are signed-up for with a status next to it. \
- Please note:** Currently the page will only display the Premier Plus GP Network and no other networks you are signed up to.
- You will see a message indicating that you have been successfully added to the network with a link to view the contract you have signed. **Please save or print this contract for your personal reference.**

The screenshot shows the Discovery HealthID interface. At the top, there is a navigation bar with 'Healthcare professionals' (dropdown), 'Hi Chbmkfmkhgmb', and a 'LOG OUT' button. Below this is the Discovery logo and a main navigation menu with 'HOME', 'YOUR DETAILS', 'HEALTHID', 'HEALTHCARE PROFESSIONAL TOOLS', and 'INFORMATION'. The breadcrumb trail shows 'Home / HealthID'. On the left, a sidebar menu includes 'Patient list' (highlighted in green), 'Doctor's profile', 'View disclaimer', 'Reports', 'Networks' (highlighted in blue), and 'Logout'. The main content area is titled 'Networks' and contains a 'Network contract' section. A green message box states: 'Your practice(s) have been added to the Premier Plus GP Network which will be active from 1 January 2017. Please [view](#) and print your contract for reference purposes.' Below this, a text block explains that the page shows associated and eligible networks. A table lists the 'Premier Plus GP Network' with a status of 'Participating'.

Figure 7: Successful registration

Accessing the 'Networks' menu item

- If you choose to enter the sign-up journey by clicking on the 'Networks' menu item, instead of the prompt, you will be able to view the 'Networks' page. This page will give you an overview of the networks you have joined or are eligible to join.
- Currently only the Premier Plus GP Network will display on this page.
- If you have not signed-up to join the network, you will be able to click on the relevant network (if the network's status is 'Eligible'). Clicking on this network will open up the network sign-up page, and you can continue or start the sign-up process, as explained above.

This screenshot shows the Discovery HealthID interface with the 'Networks' page. The top navigation bar is identical to Figure 7, but the user ID is 'Hi Mebmjddbfdkg'. The sidebar menu is also the same. The main content area is titled 'Networks' and contains a 'Network contract' section. A text block explains that the page shows associated and eligible networks. A table lists the 'Premier Plus GP Network' with a status of 'Eligible'.

Figure 8: Network view page

Help function

- If you experience any problems, you can click on the 'Help me' function on any of the above explained pages.
- You will have four options for receiving help when you sign-up to a network:
 - Call center number: You can call the call center for technical help at 0860 44 55 66
 - Get a call back: You can send a request for a callback to the Discovery team.
Please note: This option has a maximum of a 48-hour turnaround time.
 - Send an email: You can send a direct email to healthpartnerinfo@discovery.co.za to either receive a callback from an agent or an email with resolution details. Please specify your contact information in the email.
 - View the training material: You can access this training document for your reference. If your question is not covered by the information in this document, please refer to any of the other help functions.

