

2020  
**PRIORITY  
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](http://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](http://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 or 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 from the Above Threshold Benefit (ATB), at the DHR or a portion of it. The Priority plans have a limited ATB.

### 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 (PMB).

### CHRONIC DRUG AMOUNT (CDA)

We pay up to a monthly amount for each chronic medicine class type. 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 limited Above Threshold Benefit (ATB).

### 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 if you have spent your annual Medical Savings Account (MSA) allocation and before you reach the Annual Threshold.

### DEDUCTIBLE

This is an upfront amount that you must pay to the hospital or day clinic for specific procedures or if you use a facility outside of the day surgery 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](http://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 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.

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## **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](http://www.discovery.co.za).

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## **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.

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## **M MEDICAL SAVINGS ACCOUNT (MSA)**

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.

### **MEDICINE LIST (FORMULARY)**

A list of medicine we cover in full for the treatment of approved chronic condition(s). This list is also known as a formulary.



## N NETWORKS

Your health plan may require you to make use of specific hospitals, pharmacies, doctors or specialists in a network. We have payment arrangements with these providers to ensure you get access to quality care at an affordable cost. By using network providers, you can avoid having to pay additional costs and co-payments yourself.

### Day surgery Network

Full cover for a defined list of procedures in our day surgery network.

### Doctor Networks

You have full cover for GPs and specialists who we have payment arrangements with.

### Medicine Networks

Use MedXpress, or a MedXpress Network Pharmacy to enjoy full cover and avoid co-payments when claiming for chronic medicine on the medicine list.

## P PAYMENT ARRANGEMENTS

The Scheme has payment arrangements with various healthcare professionals and providers to ensure that you can get full cover with no co-payments.

### PREFERRED MEDICINE

Preferred medicine includes preferentially priced generic and branded medicines.

### PREMIER PLUS GP

A Premier Plus GP is a network GP who has contracted with us to provide you with coordinated care for defined chronic conditions.

## PRESCRIBED MINIMUM BENEFITS (PMB)

In terms of the Medical Schemes Act of 1998 (Act No. 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 you do not use a DSP we will pay up to 80% of the Discovery Health Rate (DHR). You will be responsible for the difference between what we pay and the actual cost of your treatment.

If your treatment doesn't meet the above criteria, we will pay according to your plan benefits.

## R RELATED ACCOUNTS

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.

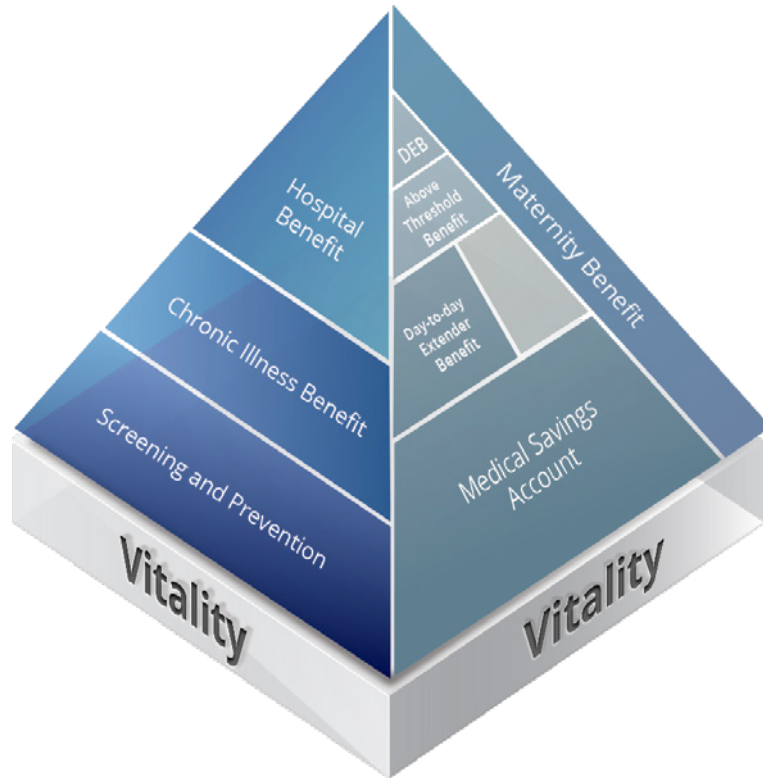




# PRIORITY PLANS

There are two Priority plans:  
Classic Priority | Essential Priority

# KEY FEATURES



## UNLIMITED COVER FOR HOSPITAL ADMISSIONS

There is no overall limit for hospital cover. You can go to any private hospital.

