

Digital tools now available on Flexicare

The Discovery website is packed with features to make managing your Flexicare Plus plan and healthcare easier – anywhere, anytime.

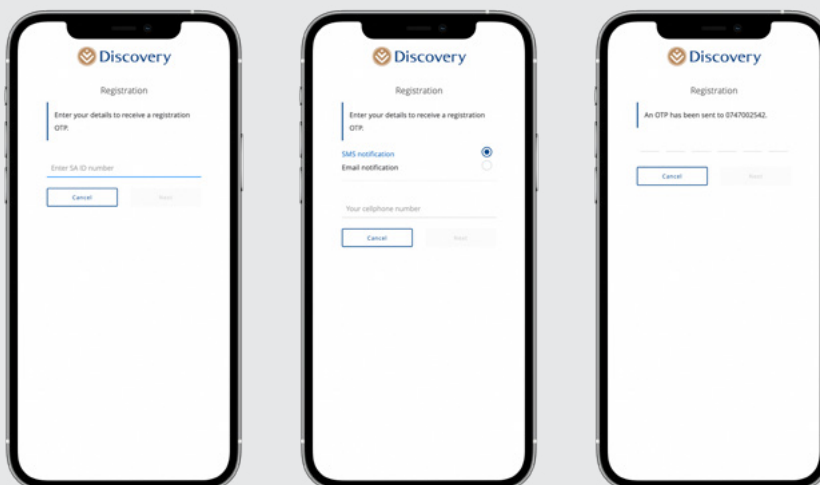
How to get started

Register on our website at www.discovery.co.za to create your unique profile. You can then access the website from your phone or computer for a world of digital support. Access the Discovery website and navigate to our Flexicare dashboard. Instantly find Flexicare network healthcare providers near you, view your digital membership card, connect with doctors online to conduct a virtual consultation, and so much more.



REGISTER YOUR PROFILE

Enter your details to receive a one-time password (OTP). You can choose to receive the OTP via SMS or email. Once received, create your username and password.

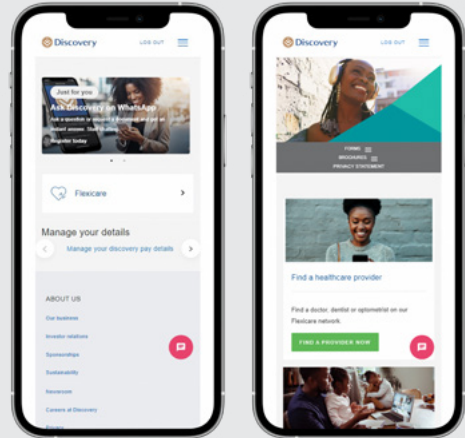


To register the details entered (ID number, cell number, email) must match the information we have on record. To update your details contact us 0860 444 779



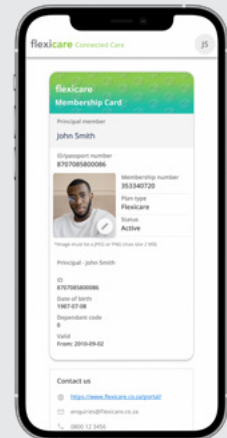
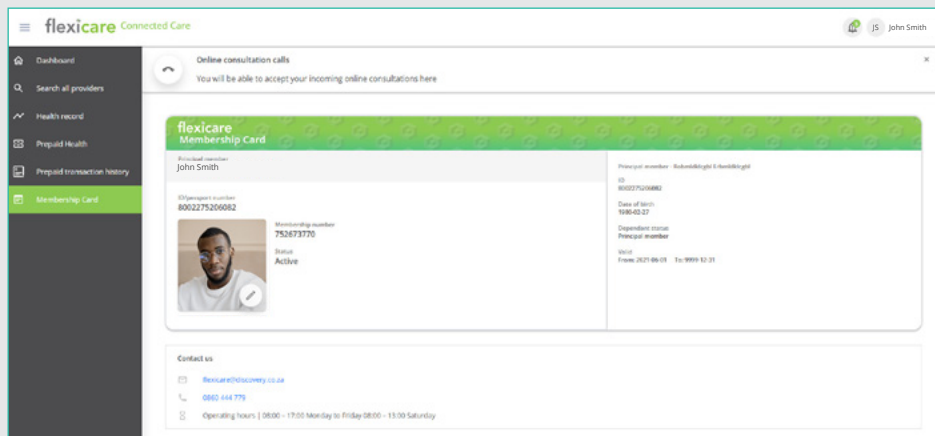
NAVIGATE TO YOUR FLEXICARE DASHBOARD

