

KEYCARE PRIMARY CARE CLINIC BENEFIT

CLICKS NURSE HANDBOOK

DISCOVERY HEALTH
2024





Table of contents

Overview.....	3
High-level summary of the KeyCare benefits	3
Primary Care Clinics are new on the KeyCare Plan	3
Purpose of the document	3
About some of the terms we use in this document	4
Pharmacies on the Primary Care Clinic Network	4
Who qualifies for the Primary Care Clinic Benefit?.....	4
What does the fee for the nurse consultation cover?.....	5
Nurse-led consultation process	5
How to consult with a virtual GP – if needed	6
Contact us.....	7
Annexure A.....	8
<i>KeyCare formulary for pharmacist-advised therapy</i>	8
Annexure B.....	11
<i>KeyCare pathology formulary</i>	11
Annexure C.....	12
<i>Services, claiming codes and rates</i>	12
Annexure D.....	13
<i>Reasons and explanations for claims rejection</i>	13



Overview

Clinical research shows that patients have better health outcomes if they have one doctor who coordinates their care, rather than many different doctors. This approach helps to develop a meaningful and long-term relationship with a primary care doctor who can tailor treatment to the patient's specific needs.

High-level summary of the KeyCare benefits

The KeyCare Series has the most affordable Discovery Health Medical Scheme plan options. Income-banded contribution levels make it more affordable for persons with a lower income, while still giving them comprehensive cover in and out of hospital.

Through network arrangements, the KeyCare Series offers the following to a patient:

- Comprehensive cover for both emergency and planned hospital admissions, at one of the network hospitals.
- Cover for day-to-day primary healthcare services, including a medicine list (formulary), through providers in the KeyCare GP Network.
- Cover for 27 Chronic Disease List conditions, depending on the medicine list (formulary) and basket of care.
- Cover for a defined list of radiology and pathology services through our network providers.
- Cover for care from a specialist up to the Specialist Benefit limit, when their nominated GP refers them to the specialist.
- Cover for a defined list of dental and optometry services at a network provider.
- Cover for comprehensive maternity and early childhood services at designated service providers.

Primary care clinics are new on the KeyCare plans

We recognise the valuable contribution that pharmacy clinics make across South Africa. So, we are including nurse-led clinic consultations at selected **Clicks pharmacy clinics** in the Primary Care Clinic Network in our KeyCare cover.

All the KeyCare plans, except KeyCare Core, offer unlimited consultations at the patient's nominated primary care GP. If the nominated primary care GP is not available, the patient can now go for a maximum of two nurse-led primary care clinic visits per year at any primary care network clinic (which includes virtual-enabled Clicks pharmacies).

As part of these visits, the patient has cover for the following:

- Acute medicine list (formulary) items on schedule 0, 1 and 2 when referred by the nurse and dispensed by the pharmacist.
- Extra selected nurse services that include wound care and infusions.
- Nurse referrals for pathology tests where the condition and treatment falls within the scope of the registered nurse.
- Virtual GP, prescribed formulary medicine, pathology laboratory and radiology referrals.
- Virtual GP-led referrals for in-person KeyCare GP consultations.

Purpose of the document

The purpose of this handbook is to help healthcare professionals in clinics understand the rules, procedures and processes for dealing with consultations at pharmacy clinics for patients on our plans. It also sets out what patients on KeyCare plans can claim for. These plans include KeyCare Plus, KeyCare Start, KeyCare Start Regional, LA KeyPlus and TFG Health Plan patients. KeyCare Core does not offer the Primary Care Clinic Benefit.

We have built verification rules into the Discovery Health system to make sure we cover the claims according to plan types and benefit rules, so that you do not need to worry about it.



About some of the terms we use in this document

Some of the terms in this document or the way in which we use them may not be familiar to you. Here are their meanings.