## FULL COVER IN HOSPITAL FOR SPECIALISTS

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

## FULL COVER FOR CHRONIC MEDICINES

Full cover for chronic medicine on our formulary for all Chronic Disease List (CDL) conditions when you use MedXpress or a MedXpress Network Pharmacy.

## COVER WHEN TRAVELLING

Cover for medical emergencies when travelling.

## EXTENSIVE COVER FOR PREGNANCY

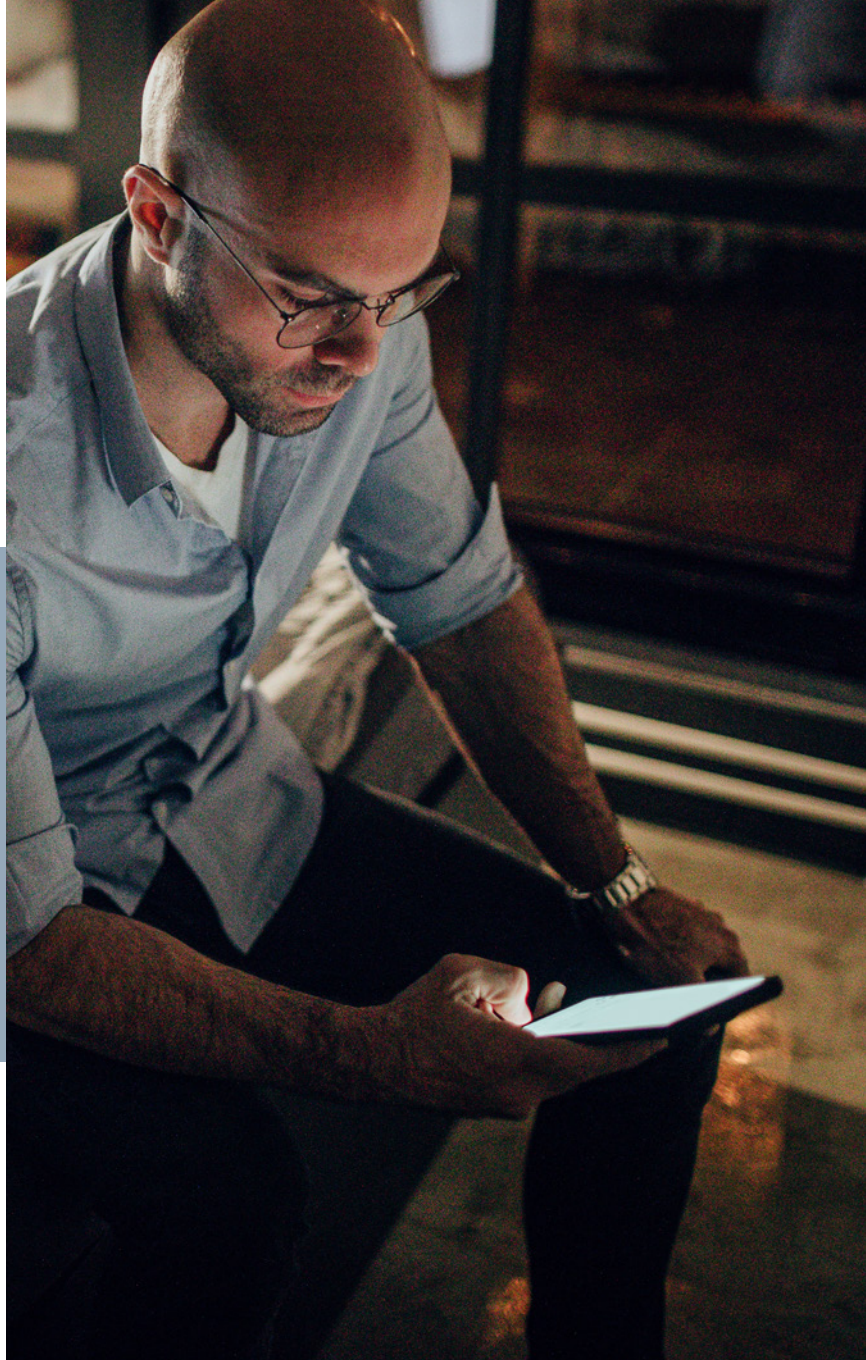
You get comprehensive benefits for maternity and early childhood that cover certain healthcare services before and after birth.

