

2020 **COMPREHENSIVE PLANS**

Healthcare for your life

WELCOME TO **DISCOVERY HEALTH MEDICAL SCHEME**

Discovery Health Medical Scheme provides health plans that are as unique as you are. Seamless, personalised, connected health cover to protect you and those that you care for most, at every stage of your life.

Read this guide to understand how your chosen health plan works including:

- What to do when you need to go to a doctor or to a hospital
- The preventative screening, medical conditions and treatments that we cover
- The payment rules for medicine and other treatments
- Which benefits you need to apply for and if there are any limits for certain benefits
- The medical conditions and treatments that we do not cover
- Tips for you to conveniently manage and access all the information for your chosen health plan using the Discovery app and website



The benefits explained in this brochure are provided by Discovery Health Medical Scheme, registration number 1125, administered by Discovery Health (Pty) Ltd, registration number 1997/013480/07, an authorised financial services provider. This brochure is only a summary of the key benefits and features of Discovery Health Medical Scheme plans, awaiting formal approval from the Council for Medical Schemes. In all instances, Discovery Health Medical Scheme Rules prevail. Please consult the Scheme Rules on www.discovery.co.za. When reference is made in this brochure to “we” in the context of benefits, members, payments or cover, this refers to Discovery Health Medical Scheme. We are continuously improving our communication to you. The latest version of this guide as well as detailed benefit information is available on www.discovery.co.za.

KEY TERMS

ABOUT SOME OF THE TERMS WE USE IN THIS DOCUMENT

A ANNUAL THRESHOLD

We set the Annual Threshold amount at the beginning of each year. The number and type of dependants (spouse, adult or child) on your plan will determine the amount.

The Annual Threshold is an amount that your claims need to add up to before we pay your day-to-day claims from the Above Threshold Benefit.

ABOVE THRESHOLD BENEFIT (ATB)

Once the day-to-day claims you have sent to us add up to the Annual Threshold, we pay the rest of your day-to-day claims from the Above Threshold Benefit (ATB), at the Discovery Health Rate (DHR) or a portion of it. The Comprehensive plans have an unlimited ATB.

ADDITIONAL DISEASE LIST (ADL)

Depending on your plan, and once approved on the Chronic Illness Benefit, you have cover for medicine for an additional list of life-threatening or degenerative conditions, as defined by us.

C CHRONIC ILLNESS BENEFIT (CIB)

The Chronic Illness Benefit (CIB) covers you for a defined list of chronic conditions. You need to apply to have your medicine and treatment covered for your chronic condition.

CHRONIC DISEASE LIST (CDL)

A defined list of chronic conditions we cover according to the Prescribed Minimum Benefits (PMBs).

CHRONIC DRUG AMOUNT (CDA)

We pay up to a monthly amount for each chronic medicine class. This applies to chronic medicine that is not listed on the formulary or medicine list.

CO-PAYMENT

This is an amount that you need to pay towards a healthcare service. The amount can vary by the type of covered healthcare service, place of service, the age of the patient or if the amount the service provider charges is higher than the rate we cover.

COVER

Cover refers to the benefits you have access to and how we pay for these healthcare services such as consultations, medicine and hospitals, on your health plan.

D DAY-TO-DAY BENEFITS

These are the available funds allocated to the Medical Savings Account (MSA) and Above Threshold Benefit (ATB).

On Classic Smart Comprehensive you have cover for a defined set of day-to-day benefits, as well as cover from the Above Threshold Benefit (ATB). The level of day-to-day benefits depends on the plan you choose.

DAY-TO-DAY EXTENDER BENEFIT (DEB)

Depending on your chosen plan, the Day-to-day Extender Benefit (DEB) extends your day-to-day cover for essential healthcare services in our network if you have spent your annual Medical Savings Account (MSA) allocation and before you reach the Annual Threshold.



D DEDUCTIBLE

Depending on the plan you choose, this is an upfront amount that you must pay to the hospital or day clinic for specific treatments/procedures or if you use a facility outside of the network.

DESIGNATED SERVICE PROVIDER (DSP)

A healthcare provider (for example doctor, specialist, pharmacist or hospital) who we have an agreement with to provide treatment or services at a contracted rate. Visit www.discovery.co.za or click on Find a healthcare provider on the Discovery app to view the full list of DSPs.

DISCOVERY HEALTH RATE (DHR)

This is a rate we pay for healthcare services from hospitals, pharmacies, healthcare professionals and other providers of relevant health services.

DISCOVERY HEALTH RATE FOR MEDICINE

This is the rate we pay for medicine. It is the Single Exit Price of medicine plus the relevant dispensing fee.

DISCOVERY HOME CARE

Discovery Home Care is an additional service that offers you quality home-based care in the comfort of your home for healthcare services like IV infusions, wound care, post-natal care and advanced illness care.

