

Re authorisation request for substitution for out of stock (OOS) formulary medicine



Purpose of the application

To request authorisation for an alternative medicine item to a formulary medicine that is out of stock.

What you must do

Complete the form in full, in black ink and email the signed form to CIB_APP_FORMS@discovery.co.za. You will receive a letter informing you of our decision.

Date	<input type="text" value="D D M M Y Y Y Y"/>	Practice number	<input type="text"/>
Pharmacy name	<input type="text"/>	Pharmacy email address	<input type="text"/>
Member name and surname	<input type="text"/>		
Member number	<input type="text"/>	Date of birth	<input type="text" value="D D M M Y Y Y Y"/>

Or supply us with a list containing the above information for multiple members.

Out-of-stock (OOS) formulary item (name, strength, quantity)

Please take note of the following:

- The pharmacy must try to claim the alternative item before sending in a substitution request, as over coding on Anatomic Therapeutic Chemical (ATC) level 5 may apply.
- Substitution requests should only be sent in where the alternative is not paid for in full from the Chronic Illness Benefit (CIB).
- The alternative medicine will be approved for a defined period in line with the expected stock availability date.
- Where the manufacturer is not able to confirm the expected date for stock availability, the alternative medicine will be approved for six months.
- Details of the approved alternative medicine and the authorisation period will be confirmed on the authorisation letter. This will be sent to the pharmacy where a valid email address is supplied.
- Pharmacies should be guided by the authorisation period of the alternative medicine to determine if or when they need to apply again from the Chronic Illness Benefit (CIB).
- The original formulary item can be claimed as soon as stock is available. There is no need to send in an authorisation request.

A note on formulary compliance

We are managing out of stock items together with the industry, ICPA and other associations. Where stock shortages have impacted your Discovery Health formulary compliance performance, we adjust and make PBR out of stock payments annually.

For MedXpress, we factor in an allowance for the period where the applicable formulary item has been out of stock. This process takes place retrospectively during the MedXpress review after every cycle. As a precaution, it's advisable to increase your compliance to fall well within the requirement.

Contact us

ProPBM call centre	Real time claims queries	0860 77 67 26 or ProPBM_QUERIES@discovery.co.za
Health provider call centre	Payments, statements, etc.	0860 44 55 66 or healthpartnerinfo@discovery.co.za
Provider administration	Reports, registration, email address updates	0860 44 55 66 or healthpartnerinfo@discovery.co.za