## COMPREHENSIVE DAY-TO-DAY COVER

We pay your day-to-day medical expenses from the available funds allocated to your Medical Savings Account (MSA). The Day-to-day Extender Benefit (DEB) extends your day-to-day cover for essential healthcare services in our wellness network. You have a limited Above Threshold Benefit (ATB) that gives you further day-to-day cover once you have reached your Annual Threshold.

## SCREENING AND PREVENTION

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



## The benefits on the different Priority plans

*The two plan options have differences in benefits, as shown in the table.  
All other benefits not mentioned in the table are the same across both plan options.*

	Classic	Essential
<b>Day-to-day cover</b>		
Medical Savings Account (MSA)	25% of your monthly contributions	15% of your monthly contributions
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 wellness network. You also have additional cover for kids casualty visits.	The Day-to-day Extender Benefit (DEB) extends your day-to-day cover for essential healthcare services in our wellness network.
<b>Hospital cover</b>		
Cover for healthcare professionals in hospital	Twice the Discovery Health Rate (200%)	The Discovery Health Rate (100%)







## 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](http://www.discovery.co.za)

### ADDITIONAL TESTS

Clinical entry criteria 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:

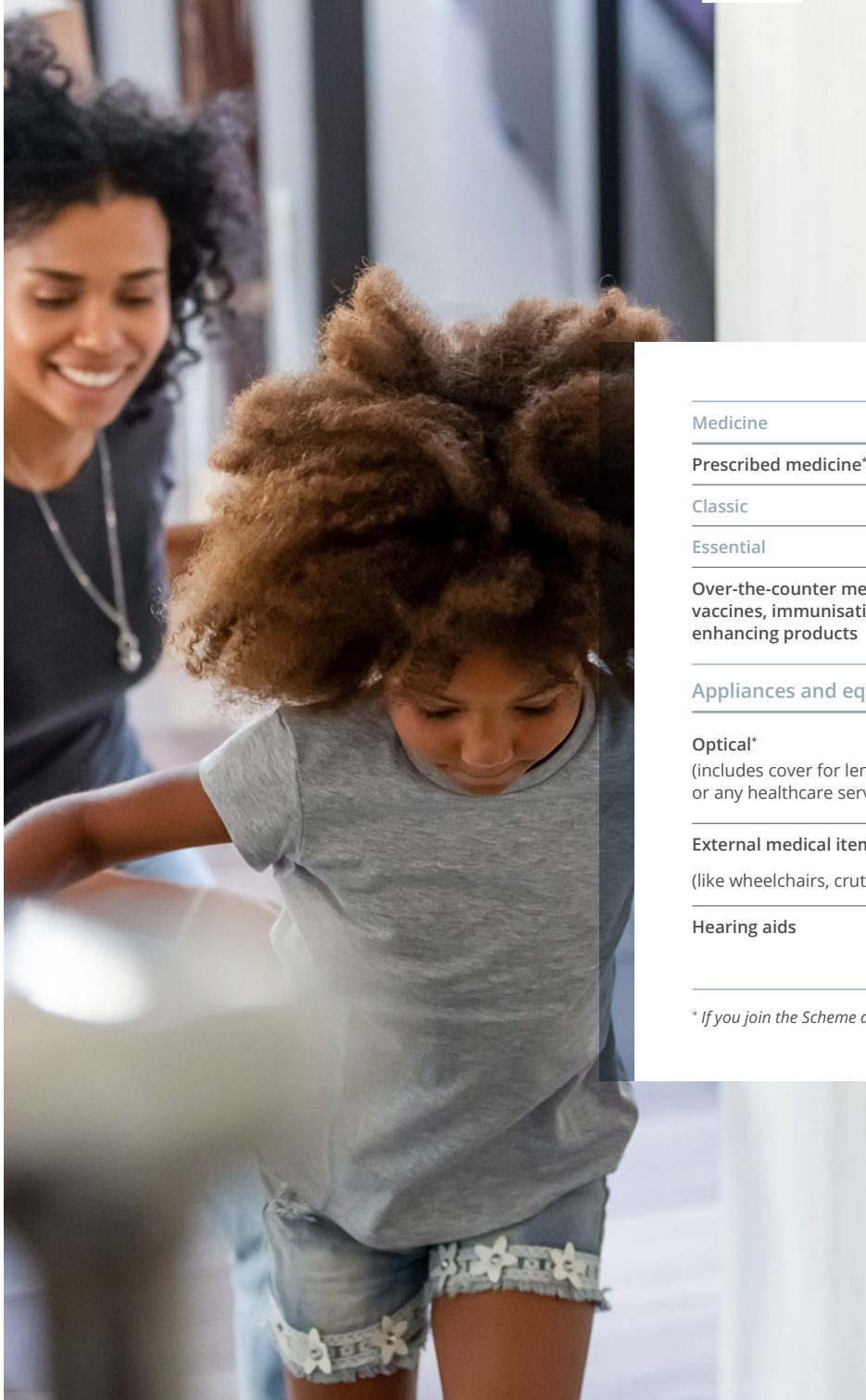
- Pregnant
- 65 years or older
- Registered for certain chronic conditions.