DISCOVERY MEDXPRESS

Discovery MedXpress is a convenient and cost-effective medicine ordering and delivery service for your monthly chronic medicine, or you can choose to collect your medicine in-store at a MedXpress Network Pharmacy. Cover depends on the plan you choose.

E EMERGENCY MEDICAL CONDITION

An emergency medical condition, also referred to as an emergency, is the sudden and, at the time unexpected onset of a health condition that requires immediate medical and surgical treatment, where failure to provide medical or surgical treatment would result in serious impairment to bodily functions or serious dysfunction of a bodily organ or part or would place the person's life in serious jeopardy.

An emergency does not necessarily require a hospital admission. We may ask you for additional information to confirm the emergency.

F FIND A HEALTHCARE PROVIDER

Find a healthcare provider is a medical and provider search tool which is available on the Discovery app or website www.discovery.co.za

H HEALTHID

HealthID is an online digital platform that gives your doctor fast, up-to-date access to your health information. Once you have given consent, your doctor can use HealthID to access your medical history, make referrals to other healthcare professionals and check your relevant test results.

M MEDICAL SAVINGS ACCOUNT (MSA)

Depending on your chosen plan, the Medical Savings Account (MSA) is an amount that gets set aside for you at the beginning of each year or when you join the Scheme. We pay your day-to-day medical expenses such as GP and specialist consultations, acute medicine, radiology and pathology from the available funds allocated to your MSA. Any unused funds will carry over to the next year.

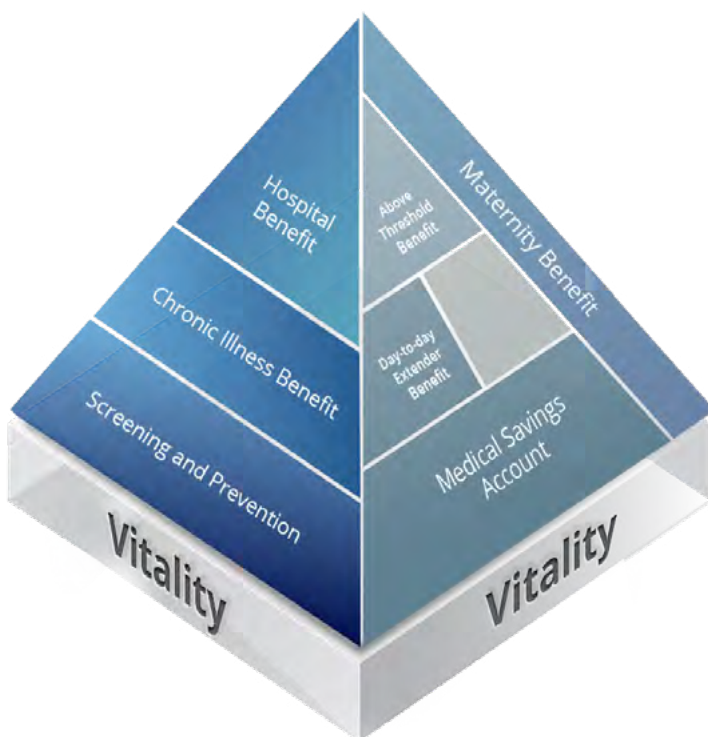
Any account other than the hospital account for in-hospital care. This could include the accounts for the admitting doctor, anaesthetist and any approved healthcare expenses like radiology or pathology.



COMPREHENSIVE PLANS

There are five Comprehensive plan options:

Classic Comprehensive | Classic Delta Comprehensive | Essential Comprehensive
Essential Delta Comprehensive | Classic Smart Comprehensive



Vitality is a separate wellness product sold and administered by Discovery Vitality (Pty) Ltd, registration number 1999/007736/07, an authorised financial services provider.

UNLIMITED COVER FOR HOSPITAL ADMISSIONS

There is no overall limit for hospital cover on the Comprehensive plans.

FULL COVER IN HOSPITAL FOR SPECIALISTS

Guaranteed full cover in hospital for specialists who we have a payment arrangement with, up to 200% of the Discovery Health Rate (DHR) on Classic plans, and up to 100% of the DHR on Essential plans for other healthcare professionals.

FULL COVER FOR CHRONIC MEDICINES

Full cover for chronic medicine on our formulary for all Chronic Disease List (CDL) conditions. Depending on the plan you choose you have access to an additional list of conditions (ADL) as well as the Specialised Medicine and Technology Benefit which covers specific new treatments and medicines.

SCREENING AND PREVENTION

Screening and prevention benefits that cover vital tests to detect early warning signs of serious illness.

COVER WHEN TRAVELLING

Cover for medical emergencies when travelling. Access to specialised, advanced medical care in South Africa and abroad.