Once you have logged in, select 'Flexicare'. You will then be taken to the Flexicare dashboard where you can access all our tools.



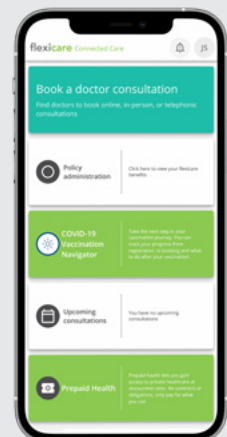
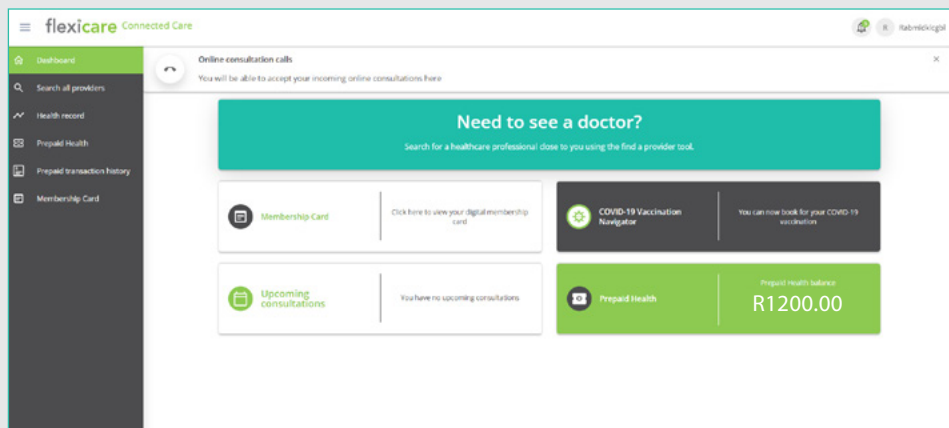
ACCESS YOUR DIGITAL MEMBERSHIP CARD

To view your digital membership card, log in to the Discovery website and navigate to our Flexicare dashboard. Click on 'Membership Card'.