Visit [www.discovery.co.za](http://www.discovery.co.za) to view the detailed Screening and Prevention Benefit guide.





# DAY-TO-DAY BENEFITS



Medicine	Single member	One dependant	Two dependants	Three or more dependants
<b>Prescribed medicine* (schedule 3 and above)</b>				
Classic	R22 200	R26 900	R32 400	R35 350
Essential	R15 750	R18 600	R22 100	R26 850
Over-the-counter medicine, vaccines, immunisations and lifestyle-enhancing products	We pay these claims from the available funds in your Medical Savings Account (MSA). These claims do not add up to the Annual Threshold and are not paid from the limited Above Threshold Benefit (ATB).			

## Appliances and equipment

Optical* (includes cover for lenses, frames, contact lenses and surgery or any healthcare service to correct refractive errors of the eye)	R5 450 per person	
External medical items* (like wheelchairs, crutches and prostheses)	Classic	R39 400 for your family
	Essential	R26 450 for your family
Hearing aids	Classic	R20 700 for your family
	Essential	R14 750 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.











**MEDXPRESS AND  
MEDXPRESS NETWORK  
PHARMACIES**

### HOW TO ORDER

Discovery app | [www.discovery.co.za](http://www.discovery.co.za)

[medxpress@discovery.co.za](mailto: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 NETWORK

Avoid a 20% co-payment on your chronic medicine by using our Designated Service Providers (DSPs), MedXpress and MedXpress Network Pharmacies.

### MEDXPRESS AND MEDXPRESS NETWORK PHARMACIES

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.



### 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. You have to see a Premier Plus GP to avoid a 20% co-payment.



### HIV CARE PROGRAMME

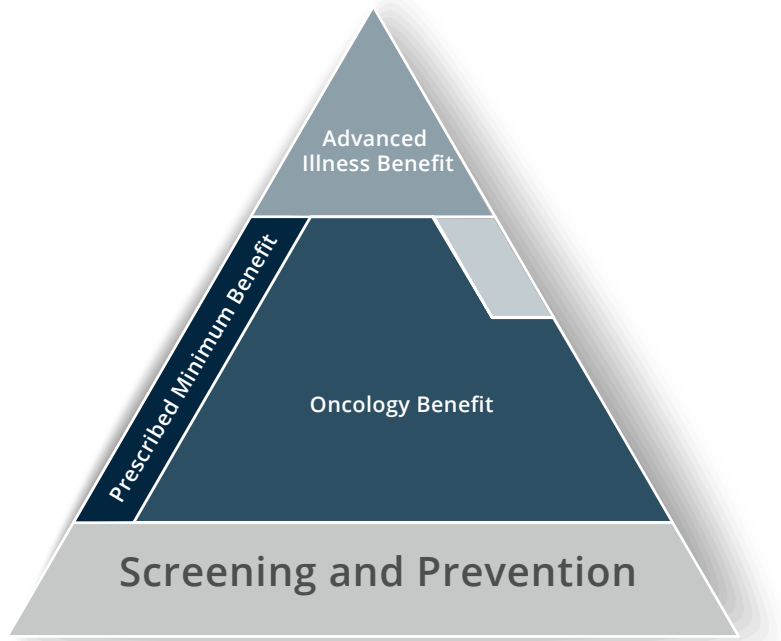
If you are registered on the HIV programme, you are covered for the care you need, which includes additional cover for social workers. You can be assured of confidentiality at all times. You have to see a Premier Plus GP to avoid a 20% co-payment. You need to get your medicine from a Designated Service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