EXTENSIVE COVER FOR PREGNANCY

You get comprehensive benefits for maternity and early childhood that cover certain healthcare services before and after birth.

COMPREHENSIVE DAY-TO-DAY COVER

We pay your day-to-day medical expenses from the available funds allocated to your Medical Savings Account (MSA). This empowers you to manage your spend. On Classic Smart Comprehensive you have cover for a set of defined day-to-day benefits as well as the Above Threshold Benefit (ATB). The Day-to-day Extender Benefit (DEB) extends your day-to-day cover for essential healthcare services in our network. You have an unlimited ATB that gives you further day-to-day cover once you have reached your Annual Threshold.

The benefits on the different Comprehensive plans

The five plan options have differences in benefits, as shown in the table.

All other benefits not mentioned in the table are the same across all plan options.

	Classic Comprehensive	Classic Delta Comprehensive	Essential Comprehensive	Essential Delta Comprehensive	Classic Smart Comprehensive
Day-to-day cover					
Medical Savings Account (MSA)	25% of your monthly contribution		15% of your monthly contribution		The Medical Savings Account (MSA) and Day-to-day Extender Benefit (DEB) are not available on this plan. We cover a defined set of day-to-day benefits, including Smart GP visits, certain specialist consultations and other essential healthcare services with fixed co-payments and/or limits
Day-to-day Extender Benefit (DEB)	The Day-to-day Extender Benefit (DEB) extends your day-to-day cover for essential healthcare services in our network				
MRI & CT scans	We pay the first R3 040 from your available day-to-day benefits and the balance from your Hospital Benefit. For conservative back and neck scans a limit of one scan per spinal and neck region applies				
Additional Chronic cover					
Specialised Medicine and Technology Benefit	You have cover for a defined list of the latest treatments through the Specialised Medicine and Technology Benefit, up to R200 000 per person per year				Not available on this plan
Medicine cover for the Additional Disease List (ADL)	Cover for medicine for an additional list of life-threatening or degenerative conditions called the Additional Disease List (ADL)				
Cancer cover					
Oncology Benefit	We cover the first R400 000 of your approved cancer treatment over a 12-month cycle in full. Thereafter we pay 80% of any additional costs with no upper limit.				We cover the first R300 000 of your approved cancer treatment over a 12-month cycle in full. Thereafter we pay 80% of any additional costs with no upper limit.
Extended Oncology Benefit	You have extended cover in full for a defined list of cancers and treatments				Not available on this plan
Oncology Innovation Benefit	You have cover for a defined list of innovative cancer medicines that meet the Scheme's criteria. You will need to pay 25% of the account				
Hospital cover					
Hospitals you can go to	Any private hospital approved by the Scheme	Private hospitals in the Delta Hospital Network	Any private hospital approved by the Scheme	Private hospitals in the Delta Hospital Network	Private hospitals in the Smart Hospital Network
Cover for specialists, GP and other healthcare professionals	Up to twice the Discovery Health Rate (200%)		The Discovery Health Rate (100%)		Up to twice the Discovery Health Rate (200%)

What is a medical emergency?

An emergency medical condition, also referred to as an emergency, is the sudden and unexpected onset of a health condition that requires immediate medical and surgical treatment. Failure to provide medical or surgical treatment would result in serious impairment to bodily functions or serious dysfunction of a bodily organ or part or would place the person's life in serious jeopardy.

An emergency does not necessarily require a hospital admission. We may ask you or your treating provider for additional information to confirm the emergency.

What we pay for

We pay for all of the following medical services that you may receive in an emergency:

- the ambulance (or other medical transport)
- the account from the hospital
- the accounts from the doctor who admitted you to the hospital
- the anaesthetist
- any other healthcare provider that we approve.



Emergency cover

Emergencies are covered in full. If you have an emergency, you can go straight to hospital. If you need medically equipped transport, like an ambulance call:

0860 999 911

Emergency Assist



Click on Emergency Assist
on your Discovery app

Prescribed Minimum Benefits (PMB)

Prescribed Minimum Benefit (PMB) conditions in terms of the Medical Schemes Act 131 of 1998 and its Regulations, all medical schemes have to cover the costs related to the diagnosis, treatment and care of:

- An emergency medical condition
- A defined list of 270 diagnoses
- A defined list of 27 chronic conditions.

To access Prescribed Minimum Benefits, there are rules defined by the Council for Medical Schemes (CMS) that apply:

- Your medical condition must qualify for cover and be part of the defined list of Prescribed Minimum Benefit conditions
- The treatment needed must match the treatments in the defined benefits
- You must use Designated Service Providers (DSPs) in our network.