Terminology	Description
Clinic	Clinic is defined as either a primary care community clinic or a pharmacy clinic where nurse-led consultations are offered.
Primary Care Clinic Benefit	The Primary Care Clinic Benefit comprises a visit at a clinic where a registered nurse offers first-line treatment. This includes a virtual GP consultation and an in-person KeyCare network GP consultation where clinically appropriate. Medicine may be dispensed to the patient if it is necessary.
Member	In this document, any reference to a member also includes dependants on their plan.
NAPPI code	A NAPPI (National Pharmaceutical Product Index) code is a unique code used in South African healthcare to classify medical products and procedures. The medical insurers use this code when they process claims.
Nominated primary care GP	Each patient must nominate a general practitioner (GP) who is on the KeyCare GP Network. This GP will treat the patient for all day-to-day healthcare needs (for which the patient has full cover).
Virtual GP	The virtual GP offers day-to-day treatment when a nurse refers a patient during a primary care clinic visit.
In-person KeyCare network GP	The in-person KeyCare network GP can treat a patient who is referred by the virtual GP. This in-person GP will usually not be the patient's nominated primary care GP.
Nurse services	The nurse can claim for wound care, infusions and sutures during a primary care clinic visit, in addition to claiming for the consultation.
Nurse-referred OTC medicine on the KeyCare acute medicine list (formulary)	As part of a primary care clinic visit, the nurse may refer the patient to the pharmacy dispensary for schedule 0 to 2 medicine that is available on the KeyCare formulary. If the nurse consultation is claimed for on the same day as the medicine, we'll pay the medicine claim. If it is not claimed for on the same day, we'll reject the medicine claim. (See Annexure A).
Virtual GP-referred medicines on the KeyCare acute medicine list (formulary)	As part of the primary care clinic visit, the virtual GP can refer the patient to the pharmacy dispensary for acute medicine that is on the KeyCare formulary. If the virtual GP consultation is on the same day, we'll pay the pharmacy claim. If it is not on the same day, we'll reject the medicine claim.

Pharmacies on the Primary Care Clinic Network

Virtual-enabled Clicks pharmacies can enrol on the KeyCare Primary Care Clinic Network when the nurse is supported by a virtual GP. Participating pharmacies in the primary care clinic network can refer patients to a virtual GP for a virtual consultation. The clinic can claim for these services at the agreed KeyCare rates.

Who qualifies for the Primary Care Clinic Benefit?

Patients who are on a KeyCare Plus, KeyCare Start, KeyCare Start Regional and LA KeyPlus plan get TWO visits as part of the Primary Care Clinic Benefit to see a nurse for primary care services. TFG Health Plan patients get ONE primary care clinic visit.



What does the fee for the nurse consultation cover?

The nurse consultation fee covers services from a registered nurse in a clinic that is part of the Clicks Primary Care Clinic Network. This is services that fall in the nurse's scope of practice. We pay a fixed rate for these services.

The pharmacy nurse may also:

- Refer the patient to the dispensary for necessary acute medicine on the medicine list (formulary) that is dispensed by the pharmacist on KeyCare submission codes. We'll pay the medicine from the patient's risk benefits.
- Refer the patient for pathology laboratory tests that are on the KeyCare pathology list (formulary). (See **Annexure B.**) We will pay for the pathology tests if the patient was referred by the virtual GP or by a nurse *with their own BHF practice number*.
- Arrange for a consultation with the virtual GP on the virtual consultation platform. If a prescription is necessary during the consultation, the patient can get the medicine from a network pharmacy dispensary using the normal claiming code. If the virtual GP refers the patient for an in-person KeyCare GP consultation, it will count towards one clinic visit, but it will be paid separately from the clinic fee. We will only pay for radiology if the patient was referred by the virtual GP or an in-person KeyCare GP.
- Carry out certain agreed procedures (see **Annexure C**). We will pay for these procedures under the Primary Care Clinic Benefit.

If a patient asks you how they can find a KeyCare provider in our network, tell them to:

- Log in to www.discovery.co.za and search under **Medical Aid > Find a healthcare provider**.
- Click on **Find a healthcare provider** in the Discovery Health app.

Nurse-led consultation process

The following steps will guide you through the consultation and the Discovery claims procedure.

1. **Confirm the patient's identity and plan**, using their ID and Discovery membership card. You can also check their digital membership card on their Discovery Health app.
2. **Open a profile for the patient** on the Discovery patient system (if they don't have one) using the patient's ID number and other relevant details.
3. **Submit a claim on your pharmacy's dispensing system** before you carry out the medical consultation. Use the nurse consultation code for the agreed rate and the relevant plan. (The service description and submission codes must be available on your claims system. If not, ask your contracted software provider to load them.) You need to do this upfront because there is a limit for primary care clinic visits per person per benefit year.