### 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



### ADVANCED ILLNESS BENEFIT

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

### 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 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 R200 000. If your treatment costs more than the cover amount, we will cover up to 80% of the subsequent additional costs.

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.

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](http://www.discovery.co.za) to view the detailed Oncology Benefit guide.



## If you need to be admitted to hospital

*The Priority plans offer cover for hospital stays. There is no overall limit for the hospital benefit.*

If you have to go to hospital, we will pay your hospital expenses. There is no overall hospital limit for the year on any of the plans. However, there are limits to how much you can claim for some treatments.

Contact us in good time before you have to go to hospital. We will let you know what you are covered for. If you don't contact us before you go, we might not pay the costs.



### WHAT IS THE BENEFIT?

This benefit pays the costs when you are admitted into hospital.

### WHAT WE COVER

Unlimited cover in any private hospital approved by the Scheme.

You have cover for planned stays in hospital.

### HOW TO GET THE BENEFIT

#### Get your confirmation first

Contact us to confirm your hospital stay before you are admitted (this is known as preauthorisation).

#### Where to go

You can go to any private hospital approved for funding by the Scheme. An upfront payment applies for specific in-hospital procedures including procedures performed in the day surgery network.

### How we pay

We pay for planned hospital stays from your Hospital Benefit.

We pay for services related to your hospital stay, including all healthcare professionals, services, medicines authorised by the Scheme for your hospital stay.

If you use doctors, specialists and other healthcare professionals that we have an agreement with, we will pay for these services in full. We pay up to 200% of the Discovery Health Rate (DHR) on Classic and up to 100% of the DHR on Essential for other healthcare professionals.

### You can avoid co-payments by:

You can avoid co-payments by:

- Going to a facility in the day surgery network for day procedures
- Using healthcare professionals that we have a payment arrangement with.



# Your hospital cover

*The Priority Plans offer unlimited hospital cover.*

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

Healthcare providers and services	What we pay
The hospital account	The full account at the agreed rate with the hospital
Specialists we have a payment arrangement with	The full account at the agreed rate
Specialists we don't have a payment arrangement with and other healthcare professionals	<b>Classic:</b> up to twice the Discovery Health Rate (200%) <b>Essential:</b> up to the Discovery Health Rate (100%)
X-rays and blood tests (radiology and pathology) accounts	The Discovery Health Rate (100%)
<b>Upfront payments for in-hospital procedures:</b>	
Upfront payment for a defined list of procedures performed outside the day surgery network	R5 500
<b>You need to pay an amount upfront to the hospital when one of the procedures listed below is performed during a hospital admission, including procedures performed in the day surgery network:</b>	
Conservative back and neck treatment, adenoidectomy, myringotomy (grommets), tonsillectomy	R3 700
Colonoscopy, sigmoidoscopy, proctoscopy, gastroscopy, cystoscopy	R4 650. An upfront amount of R5 850 will apply if both a gastroscopy and colonoscopy is performed in the same admission. If performed outside of the day surgery network, the highest of the upfront amounts will apply
Arthroscopy, functional nasal procedures, hysterectomy (except for pre-operatively diagnosed cancer), laparoscopy, hysteroscopy, endometrial ablation	R8 700
Nissen fundoplication (reflux surgery), spinal surgery (back and neck), joint replacements	R17 900
If the procedure can be done out of hospital, for example in the doctor's rooms you won't have to pay the hospital an amount upfront. If any of these procedures are on the day surgery procedures list, you will have to pay the higher of the two upfront amounts if the procedure is done at a facility outside of the day surgery network	
MRI and CT Scans	We pay the first R3 040 of the scan from day-to-day benefits. We pay the balance of the scan from the Hospital Benefit up to 100% of the DHR. For conservative back and neck treatment, you must also pay the first R3 700 of the hospital account. We pay the balance of the scan from the Hospital Benefit up to 100% of the DHR. Limited to one scan per spinal and neck region