This does not apply in emergencies. Where appropriate and according to the rules of the Scheme, you may be transferred to a hospital or other service providers in our network once your condition has stabilised. If your treatment does not meet the above criteria, we will pay up to 80% of the Discovery Health Rate (DHR). You will need to pay the difference between what we pay and the actual cost of your treatment.



You have access to essential screening and prevention benefits

We cover various screening tests at our wellness providers.

This benefit pays for certain tests that can detect early warning signs of serious illnesses. We cover various screening tests at our wellness providers, for example, blood glucose, cholesterol, HIV, Pap smears, mammograms and prostate screenings.

SCREENING FOR KIDS

This benefit covers growth assessment tests, including height, weight, head circumference and health and milestone tracking at any one of our wellness providers.

SCREENING FOR ADULTS

This benefit covers certain tests such as blood glucose, blood pressure, cholesterol, body mass index and HIV screening at one of our wellness providers. We also cover a mammogram every two years, a Pap smear once every three years, PSA test (prostate screening) each year and bowel cancer screening tests every two years for members between 45 and 75 years.

HOW WE PAY

These tests are paid from the Screening and Prevention Benefit. Consultations that do not form part of PMBs will be paid from your available day-to-day benefits.



View a list of our wellness providers
on our website www.discovery.co.za

ADDITIONAL TESTS

Clinical entry criteria may apply to these tests:

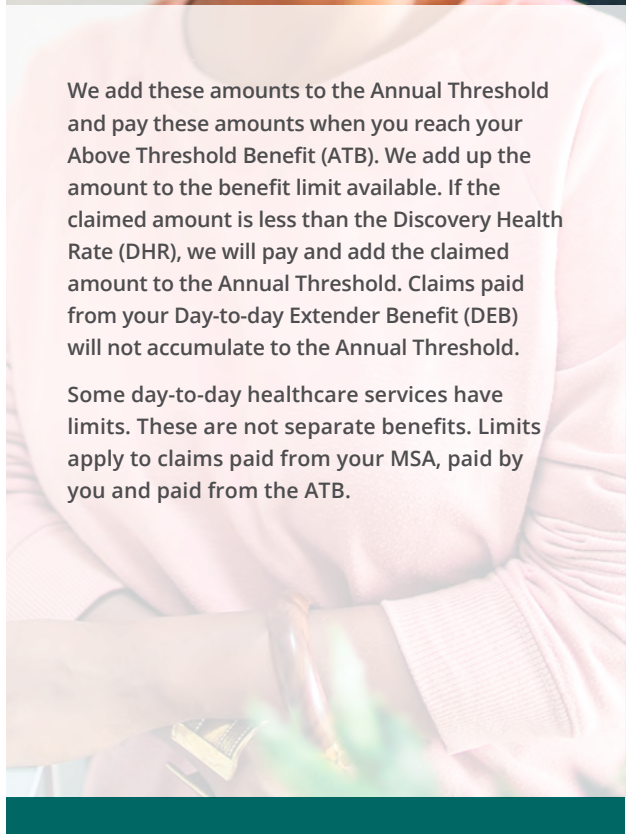
- Defined diabetes and cholesterol screening tests
- Breast MRI or mammogram and once-off BRCA testing for breast screening
- Colonoscopy for bowel cancer screening
- Pap smear for cervical screening.

Seasonal flu vaccine for members
who are:

- Pregnant
- 65 years or older
- Registered for certain chronic conditions.

Visit www.discovery.co.za
to view the detailed Screening
and Prevention Benefit guide.





Some day-to-day healthcare services have limits. These are not separate benefits. Limits apply to claims paid from your MSA, paid by you and paid from the ATB.

Depending on the plan you choose, we cover your day-to-day healthcare expenses from your Medical Savings Account (MSA), Day-to-day Extender Benefit (DEB), Above Threshold Benefit (ATB) or defined day-to-day benefits.

When you claim, we add up the following amounts to get to the Annual Threshold.

Professional services	Single member	One dependant	Two dependants	Three or more dependants
Allied, therapeutic and psychology healthcare services* (acousticians, biokineticists, chiropractors, counsellors, dietitians, homeopaths, nurses, occupational therapists, physiotherapists, podiatrists, psychologists, psychometrists, social workers, speech and language therapists, and audiologists)				
Classic	R20 350	R27 650	R33 700	R39 100
Essential	R12 250	R17 350	R22 500	R26 550
Dental appliances and orthodontic treatment*	R29 850 per person			
Antenatal classes	R1 900 for your family			

** If you join the Scheme after January, you won't get the full amount because it is calculated by counting the remaining months in the year.*

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Optical* (this limit covers lenses, frames, contact lenses and surgery or any healthcare service to correct refractive errors of the eye)		R6 000 per person
External medical items* (like wheelchairs, crutches and prostheses)	Classic	R58 800 for your family
	Essential	R39 400 for your family
Hearing aids	Classic	R25 800 for your family
	Essential	R20 700 for your family