000611-001	Registered nurse consultation Individual consultation conducted by the registered nurse	NCON
------------	---------------------------------------------------------------------------------------------------	------

This claim will display as either **Paid** or **Reject**.

- If the system shows **Paid**, proceed with the consultation.
 - If the system shows **Reject**, look for the reason code for the rejection (see **Annexure D**) and tell the patient what the problem is so that they can decide what to do. If the patient has already used their two primary care clinic consultations for the year, they must know that they'll have to pay for the consultation from their own pocket if you proceed. The patient always has the option to return to their nominated primary care GP.
4. **Get the patient's consent** (written, if that is what your internal policies prescribe) so that you can:
 - Do a physical examination
 - Carry out tests or treatments
 - Fill the patient's prescription at your pharmacy, or elsewhere, if the patient chooses
 5. **Discuss the reasons for the consultation** with the patient (for example, the patient's complaints, symptoms and questions).
 6. **Carry out a physical examination** where necessary.



7. **Load comprehensive notes on your patient system** about the consultation. This will include:

- The patient's reason for visiting you (complaints and symptoms)
- Steps you've taken, care you've given or tests you've done as well as their results
- Your findings and diagnosis
- Referrals you suggest
- Treatment (care) you suggest – which may include other nursing services (see [Appendix D](#))

These notes will be available on the system for reference.

8. **Discuss the treatment (care) you suggest with your patient.**

9. **Proceed with the relevant actions.** Where the services needed fall outside a nurse's scope of practice and it is necessary and clinically appropriate, you (the pharmacy clinic nurse) should refer the patient to other professionals for care. For example, you can:

- **Refer the patient to the dispensary pharmacist** for KeyCare acute medicine list (formulary) items. ([Annexure A](#)).
- **Refer the patient to a pathology laboratory** for KeyCare pathology laboratory tests ([Annexure B](#)) that are on the pathology list (formulary). Use the [KeyCare Primary Care Clinic Pathology Referral form](#).
- **Refer the patient to a virtual GP** if they need prescribed KeyCare medicine list (formulary) items or if another referral is needed.

Please note:

- Make sure you have claimed for the nurse-led consultation. If the patient is treated only by you (the nurse), one clinic visit is used of the two primary care clinic nurse visits that the patient is allowed. If we do not pick up the nurse-led consultation claim in our claims data for the specific patient, we'll reject payment for all linked services.
- Use your own nurse BHF number as referring provider when sending patients to the pathology laboratory. We'll reject payment for the pathology claims when the referring provider is the pharmacy BHF number.
- If we reject the claim, please look up the reason for valid rejection in [Annexure D](#) and explain to the patient why they must pay for the consultation themselves.

How to consult with a virtual GP – if needed

When to have a nurse-led consultation with the virtual GP

Sometimes, you may need to consult with the virtual GP about treatment or prescriptions for your patient. The virtual GP can assist with prescriptions and laboratory referrals.

If you use a virtual GP in your consultation, you must use the correct code in the claim process for this patient on the day. This code will show us what service has been delivered.

000612-001	GP virtual consultation Virtual consultation with GP referred by the nurse	NVCON
------------	--------------------------------------------------------------------------------------	-------

If a patient is treated by both you (the nurse) and the virtual GP, we still see it as one clinic visit, as long as it happens on the same day, during the same clinic visit. It will contribute to the benefit limit of a maximum of two primary care clinic visits every benefit year.

What to do if the virtual GP refers the patient to an in-person KeyCare GP

Sometimes the virtual GP will decide that the patient should see a doctor in person. They may then refer your patient for an in-person consultation with a KeyCare network GP.

Please submit the following code to us to make sure we consider payment for the in-person GP visit. The in-person GP visit needs to take place no more than 14 days after the virtual GP referred the patient.

000611-003	Virtual GP referral to in-person KeyCare GP Virtual GP referral to face-to-face KeyCare network GP	VGREF
------------	--------------------------------------------------------------------------------------------------------------	-------



The virtual GP visit is also still considered to be part of one clinic visit and will contribute to the benefit limit of two primary care clinic visits every benefit year. Payment for the in-person KeyCare network GP is separate from the clinic payment.