# Benefits with an annual limit

## COCHLEAR IMPLANTS, AUDITORY BRAIN IMPLANTS AND PROCESSORS

R223 700 per person for each benefit.



## INTERNAL NERVE STIMULATORS

R160 500 per person.



## SHOULDER JOINT PROSTHESIS

No limit if you get your prosthesis from a provider in our network or up to R41 700 if you use a provider outside our network.



## MAJOR JOINT SURGERY

No limit for planned hip and knee joint replacements if use a provider in our network.

80% of the Discovery Health Rate if you use a provider outside our network up to a maximum of R30 000 for each prosthesis for each admission. The network does not apply to emergency or trauma-related surgeries.



## PROSTHETIC DEVICES USED IN SPINAL SURGERY

There is no overall limit if you get your prosthesis from our preferred suppliers. A limit of R25 500 applies for the first level and R51 000 for two or more levels, limited to one procedure per person per year year outside the network.



## MENTAL HEALTH

21 days for admissions or up to 15 out-of-hospital consultations per person for major affective disorders, anorexia and bulimia and up to 12 out-of-hospital consultations for acute stress disorder accompanied by recent significant trauma. Three days per approved admission for attempted suicide.



21 days for all other mental health admissions.

All mental health admissions are covered in full at a network facility. If you go elsewhere, we will pay up to 80% of the Discovery Health Rate (DHR) for the hospital account.

## ALCOHOL AND DRUG REHABILITATION

We pay for 21 days of rehabilitation per person per year. Three days per approved admission per person for detoxification.



## DENTAL TREATMENT IN HOSPITAL

### Dental limit

There is no overall limit for basic dental treatment. However, all dental appliances, their placement, and orthodontic treatment (including related accounts for orthognathic surgery) are paid at 100% of the Discovery Health Rate (DHR) and up to 200% of the DHR for anaesthetists on Classic plan. We pay these claims from your day-to-day benefits, up to an annual limit of R18 600 per person. If you join the Scheme after January, you won't get the full limit because it is calculated by counting the remaining months in the year.

### Severe dental and oral surgery in hospital

The Severe Dental and Oral Surgery Benefit covers a defined list of procedures, with no upfront payment and no overall limit. Certain procedures are covered in our day surgery network. This benefit is subject to authorisation and the Scheme's rules.



## Other dental treatment in hospital

You need to pay a portion of your hospital or day clinic account upfront for dental admissions. This amount varies, depending on your age and the place of treatment. We pay the balance of the hospital account from your Hospital Benefit, up to 100% of the Discovery Health Rate (DHR). We pay the related accounts, which include the dental surgeon's account, from your Hospital Benefit, up to 100% of the DHR. On Classic plan, we pay anaesthetists up to 200% of the DHR.

For members 13 years and older, we cover routine conservative dentistry, such as preventive treatment, simple fillings and root canal treatment, from your available day-to-day benefits.

### Upfront payment for dental admissions:

Hospital account	Day clinic account
<b>Members 13 years and older:</b>	
R6 800	R4 350
<b>Members younger than 13 years:</b>	
R2 650	R1 200

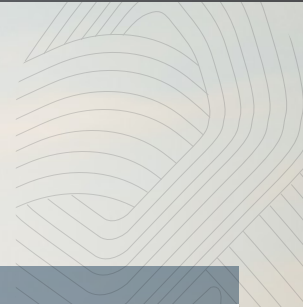
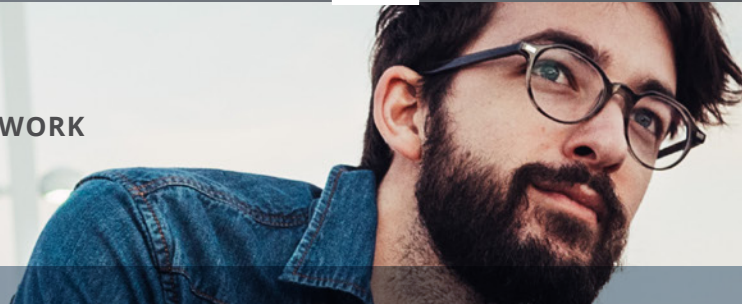






**LIST OF PROCEDURES COVERED IN THE DAY SURGERY NETWORK**

The following is a list of procedures that we cover in a day surgery.