** If you join the Scheme after January, you will not get the full limit because it is calculated by counting the remaining months in the year.*

On the [Classic Smart Comprehensive Plan](#) you have access to a defined set of day-to-day benefits paid by the Scheme, in addition to the benefits available once you reach your Annual Threshold:

Day-to-day service	How you are covered
Unlimited GP consultations in the Smart GP Network	You pay R55 of the consultation fee with the balance of this fee covered up to the Discovery Health Rate (DHR). Video consultations are covered in full up to the DHR
Smart Specialist Benefit when referred by your Smart Network GP	You have cover for physician, gynaecologist, paediatrician and ENT consultations up to the annual benefit limit of R5 000 per person per year or R10 000 a family a year if referred by your Smart Network GP. Specialist-referred radiology and pathology are paid at the DHR, up to the Specialist Benefit limit
Eye test at an optometrist in the Smart Optometry Network	One eye test is covered per year with an upfront payment of R55, covered up to the DHR
Defined dental check-up at any dentist, dental therapist or oral hygienist	One dental check-up per year. You pay R110 and the balance of the check-up will be covered up to the DHR
Over-the-counter medicine obtained from a network pharmacy	You are covered for over-the-counter medicine up to R800 a family a year. Cover for defined over-the-counter medicine categories from any Clicks or Dis-Chem pharmacy
Acute medicine, obtained from a network pharmacy	You are covered for certain acute medicine prescribed by a Smart GP up to R2 500 per person or R4 000 per family a year. Cover for the defined acute medicine categories from any Clicks or Dis-Chem pharmacy
Sports injuries when referred by your Smart Network GP	You have cover for basic X-rays, two specialist visits and a total of four visits to a physiotherapist, biokineticist or chiropractor when related to a sports injury and if referred by your Smart Network GP. You will have to pay R110 for each X-ray or for each visit. We will cover up to the DHR for these visits and for specialists who we do not have a payment arrangement with



You get cover for healthcare services related to your pregnancy and treatment for the first two years of your baby's life. This applies for each pregnancy and for each child from birth until they are two years old.

HOW TO GET THE BENEFIT

You can activate the benefit in any of these ways:

- Create your pregnancy profile in the Discovery app or on our website at www.discovery.co.za
- When you register your baby as a dependant on the Scheme.



Activate your pregnancy profile on the Discovery app

You have cover for maternity and early childhood

DURING PREGNANCY



Antenatal consultations

We pay for up to 12 consultations with your gynaecologist, GP or midwife.

Ultrasound scans and screenings during pregnancy

You are covered for up to two 2D ultrasound scans, including one nuchal translucency test. 3D and 4D scans are paid up to the rate we pay for 2D scans. You are also covered for one chromosome test or Non-Invasive Prenatal Test (NIPT) if you meet the clinical entry criteria.

Flu vaccinations

We pay for one flu vaccination during your pregnancy.

Private ward for delivery

The healthcare services related to childbirth are covered by your Hospital Benefit. You also have cover up to R2 150 per day in a private ward for your hospital stay for the delivery.

Blood tests

We pay for a defined list of blood tests for each pregnancy.

Pre- and postnatal care

We pay for a maximum of five antenatal or postnatal classes or consultations with a registered nurse up until two years after you have given birth. We pay for one breastfeeding consultation with a registered nurse or a breastfeeding specialist.

Visit www.discovery.co.za to view the detailed Maternity Benefit guide.

AFTER YOU GIVE BIRTH



Essential devices

We pay up to R5 200 for essential registered devices such as breast pumps and smart thermometers. You must pay 25% towards the cost of these devices.

GP and specialists to help you after birth

Your baby under the age of two years is covered for two visits to a GP, paediatrician or an ear, nose and throat specialist.

Other healthcare services

You also have access to postnatal care, which includes a postnatal consultation within six-weeks post-birth, a nutritional assessment with a dietitian and two mental healthcare consultations with a counsellor or psychologist.

You have cover for the 27 medical conditions set out in the list of chronic conditions known as the Chronic Disease List (CDL). On most Comprehensive plans you have cover for 23 extra conditions set out on the list of additional diseases on the Additional Disease List (ADL).

A man with a beard and sunglasses, wearing a striped t-shirt, holds a smartphone. A woman with curly hair and sunglasses, wearing a white t-shirt, leans in and looks at the phone with him. They are both smiling and appear to be outdoors in a sunny setting.