Contact us

For general enquiries from healthcare professionals about the clinic benefit, please contact us using the details below:

Discovery Health Medical Scheme enquiries – call 0860 44 55 66 or visit the Discovery website at www.discovery.co.za.

To find out who Discovery's healthcare partners are, email healthpartnerinfo@discovery.co.za.



Annexure A

KeyCare formulary for pharmacist-advised therapy

- These are KeyCare acute medicine list (formulary) items that are schedule 0 to 2 and may be prescribed by a pharmacist – only when referred by a nurse after a nurse consultation.
- We'll only pay if we can verify the nurse's consultation claim. If the nurse's consultation has not yet been claimed, we'll reject the dispensary claim.
- The pharmacist needs to use the pharmacy practice number as 'prescriber' in the claim in the same way that OTC claims are done.
- Please note that this medicine list (formulary) for pharmacist-advised therapy is NAPPI specific.
- Schedule 3 and above medicine is covered when prescribed by a doctor.

	Dosage form	Ingredient	Product name (NAPPI specific)
1. Oral preparations			
Analgesics			
	SYR	Paracetamol	Painogesic
	SYR	Paracetamol	Go-Pain P
	SYR	Paracetamol	Painblok
	SYR	Paracetamol	Actamol Red
	SYR	Paracetamol	Feverpain
	SYR	Paracetamol	Actamol Red (Un-Boxed)
	SYR	Paracetamol	Feverpain
	SYR	Paracetamol	Pyralen
	TAB	Paracetamol	Antalgic
	TAB	Codeine and paracetamol	Codorol
	TAB	Codeine and paracetamol	Cogesic
	TAB	Codeine and paracetamol	Adco-Napacod 500 mg/10 mg
Antacids			
	SUS	Aluminium hydroxide and antispasmodic	Alumag D
	SUS	Aluminium hydroxide and antispasmodic	Dicyclomine Co GEL
	SUS	Aluminium hydroxide and antispasmodic	Medigel
	SUS	Aluminium hydroxide and antispasmodic	Propan Gel S
	SUS	Aluminium hydroxide and antispasmodic	Spasmogel
	SUS	Magnesium and other combinations	Magasil
	SUS	Magnesium and other combinations	Adco-Mayogel
Antidiarrheals			
	TAB	Loperamide	Adco-Prodium
Antiemetics			
	SYR	Cyclizine	Medazine-S
	SYR	Cyclizine	Nauzine S
	TAB	Cyclizine	Medazine Nausea
	TAB	Cyclizine	Adco-Cyclizine
	SYR	Other antiemetics	Emetrol
	SYR	Other antiemetics	Emex
Anti-gout			
	TAB	Colchicine	Kolcrys
	TAB	Colchicine	Colcin



Anthelmintics			
	SUS	Mebendazole	Wormstop
	TAB	Mebendazole	Adco-Wormex
Antihistamines			
	SYR	Chlorphenamine	Allergex
	SYR	Chlorphenamine	Rhineton
	TAB	Chlorphenamine	Rhineton
	TAB	Chlorphenamine, combinations	Sinuend
	SYR	Promethazine	Lenazine
Antimicrobics			
	SUS	Nystatin	Candacide
	SUS	Nystatin	Nystacid
	SUS	Nystatin	Canstat Oral
Antispasmodics			
	SYR	Butylscopolamine	Scopex Syrup
	SYR	Butylscopolamine	Hyospasmol
	TAB	Butylscopolamine	Scopex
	TAB	Butylscopolamine	Hyospasmol
Cough suppressants, decongestants, bronchodilators, expectorants and mucolytics			
Mucolytics	SYR	Carbocisteine	Betaphlem
	SYR	Carbocisteine	Bronchette
	SYR	Carbocisteine	Co-Flem
Bronchodilators	SYR	Combinations of xanthines	Theophen
	SYR	Theophylline	Alcophyllin
	SYR	Theophylline, combinations excl. Psycholeptics	Dynalex
Decongestants	SYR	Theophylline, combinations excl. Psycholeptics	Alcophyllex
	CAP	Phenylephrine, combinations	Famucaps
	CAP	Phenylpropanolamine, combinations	Sinustat
	SYR	Pseudoephedrine, combinations	Betafed
	SYR	Pseudoephedrine, combinations	Acufly P
	SYR	Pseudoephedrine, combinations	Decofed
	SYR	Pseudoephedrine, combinations	Adco-Flupain
TAB	Pseudoephedrine, combinations	Decofed	
Electrolytes			
	SOL	Oral rehydration salt formulations	Hydrolec Juice + Electrolytes Apple
	SOL	Oral rehydration salt formulations	Hydrolec Ready to Drink Orange
	TAB	Ergotamine, combinations excl psycholeptics	Migril
Iron supplement			
	TAB	Ferrous sulphate	Ferrous sulphate
Laxatives			
	SYR	Lactulose	Lacson
	SYR	Lactulose	Aculax
	TAB	Senna glycosides	Soflax
Non-steroidal anti-inflammatory drugs			
	EFT	Acetylsalicylic acid	Disprin
	EFT	Acetylsalicylic acid	Soluspirin
	SUS	Ibuprofen	Ibugesic Fever and Pain
	SUS	Ibuprofen	Ibugesic Oral Suspension
	SUS	Ibuprofen	Inflamax Paediatric
	SUS	Ibuprofen	Ibucine
	SUS	Mefenamic acid	Ponac
	SUS	Mefenamic acid	Fenamim