**B Biopsies**

- Skin, subcutaneous tissue, soft tissue, muscle, bone, lymph, eye, mouth, throat, breast, cervix, vulva, prostate, penis, testes

**Breast Procedures**

- Mastectomy for gynaecomastia
- Lumpectomy (fibroadenoma)

**E Ear, nose and throat Procedures**

- Tonsillectomy and/or adenoidectomy
- Repair nasal turbinates, nasal septum
- Simple procedures for nose bleed (extensive cautery)
- Sinus lavage
- Scopes (nasal endoscopy, laryngoscopy)
- Middle ear procedures (tympanoplasty, mastoidectomy, myringoplasty, myringotomy and/or grommets)

**Eye Procedures**

- Cataract surgery
- Corneal transplant
- Treatment of glaucoma
- Other eye procedures (removal of foreign body, conjunctival surgery (repair laceration, pterygium), glaucoma surgery, probing & repair of tear ducts, vitrectomy, retinal surgery, eyelid surgery, strabismus repair)

**G Ganglionectomy**

**Gastrointestinal**

- Gastrointestinal scopes (oesophagoscopy, gastroscopy, colonoscopy, sigmoidoscopy, proctoscopy, anoscopy)
- Anorectal procedures (treatment of haemorrhoids, fissure, fistula)

**Gynaecological Procedures**

- Diagnostic Dilatation and Curettage
- Endometrial ablation
- Diagnostic Hysteroscopy
- Colposcopy with LLETZ
- Examination under anaesthesia

**O Orthopaedic Procedures**

- Arthroscopy, arthrotomy (shoulder, elbow, knee, ankle, hand, wrist, foot, temporomandibular joint), arthrodesis (hand, wrist, foot)
- Minor joint arthroplasty (intercarpal, carpometacarpal and metacarpophalangeal, interphalangeal joint arthroplasty)
- Tendon and/or ligament repair, muscle debridement, fascia procedures (tenotomy, tenodesis, tenolysis, repair/reconstruction, capsulotomy, capsulectomy, synovectomy, excision tendon sheath lesion, fasciotomy, fasciectomy). Subject to individual case review
- Repair bunion or toe deformity
- Treatment of simple closed fractures and/or dislocations, removal of pins and plates. Subject to individual case review

**R Removal of foreign body**

- Subcutaneous tissue, muscle, external auditory canal under general anaesthesia

**S Simple superficial lymphadenectomy**

**Skin Procedures**

- Debridement
- Removal of lesions (dependent on site and diameter)
- Simple repair of superficial wounds

**U Urological**

- Cystoscopy
- Male genital procedures (circumcision, repair of penis, exploration of testes and scrotum, orchiectomy, epididymectomy, excision hydrocoele, excision varicocoele, vasectomy)







## Your contributions, Medical Savings Account and Annual Thresholds

	Main member	Adult	Child*
<b>Contributions</b>			
Classic Priority	R3 814	R3 008	R1 526
Essential Priority	R3 278	R2 577	R1 310
<b>Annual Medical Savings Account amounts**</b>			
Classic Priority	R11 436	R9 024	R4 572
Essential Priority	R5 892	R4 632	R2 352
<b>Annual Threshold amounts**</b>			
All plans	R16 900	R12 700	R5 600
<b>Limited Above Threshold Benefit amount**</b>			
All plans	14 300	10 200	5 000

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

\*\* 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.







# If you have a complaint

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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](http://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](http://www.discovery.co.za) or by e-mailing [principalofficer@discovery.co.za](mailto: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](mailto:complaints@medicalschemes.com) | 0861 123 267 | [www.medicalschemes.com](http://www.medicalschemes.com)