Chronic conditions covered on all plans

- A** Ankylosing spondylitis
- B** Behçet's disease
- C** Cystic fibrosis
- D** Delusional disorder, dermatopolymyositis
- G** Generalised anxiety disorder
- H** Huntington's disease
- I** Isolated growth hormone deficiency
- M** Major depression, muscular dystrophy and other inherited myopathies, myasthenia gravis, motor neuron disease
- O** Obsessive compulsive disorder, osteoporosis
- P** Paget's disease, panic disorder, polyarteritis nodosa, post-traumatic stress disorder, psoriatic arthritis, pulmonary intestinal fibrosis
- S** Sjögren's syndrome, systemic sclerosis



**MEDXPRESS AND
MEDXPRESS NETWORK
PHARMACIES**

HOW TO ORDER

Discovery app | www.discovery.co.za

medxpress@discovery.co.za

For new delivery orders, call MedXpress

0860 99 88 77



View all pharmacy network providers using
Find a healthcare provider on the Discovery app

Where to get your chronic medicine

USE A PHARMACY IN OUR NETWORKS

Avoid a 20% co-payment on your chronic medicine by using these Designated Service Providers (DSPs):

Plan	Where to go (called a Designated Service Provider)
Classic and Essential plans	Any pharmacy in the Discovery pharmacy network – there are over 2 500 pharmacies in the network
Delta options	MedXpress, including MedXpress Network Pharmacies

HOW TO GET YOUR MEDICINE

You can order or reorder your medicine online through MedXpress and have it delivered to your work or home

or

- Order your medicine online and collect instore at a MedXpress Network Pharmacy

or

- Fill a prescription as usual at any MedXpress Network Pharmacy.

MEDICINE TRACKER

You can set up reminders and prompts to assist you with taking your medicine on time and as prescribed. Your approved chronic medicines will automatically be displayed, and you will then be prompted to take your medicine and confirm when each dose is taken.



TRACK YOUR HEALTH

You can get personalised health goals that help you to manage your weight, nutrition and exercise. If you are at risk of developing or you are diagnosed with cardiovascular disease or diabetes, we will give you goals tailored to your circumstances. You can track your progress on the Discovery app and we will reward you for meeting your goals.



Click on Track your Health on the Discovery app to activate the programme

Condition-specific care programmes for diabetes, mental health, HIV and heart conditions

We cover condition-specific care programmes that help you to manage diabetes, mental health, HIV or heart-related medical conditions. You have to be registered on these condition-specific care programmes to unlock additional benefits and services. You and your Premier Plus GP can track progress on a personalised dashboard to identify the next steps to optimally manage your condition and stay healthy over time.



MENTAL HEALTH PROGRAMME

If you meet the Scheme's clinical entry criteria, you have access to defined cover for the management of episodes of major depression. Enrolment on the programme unlocks cover for prescribed medicine, and additional GP consultations to allow for effective evaluation, tracking and monitoring of treatment.



HIV CARE PROGRAMME

If you are registered on the HIV programme, you are covered for the care you need, which includes additional cover for social workers. You can be assured of confidentiality at all times. You need to get your medicine from a Designated Service Provider (DSP) to avoid a 20% co-payment.



DIABETES CARE PROGRAMME

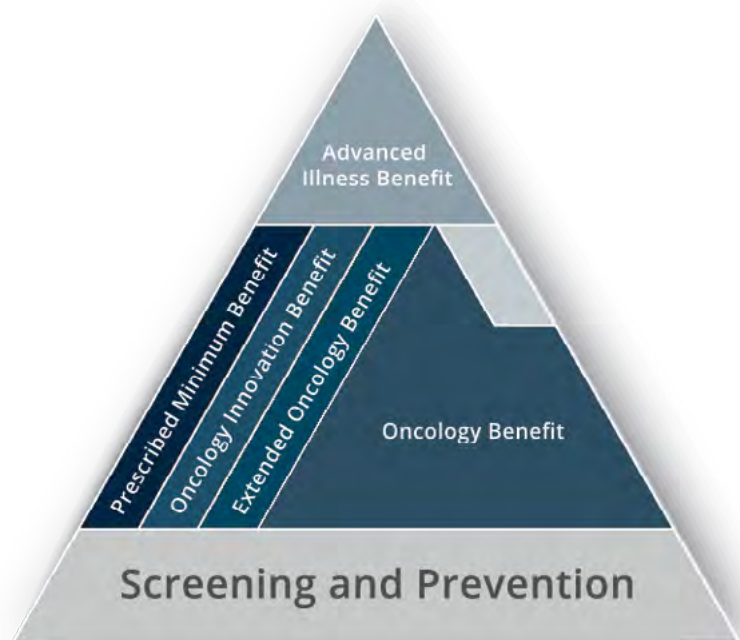
If you are registered on the Chronic Illness Benefit for diabetes, you can join the Diabetes Care programme. The programme unlocks cover for additional consultations with dietitians and biokineticists. You also have access to a nurse educator to help you with the day-to-day management of your condition.