Urologicals

GRA	Other urologicals	Medi Soda Effervescent
SUS	Potassium citrate	Mist Pot Cit Simplex

2. Eye, ear & nasal

OPD	Cromoglicic acid	Stop Allerg 13.5 ml
NAS	Oxymetazoline	Nazene Z 20 ml
NOD	Oxymetazoline	Drinasal Paediatric 10 ml
OPD	Oxymetazoline	Allergex 15 ml
EYO	Sulfacetamide	Lennon Sulphacetamide 3.5 g
OPD	Tetryzoline, combinations	Gemini 15 ml

3. Topical preparations

Antihaemorrhoidal	OIN	Bismuth preparations, combinations	Anusol
	OIN	Other preparations, combinations	Preparation H
Antihistamines	CRE	Mepyramine	Allergex Mepyramine (Was
Antipruritics	LOT	Other antipruritics	Calamine Lotion BP
	LOT	Other antipruritics	Clicks Calamine
	LOT	Other antipruritics	Calamine Lotion - Darol Medirite
Antiseptics	OIN	Povidone-iodine	Septadine Antiseptic
	OIN	Povidone-iodine	Barrs Povidone-Iodine
Cortisones	CRE	Hydrocortisone	Biocort (Stx)
	CRE	Hydrocortisone	Vari-Hydrocortisone
Antimicrobials			
Antiviral	CRE	Aciclovir	Beta-Vira
	CRE	Aciclovir	Adco-Acyclovir
	CRE	Aciclovir	Acitop
Antifungal	CRE	Clotrimazole	Fungistop Topical
	CRE	Clotrimazole	Canex Topical
	CRE	Clotrimazole	Fungispor
	CRE	Clotrimazole	Clomaderm
	VCR	Clotrimazole	Innospore
	VCR	Clotrimazole	Canex Vag
	Antimycotic	LOT	Benzyl benzoate
LOT	Benzyl benzoate	App Benzyl Benz Bpc	
LOT	Benzyl benzoate	Benzyl Benzoate Bp	
SCL	Benzyl benzoate	App Benzyl Benz - Allied	



Annexure B

KeyCare pathology list (formulary)

- We'll only consider pathology claims for payment if the referring nurse has their own BHF practice number.
- The nurse may only refer the patient for pathology within their scope of practice and within the KeyCare pathology list (formulary).
- The pathology form is available for use on this link: [KeyCare Primary Care Clinic Pathology Referral form](#)
- Below is a list of pathology test costs for 2024.