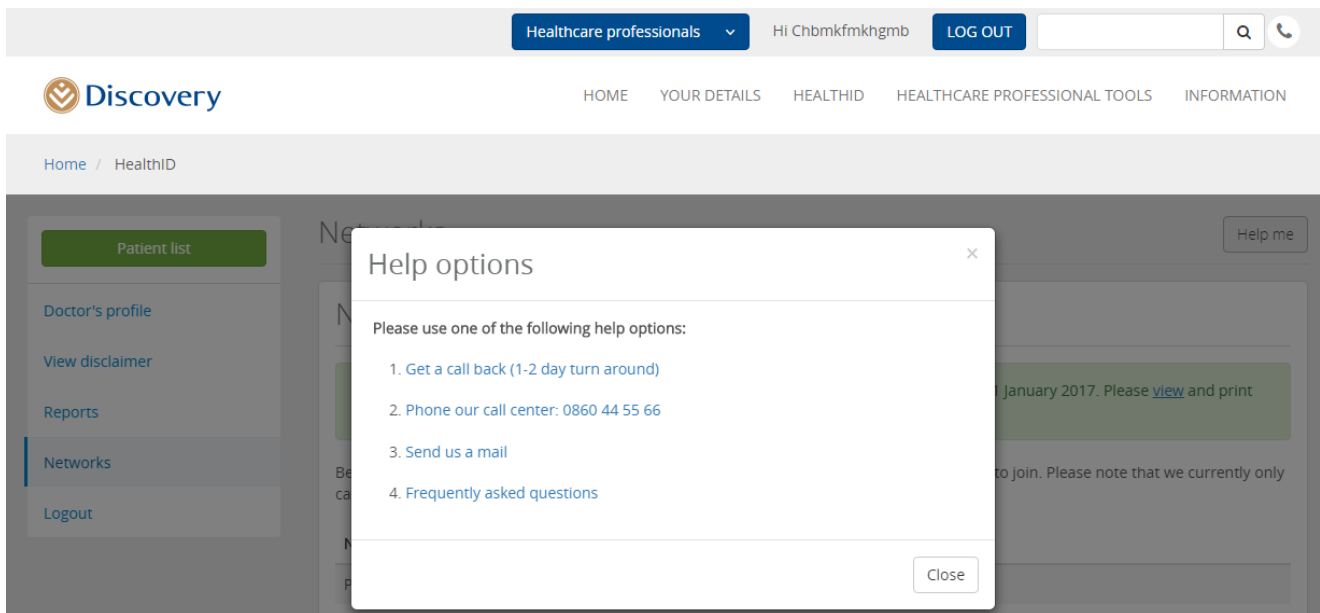


Figure 9: Help functionality

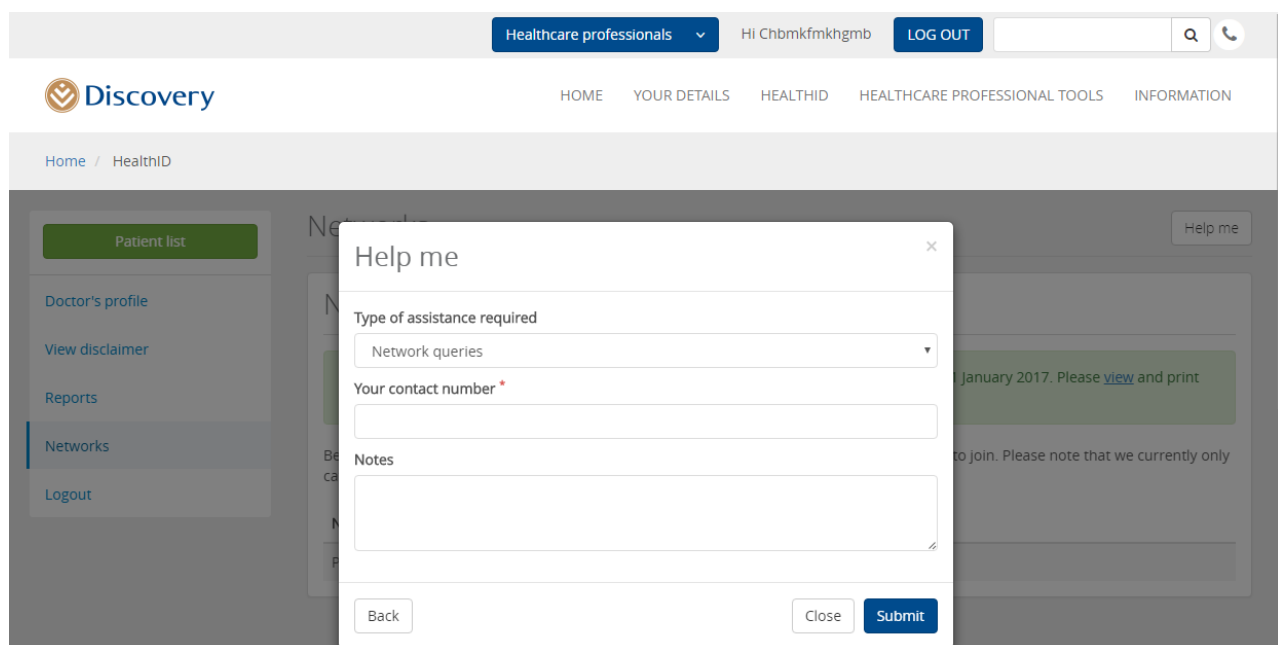


Figure 10: Call back help functionality

Appendices

Frequently asked questions

- **Why are only certain of my practices displaying under the practice section?**

To be eligible to join the Premier Plus GP Network, practices have to have engaged HealthID users and have a significant number of members with chronic illnesses under their care. It might also happen that the information on the Discovery system is not up to date and the system does not pick up all the practices you are associated with. Please use the help function on-screen by clicking on the 'Help me' button to have this information updated.

- **Why can I only select certain of the displayed practices?**

Practices which are already signed-up on the network, will not be selectable as you do not have to sign them up. Only practices which are eligible to join, will be selectable.

- **What is a patient management fee and why must I select a practice?**

Being a part of the Premier Plus GP Network, allows you to activate patients on the DiabetesCare programme on HealthID and receive a monthly management fee, for being the managing healthcare professional for the patient. The function to activate patients on a programme will be available on HealthID from 1 January 2017.

- **My preferred practice is not displayed in the patient management section, what do I do?**

If you do not see the associated practice of your preference, please contact Discovery by emailing provider_administration@discovery.co.za to ensure that all banking details for your practices are up to date.

Please also note that you will only be able to select your solus practice, or any of the associated practices you selected to be signed-up to the network, or which are already signed-up.

Please also note that you can continue the sign-up process with any of the available practices, and contact Discovery to change the payment practice by emailing provider_administration@discovery.co.za, once the banking details are up to date.

- **I do not have any information on the Discovery website to complete the one-time password process, what do I do?**

You can call the Discovery call center on 0860 10 06 96, to update your personal information or alternatively log in to HealthID by using your cellphone or tablet (<https://www.discovery.co.za/healthid-web/index.html#>). These devices allow you to sign on-screen, rather than completing verification with the one-time password.

- **Is there any alternative to the one-time password process?**

Yes, log in to HealthID by using your cellphone or tablet (<https://www.discovery.co.za/healthid-web/index.html#>). These devices allow you to sign on-screen, rather than completing verification with an OTP.

- **Where can I get more information on the Premier Plus GP Network?**

The Premier Plus GP Network, is a quality network of GPs specialising in the care of patients with chronic conditions, specifically diabetes. You can view more information on the network by clicking on the "Click here" link on the sign-up page.

- **Will I be able to leave the network if I change my mind, or is this process binding forever?**

You can leave the network if you choose to do so. Please remember that if you leave the network, you will not be eligible to receive the monthly patient management fee and your practice might be at risk of being removed as the

designated service provider for the patient. You can opt-out by emailing provider_administration@discovery.co.za or by opting out on HealthID on the website (future enhancement).

- **Can I change the practice where I want my management fee to be paid to in the future?**

Yes, you can change the practice where you would like to have your patient management fee paid to, by emailing provider_administration@discovery.co.za