CARDIO CARE PROGRAMME

If you are registered on the Chronic Illness Benefit for hypertension, hyperlipidaemia or ischaemic heart disease, you have access to a defined basket of care and an annual cardiovascular assessment, if referred by your Premier Plus GP and enrolled on the Cardio Care programme.

You have comprehensive cover for cancer



You need to get your approved oncology medicine on our medicine list from a Designated Service Provider (DSP) to avoid a 20% co-payment. Speak to your treating doctor to confirm that they are using our DSPs for your medicine and treatment received in rooms or at a treatment facility.

Visit www.discovery.co.za to view the detailed Oncology Benefit guide.

PRESCRIBED MINIMUM BENEFITS (PMB)

Cancer treatment that is a Prescribed Minimum Benefit (PMB), is always covered in full. All PMB treatment costs add up to the cover amount. If your treatment costs more than the cover amount we will continue to cover your PMB cancer treatment in full.

ONCOLOGY INNOVATION BENEFIT

You have cover for a defined list of innovative cancer medicines that meet the Scheme's criteria. You will need to pay 25% of the cost of these treatments. Not available on Classic Smart Comprehensive.

EXTENDED ONCOLOGY BENEFIT

Once you have reached your cover limit, you also have extended cover in full for a defined list of cancers and treatments that meet the Scheme's criteria. Not available on Classic Smart Comprehensive.

ADVANCED ILLNESS BENEFIT

Members with cancer have access to a comprehensive palliative care programme. This programme offers unlimited cover for approved care at home.

ONCOLOGY BENEFIT

If you are diagnosed with cancer and once we have approved your cancer treatment, you are covered by the Oncology Care Programme. We cover your approved cancer treatment over a 12-month cycle.

We cover the first R300 000 on Classic Smart Comprehensive and R400 000 on all other Comprehensive plans. If your treatment costs more than the cover amount, we will cover up to 80% of the subsequent additional costs, unless the treatment forms part of the extended cover offered by the Oncology Innovation and Extended Oncology Benefit.

All cancer-related healthcare services are covered up to 100% of the Discovery Health Rate (DHR). You might have a co-payment if your healthcare professional charges above this rate.

The table below shows how we pay for your approved hospital admissions:

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Extra benefits on your plan

You get the following extra benefits to enhance your cover.



HOME CARE BENEFIT



Discovery Home Care is a service that offers you quality care in the comfort of your own home when recommended by your doctor as an alternative to a hospital stay. Services include postnatal care, end-of-life care, IV infusions (drips) and wound care.

These services are paid from the Hospital Benefit, subject to approval. Discovery Home Care is the Designated Service Provider (DSP) for administration of defined intravenous infusions. Avoid a 20% co-payment by using Discovery Home Care for these infusions.



SPECIALISED MEDICINE AND TECHNOLOGY BENEFIT

You have cover for a defined list of the latest treatments through the Specialised Medicine and Technology Benefit. This benefit is not available on the Classic Smart Comprehensive plan. We pay up to R200 000 per person per year. A co-payment of up to 20% applies.

CLAIMS RELATED TO TRAUMATIC EVENTS



The Trauma Recovery Extender Benefit extends your cover for out-of-hospital claims related to certain traumatic events. Claims are paid from the Trauma Recovery Extender Benefit for the rest of the year in which the trauma occurred, as well as the year after the event occurred. You need to apply for this benefit.



COMPASSIONATE CARE

The Compassionate Care Benefit, gives you access to holistic home-based end-of-life care up to R68 100 per person in their lifetime, for care not related to cancer.



INTERNATIONAL TRAVEL BENEFIT

You have cover for emergency medical costs of up to R5 million per person on each journey while you travel outside of South Africa. This cover is for a period of 90 days from your departure from South Africa. We may cover you at equivalent local costs for elective treatment received outside of South Africa, as long as the treatment is readily and freely available in South Africa and it would normally be covered by your plan according to the Scheme Rules. Pre-existing conditions are excluded.

AFRICA EVACUATION COVER



You have cover for emergency medical evacuations from certain sub-Saharan African countries back to South Africa. Pre-existing conditions are excluded.



INTERNATIONAL SECOND OPINION SERVICES

Through your specialist, you have access to second opinion services from Cleveland Clinic for life-threatening and life-changing conditions. We cover 50% for the cost of the second opinion service.



OVERSEAS TREATMENT BENEFIT

You have cover for treatment not available in South Africa. The treatment must be provided by a recognised professional and is paid up to a limit of R500 000 per person. You will need to pay and claim back from us when you return to South Africa. A co-payment of 20% applies.