The KeyCare pathology benefit covers only the tests itemised. For other tests please list in the "Other Tests" box.								
Code	Description (Please tick the relevant box)	Cost	Code	Description (Please tick the relevant box)	Cost	Code	Description (Please tick the relevant box)	Cost
Haematology			Liver & Pancreas			Glucose Metabolism		
3762	<input type="checkbox"/> Haemoglobin estimation (Hb)	R26.70	4006	<input type="checkbox"/> Amylase	R76.60	4057	<input type="checkbox"/> Glucose: random	R53.50
3783 3785	<input type="checkbox"/> Leucocyte total + diff count	R118.40	4001	<input type="checkbox"/> Alkaline phosphatase	R76.60	4057	<input type="checkbox"/> Glucose: fasting	R53.50
3739	<input type="checkbox"/> Erythrocyte count	R33.30	4009	<input type="checkbox"/> Bilirubin: total	R70.60	4064	<input type="checkbox"/> HbA1c	R210.90
3791	<input type="checkbox"/> Haematocrit/PCV	R26.70	4010	<input type="checkbox"/> Bilirubin: conjugated	R53.50	4049	<input type="checkbox"/> Glucose tolerance test	R132.70
3755	<input type="checkbox"/> Full blood count	R155.30	4130	<input type="checkbox"/> AST	R79.90	Immunology		
3797	<input type="checkbox"/> Platelets	R33.30	4131	<input type="checkbox"/> ALT	R79.90	4531	<input type="checkbox"/> Hepatitis: A IGM antibody	R214.40
3743	<input type="checkbox"/> Erythrocyte Sedimentation Rate (ESR)	R44.30	3999	<input type="checkbox"/> Albumin	R71.00	4531	<input type="checkbox"/> Hepatitis: B surface antigen	R214.40
3764	<input type="checkbox"/> Grouping: A B and O antigens	R53.20	4117	<input type="checkbox"/> Protein: total	R46.00	3947	<input type="checkbox"/> C-reactive protein	R160.40
3765	<input type="checkbox"/> Grouping: Rh Antigen	R53.20	4134	<input type="checkbox"/> Gamma glutamyl transferase (GTT)	R79.90	3949 3951	<input type="checkbox"/> RPR Syphilis	R86.50
3709	<input type="checkbox"/> Antiglobulin test (Coombs)	R54.00	Malaria blood smear			Microbiology		
Coagulation			3792	<input type="checkbox"/> Malaria: antigen	R133.10	3867	<input type="checkbox"/> Urine microscopy	R72.50
3805	<input type="checkbox"/> Prothrombin Index	R88.80	3865	<input type="checkbox"/> Parasites In blood smear	R82.80	<input type="checkbox"/>	Urine MC&S	±R737.40
3806	<input type="checkbox"/> Therapeutic drug level: Dosage (INR)	R66.50	3883	<input type="checkbox"/> Concentration techniques for parasites	R44.30	3869	<input type="checkbox"/> Faecal microscopy	R72.50
Pregnancy			3786	<input type="checkbox"/> QBC malaria concentration & fluorescent staining	R369.90	<input type="checkbox"/>	Faecal MC&S	±R485.90
4451	<input type="checkbox"/> HCG: Quantitative	R183.50	General Endocrine			4352	<input type="checkbox"/> Faecal occult blood	R147.90
Gynaecology			4507	<input type="checkbox"/> TSH	R290.00	3867	<input type="checkbox"/> Sputum microscopy	R72.50
4566	<input type="checkbox"/> Vaginal/cervical Smear	R187.60	Lung, Kidney & Skeleton			<input type="checkbox"/>	Sputum MC&S	±R772.90
4559	<input type="checkbox"/> Liquid based Cytology	R199.60	4023	<input type="checkbox"/> Chloride	R38.30	3881	<input type="checkbox"/> Sputum TB micro	R44.30
Date	Y Y Y Y M M D D		4113	<input type="checkbox"/> Potassium	R53.50	HIV monitoring & tests		
Lipid Metabolism			4114	<input type="checkbox"/> Sodium	R53.50	4429	<input type="checkbox"/> HIV viral load	R1 247.20
4027	<input type="checkbox"/> Cholesterol - Total	R79.00	4171	<input type="checkbox"/> U&E only	R234.30	3932	<input type="checkbox"/> HIV: ELISA (no Western blot)	R208.60
4028	<input type="checkbox"/> HDL cholesterol	R102.10	4032	<input type="checkbox"/> Creatinine	R53.50	3816	<input type="checkbox"/> CD4 Count	R312.10
4147	<input type="checkbox"/> Triglycerides	R117.30	4155	<input type="checkbox"/> Uric acid	R56.00	Young Families Benefit (requires activation of benefit by member to ensure payments)		
4026	<input type="checkbox"/> LDL cholesterol	R102.10	4151	<input type="checkbox"/> Urea	R53.50	3932	<input type="checkbox"/> HIV Elisa	R208.60
			Cardiac			3946 3948	<input type="checkbox"/> Rubella	R399.50
4161	<input type="checkbox"/> Troponin Isoforms	R295.90	4152	<input type="checkbox"/> CK-MB	R183.50	4057	<input type="checkbox"/> Glucose: Quantitative	R 53.50
4154	<input type="checkbox"/> Myoglobin	R183.50	4154	<input type="checkbox"/> Myoglobin	R183.50	3949 3951 3948	<input type="checkbox"/> RPR Syphilis	R278.10
						3762	<input type="checkbox"/> Haemoglobin	R26.70
						4450	<input type="checkbox"/> HCG: Qualitative	R147.90
						3764	<input type="checkbox"/> Grouping: A B and O antigens	R53.20
						3765	<input type="checkbox"/> Grouping: Rh Antigen	R53.20
						3709	<input type="checkbox"/> Antiglobulin test (Coombs)	R54.00



