



2021

DISCOVERY PREPAID HEALTH

FREQUENTLY ASKED QUESTIONS

What is Discovery Prepaid Health?

Discovery Prepaid Health is a platform that gives anyone living in South Africa access to affordable, high-quality, private, primary healthcare and medicine through our network of general practitioners (GPs) and available through a user-friendly vouchersing system.

This means that anyone in South Africa can access top-quality private healthcare at predictable, highly competitive rates. The platform is accessible through a web-based app on www.discovery.co.za or WhatsApp.

Do I need to belong to a private medical scheme to access Discovery Prepaid Health?

You don't need to belong to a medical aid to use Discovery Prepaid Health.

Do I have to be over a certain age to access Discovery Prepaid Health?

The platform can be accessed by anyone of any age living in South Africa, but minors should be accompanied by an adult when receiving healthcare services.

Which healthcare services can I buy using Discovery Prepaid Health?

You can use your Discovery Prepaid Health balance for any service available on the Discovery Prepaid platform.

Currently available:

1. **R300 GP + meds:** The GP + meds voucher covers a face-to-face consultation with a GP in our network and medicine as the doctor prescribes and provides.

Services available in early 2021:

2. Pharmacy pack – **coming soon**
3. Pharmacy clinic + meds – **coming soon**
4. Online GP + meds – **coming soon**

Please keep a look out for more services as these become available in future.

How does Discovery Prepaid Health ensure maximum value for money when accessing private, primary healthcare?

Discovery Prepaid Health ensures maximum value for money when accessing high-quality, private, primary healthcare, e.g. a face-to-face visit to a Discovery Prepaid Health network GP and medicine, all-inclusive at R300.

The GP consultation that a Discovery Prepaid Health user accesses is of the highest-quality and in line with global standards of excellence in private primary healthcare.

Discovery Prepaid Health is able to offer these options through a unique partnership with a strong, national network of carefully selected healthcare providers who are committed to ensuring that as many people in South Africa gain access to affordable private care of the highest quality.

Discovery Prepaid Health is accessible through two user-friendly, digital platforms:

- A web-based app on www.discovery.co.za
- On WhatsApp

Can I only access Discovery Prepaid Health if I have a smartphone?

You don't need a smartphone to use Discovery Prepaid Health as it can easily be accessed by:

1. Any cell-phone which is compatible with WhatsApp and/or has web browsing capabilities
2. A user's laptop or computer.

That's because users can access Discovery Prepaid Health via WhatsApp or the dedicated Discovery Prepaid Health web-based app on www.discovery.co.za. You will be able to save the web-based app to your home screen for easy access.

Is use of the Discovery Prepaid Health platform free?

The Discovery Prepaid Health platform is free to use. There are no registration fees or ongoing monthly fees. When you choose to make use of any of the healthcare services offered through the platform, you will pay the amount that the specific voucher for that service costs.

The platform is not zero-rated so you may incur standard data charges from your mobile service provider while using WhatsApp or the web-based app.

How do I register for Discovery Prepaid Health?

Once you register for Discovery Prepaid Health, you can buy Discovery Prepaid Health vouchers.

Register in the following ways:

Web-based app

If you are an existing Discovery client, you will be able to login to the Discovery Prepaid Health web-based app on www.discovery.co.za using your Discovery Username and Password.

If you are not an existing Discovery client, you will need to register on the Discovery Prepaid Health web-based app on www.discovery.co.za.

You will need to provide the following details:

- Name
- Surname
- ID/Passport Number
- Cell number
- Email address

WhatsApp

Anyone will be able to register by sending a WhatsApp message to Discovery Prepaid Health on **0800 33 78 46**. Just say "Hi" and follow the prompts to get started.

You will need to provide the following details:

- Name
- Surname
- ID/Passport Number
- Cell number

All clients will need to agree to the terms and conditions to complete the registration process.

What can I do once I have registered for Discovery Prepaid Health?

Buy. Load. Redeem your vouchers:

1. **Buy** a 1ForYou or Blu voucher at one of [350 000 retailers and independent traders](#) or use your debit or credit card through Discovery Prepaid Health or buy a Discovery Prepaid Health voucher in the Vitality Active Rewards mall using your Discovery Miles (existing Discovery clients only).
2. **Load** and top up your Prepaid Health balance on WhatsApp on 0800 33 78 46 or using our web-based app on www.discovery.co.za.
3. You can then **use** your Discovery Prepaid Health balance for any service available on the Discovery Prepaid platform, e.g. a GP + Meds voucher.
4. **Redeem your voucher** on the day when you see your healthcare provider.

You can also:

- Find GPs who are located near you
- View and top up your balance as needed, or to save for your future healthcare needs
- Share a voucher with your friends and family through the Discovery Prepaid Health platform on WhatsApp or the web-based app.