Your contributions, Medical Savings Account and Annual Thresholds

	Main member	Adult	Child*
Contributions			
Classic Comprehensive	R5 954	R5 633	R1 188
Classic Delta Comprehensive	R5 362	R5 077	R1 069
Essential Comprehensive	R5 003	R4 731	R1 008
Essential Delta Comprehensive	R4 507	R4 257	R904
Classic Smart Comprehensive	R4 327	R3 994	R1 378
Annual Medical Savings Account amounts**			
Classic Comprehensive	R17 856	R16 896	R3 564
Classic Delta Comprehensive	R16 080	R15 228	R3 204
Essential Comprehensive	R9 000	R8 508	R1 812
Essential Delta Comprehensive	R8 112	R7 656	R1 620
Classic Smart Comprehensive	No Medical Savings Account		
Annual Threshold amounts**			
Classic, Essential and Delta options	R20 850	R20 850	R4 000
Classic Smart Comprehensive	R23 900	R23 900	R800

* We count a maximum of three children when we calculate the monthly contributions, annual Medical Savings Account and Annual Threshold.

** If you join the Scheme after January, you won't get the full amount because it is calculated by counting the remaining months in the year.



Discovery Health Medical Scheme has certain exclusions. We do not pay for healthcare services related to the following, except where stipulated as part of a defined benefit or under the Prescribed Minimum Benefits (PMBs). For a full list of exclusions, please visit www.discovery.co.za

If we apply waiting periods because you have never belonged to a medical scheme or you have had a break in membership of more than 90 days before joining Discovery Health Medical Scheme, you will not have access to the Prescribed Minimum Benefits during your waiting periods. This includes cover for emergency admissions. If you had a break in cover of less than 90 days before joining Discovery Health Medical Scheme, you may have access to Prescribed Minimum Benefits during waiting periods.

- Reconstructive treatment and surgery, including cosmetic procedures and treatments
- Otoplasty for bat ears, port-wine stains and blepharoplasty (eyelid surgery)
- Breast reductions or enlargements and gynaecomastia
- Obesity
- Frail care
- Infertility
- Alcohol, drug or solvent abuse
- Wilful and material violation of the law
- Wilful participation in war, terrorist activity, riot, civil commotion, rebellion or uprising
- Injuries sustained or healthcare services arising during travel to or in a country at war
- Experimental, unproven or unregistered treatments or practices
- Search and rescue

We also do not cover the complications or the direct or indirect expenses that arise from any of the exclusions listed above, except where stipulated as part of a defined benefit or under the Prescribed Minimum Benefits.

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Our members have exclusive access to value-added offers outside of the Discovery Health Medical Scheme benefits and rules. Go to www.discovery.co.za to access these value-added offers.

You get a 20% discount for frames and lenses at an optometrist in your plan's network of optometrists. You will receive the discount immediately when you pay.

Vitality is not part of Discovery Health Medical Scheme. Vitality is a separate wellness product, sold and administered by Discovery Vitality (Pty) Ltd, registration number 1999/007736/07, an authorised financial services provider. Healthy Care is brought to you by Discovery Vitality (Pty) Ltd, registration number 1997/007736/07, an authorised financial services provider. Netcells is brought to you by Discovery Health (Pty) Ltd, registration number 1997/013480/07, an authorised financial services provider.

If you have a complaint

Discovery Health Medical Scheme is committed to providing you with the highest standard of service and your feedback is important to us. The following channels are available for your complaints.

PLEASE GO THROUGH THESE STEPS IF YOU HAVE A COMPLAINT:

01 | To take your query further

If you have already contacted Discovery Health Medical Scheme and feel that your query has still not been resolved, please complete our online complaints form on www.discovery.co.za. We would also love to hear from you if we have exceeded your expectations.

02 | To contact the Principal Officer

If you are still not satisfied with the resolution of your complaint after following the process in Step 1 you are able to escalate your complaint to the Principal Officer of the Discovery Health Medical Scheme. You may lodge a query or complaint with Discovery Health Medical Scheme by completing the online form on www.discovery.co.za or by e-mailing principalofficer@discovery.co.za.

03 | To lodge a dispute

If you have received a final decision from Discovery Health Medical Scheme and want to challenge it, you may lodge a formal dispute. You can find more information of the Scheme's dispute process on the website.

04 | To contact the Council for Medical Schemes

Discovery Health Medical Scheme is regulated by the Council for Medical Schemes. You may contact the Council at any stage of the complaints process, but we encourage you to first follow the steps above to resolve your complaint before contacting the Council. Contact details for the Council for Medical Schemes: Council for Medical Schemes Complaints Unit, Block A, Eco Glades 2 Office Park, 420 Witch-Hazel Avenue, Eco Park, Centurion 0157
| complaints@medicalschemes.com | 0861 123 267
| www.medicalschemes.com