Annexure C

Services, claiming codes and rates

We pay a maximum fixed fee for the completed consultation, which may include one or all three codes depending on the service delivered. Only the first code bears a rate, while the rest of the codes have no rates. These codes will show who treated the patient and enable appropriate payment for related claims.

NAPPI code	Description of service	Procedure code	Rate
000611-001	Registered nurse consultation Individual consultation conducted by a registered nurse	NCON	R270.00 per one visit
000612-001	GP virtual consultation Virtual consultation with a GP, referred by a nurse	NVCON	R0.01
000611-003	Virtual GP referral to in-person KeyCare GP Referral by virtual GP to an in-person KeyCare network GP	VGREF	R0.01
067039-001	Insertion of cannula, intravenous treatment, infusions (push-in) for patient younger than 3 years old	88035	R443.10
067040-001	Stitching of soft-tissue injuries with or without local anaesthesia and normal aftercare	88042	R200.90
067041-001	Nebulisation in rooms	88050	R69.20
067042-001	Wound care: Simple for wounds or burns with dressing only	88040	R160.60
067043-001	Wound care: Extensive care for wounds or burns with procedures such as irrigation or similar	88041	R226.50
067044-001	Wound care: Moderate care for wounds or burns, such as drains or fistulas and inserting of sutures	88042	R200.90



Annexure D

Reasons and explanations for claims rejection

We have built verification rules into the Discovery Health system to make sure we cover the claim when you follow all the requirements. If something is missing or incorrectly submitted, we will reject the claim and you may have to fix it before submitting the same claim again.

If your claim is rejected, investigate the reason code on the screen to understand the reason for the rejection. Correct the claim and resubmit, if necessary.

Examples of reasons for claim rejections

Reason code	Description	Reason for rejection of the claim
183	Services included in the main procedure/consultation	We've rejected this code as this service is included in the main procedure code. We are not responsible for paying this amount.
332	Plan does not cover this treatment or test	Patient must pay the claim.
355	Did not use network provider	This pharmacy does not currently take part in the pharmacy-clinic network.
400	Provider may not refer and member must pay the claim	Follow correct referral procedures. Only the virtual-consultation GP can refer a patient for an in-person GP consultation. Not all healthcare disciplines may prescribe or refer for certain services.
581	No ICD-10 code included	We have not paid the amount on this line as the claim did not include an ICD-10 code. Please add the ICD-10 code and submit the amended claim.
582	Incorrect ICD-10 code	We have not paid this amount. The ICD-10 code does not exist or is not on the standard industry list.
1002	We do not cover this service	The plan does not cover this healthcare service. The patient must pay for this service.
1004	Non-network provider, patient to pay	We have not paid this claim, because the pharmacy is not part of the KeyCare Primary Care Clinic Network. The patient must pay this amount.
1585	Clinic-led limit depleted	The Primary Care Clinic Benefit covers a maximum of two visits per patient per year. The patient must pay for the next visit themselves or they must book an appointment to visit their own nominated GP, for which they have unlimited visits.
10436	Provider cannot prescribe this medicine	We have not paid the amount on this claim line because you may not prescribe this medicine.

If the reason for rejection is valid, explain to the patient why they must pay for the consultation themselves.