What is a 1ForYou or Blu voucher?

1ForYou and Blu vouchers are vouchers that you can use to top up your Discovery Prepaid Health balance. Each voucher has a unique voucher code, which you enter on the Discovery Prepaid Health platform to top up your balance.

You can buy vouchers from participating retail stores nationwide. You can also download our [list of retail store partners](#) from our website

Can I buy and share Discovery Prepaid Health Vouchers with others?

Yes. Users can buy and share a Discovery Prepaid Health voucher code with loved ones. A parent might buy for a student away from home, an employer for an employee and so on. You can select **share a voucher** on the Discovery Prepaid Health platform on www.discovery.co.za or WhatsApp.

How can I top up my Discovery Prepaid Health balance – in more detail?

To top up your Discovery Prepaid Health balance, you can:

1. Buy a Blu voucher or 1ForYou voucher in store any of the [participating retailers](#) and load it on WhatsApp on 0800 33 78 46 or through the Discovery Prepaid Health web-based app on www.discovery.co.za
2. Use your debit or credit card through Discovery Prepaid Health
3. Buy a Discovery Prepaid Health voucher in the Vitality Active Rewards mall using your Discovery Miles (existing Discovery clients only).

How do I use my 1ForYou or Blu voucher?

To use your voucher, you'll need to upload it to the Discovery Prepaid Health platform. Once it's uploaded, you can redeem the value of your voucher at any general practitioner (GP) in the Discovery Prepaid Health network.

Can I use my Discovery Prepaid Health voucher at any GP of my choice?

No, you can use your voucher to access a consultation with one of the many carefully selected GPs who form part of the Discovery Prepaid Health network, and so accept Discovery Prepaid Health vouchers. [GPs within the network](#) are located nationally.

How do I find a GP in the Discovery Prepaid Health network who is located close to me?

To find doctors on the Discovery Prepaid Health network, you can use our online search tool or view a list of **providers in our network**.

Are there exclusions or waiting periods applied before I can buy and redeem healthcare services?

There are no exclusions or waiting periods for Discovery Prepaid Health. You can buy and redeem healthcare services as soon as you've registered on the Discovery Prepaid Health platform.

What sort of medicine will my GP prescribe as part of my R300 voucher package?

The Discovery Prepaid Health R300 GP consultation voucher with medicine, covers a consultation with the doctor as well as a five-to-seven day supply of medicine required to treat any acute illness diagnosed.

Should it transpire that a patient requires chronic medicine, the doctor will prescribe these for collection at a nearby pharmacy, for the patient's own account.

Will I ever have to pay extra money for the healthcare I receive, once I have redeemed my voucher?

The GP + meds voucher covers a face-to-face consultation with a [GP in our network](#) and medicine as the doctor prescribes and provides. Minor procedures carried out by the GP are not included in the R300 voucher fee and are for your account. If you require additional healthcare treatments or medicine that the doctor cannot provide, the costs are for your account.

Can I use my voucher in a hospital? Can I use it to access care in an emergency room?

Discovery Prepaid Health vouchers can't be used at hospitals or emergency rooms. The vouchers are for primary healthcare consultations and medicine only.

Can I get a refund for my voucher or use my voucher for services other than those provided through Discovery Prepaid Health?

Once funds have been uploaded onto the Discovery Prepaid Health platform and added to your Discovery Prepaid Health balance, the funds will remain available to you until you're ready to buy a voucher. The balance can't be withdrawn for other services or removed from the platform. The balance can only be used to redeem for healthcare services.

Do my Discovery Prepaid Health vouchers expire?

When you buy a 1ForYou or Blu voucher, you have three years to upload it to your Discovery Prepaid Health balance. Once you've uploaded it, the funds are yours and will never expire.

What do I do if I lose my 1ForYou or Blu voucher before uploading it?

If you lose your voucher, there's unfortunately nothing Discovery can do. Please make sure you upload your voucher as soon as possible after you buy it.

What happens to my Discovery Prepaid Health balance if I change or lose my mobile phone?

You can contact us on 0800 33 78 46 where our agents will be able to assist you in transferring your Discovery Prepaid Health balance to your new mobile phone.

Why should I use Discovery Prepaid Health, instead of paying cash at a doctor?

If you use Discovery Prepaid Health, you have access to a wide network of carefully selected private general practitioners (GPs), at special rates, that have been specially negotiated for you.

GPs on our network provide high-quality, private consultations and medicine, for only R300. When you use a Discovery Prepaid Health voucher at a network GP, you'll always know the cost of your consultation and medicine upfront.

If you visit a doctor on our network, and don't use a Discovery Prepaid Health voucher, you'll be charged the full consultation fee.

How do I access support from Discovery?

You can contact us using WhatsApp on **0800 33 78 46** or view our FAQs available on www.discovery.co.za