HOW TO BOOK A VIRTUAL OR IN-PERSON CONSULTATION

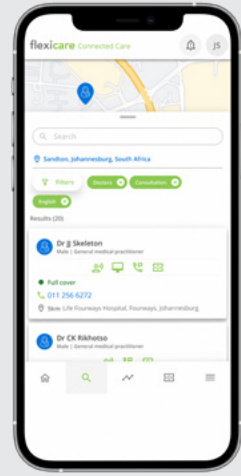
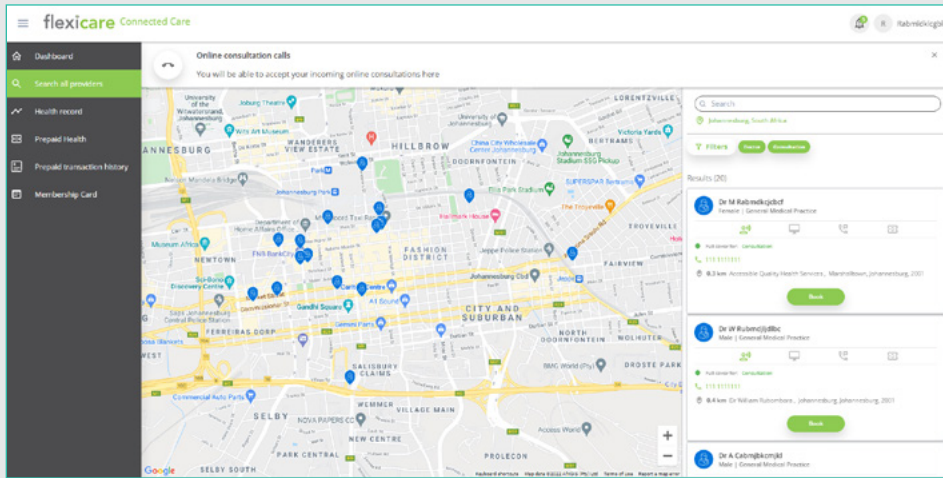
Use the filter options to select the type of consultation you intend to have on having (virtual or in person). You can then select from the list of filtered doctors by checking the availability and proximity that suits you. Members can select a timeslot, capture the reason for the consultation and then confirm their booking.





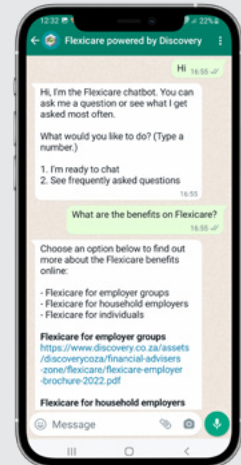
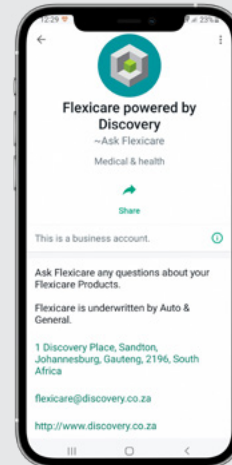
HOW TO FIND A FLEXICARE NETWORK DOCTOR

Access the Discovery website and navigate to our Flexicare dashboard. You can use the 'Find a healthcare provider' tool to locate your closest network healthcare provider.



WHATSAPP

Feel free to add us on **0860 44 47 79** and get in touch whenever you need information or have questions on Flexicare. Our friendly chatbot will provide responses with ease.



FLEXICARE SERVICING TEAM

Call centre

0860 44 47 79

General queries

flexicare@discovery.co.za

Escalations

flexicareescalations@discovery.co.za

WEBSITE SUPPORT

For all internet-related questions, such as registration problems, security, compatibility issues, login problems, a forgotten password and trouble with navigating the site, call **0860 10 06 96**. This contact number is available weekdays only, from 07:00 to 18:00.

Underwritten by
auto general

Flexicare is not a medical scheme. The cover is not the same as that of a medical scheme and is not intended to be a substitute for medical scheme membership. Flexicare and Auto & General Accident Cover is administered by Discovery Health (Pty) Ltd, registration number 1997/013480/07 an authorised financial services provider and underwritten by Auto & General Insurance Company Limited, registration number 1973/016880/06, a licensed non-life insurer and financial services provider. Terms, conditions and limits apply.

Discovery Vitality (Proprietary) Limited, registration number: 1999/007736/07. Terms, conditions and limits apply.

The Trauma Benefit is a non-life insurance policy, underwritten by Discovery Insure Ltd, registration number 2009/011882/06, a licensed non-life insurer and an authorised financial services provider. Flexicare is a separate non-life insurance policy and is not conditional on the purchase of a Trauma Benefit policy.

The Funeral Benefit is a life insurance policy, underwritten by Discovery Life Limited. Registration number 1966/003901/06, a licensed life insurer and an authorised financial services and registered credit provider, NCR Reg. No. NCRCP3555. Flexicare is a separate non-life insurance policy and is not conditional on the purchase of a Funeral Benefit policy.