Discovery Health: What are the most important benefit changes applicable in 2015?

Hospitalisation benefits

**Deductibles**

Please refer to Annexure A in this communication pack which will provide details on the deductibles and co-payments applicable to the various Discovery Health Plans. Please pay particular attention to these details so that you are familiar with these deductibles and co-payments.

**Hospital Networks**

The **Delta Hospital Network** applies to all Delta plans for planned admissions. The Vincent Pallotti hospital will be included and the LHC Kingsbury and Claremont hospitals have been removed from the Delta network in Western Cape. In Gauteng the Genesis Clinic has been added. The Horizon Eye Centre has been added in Free State region.

Members on the Coastal plan must use a hospital in one of the four coastal provinces for planned hospital procedures. If a member chooses not to make use of a coastal hospital, Discovery Health will only pay up to a maximum of 70% of the hospital account and the member would have to pay in the difference.

**KeyCare Core** and **KeyCare Plus** members must go to one of the listed KeyCare Network Hospitals for planned hospital admissions. If you do not use these hospitals for planned hospital admissions, you’ll need to pay the bill. The same hospital network list applies to KeyCare Access members in case of life threatening admissions and defined trauma events only. The KeyCare Access Hospital Network list applies to KeyCare Access members, but only for childbirth and care for newborns. Other approved hospital admissions for KeyCare Access members are covered in Discovery’s network of state facilities.

The following hospitals have been added to the KeyCare hospital network:
- Gauteng – Saxonworld: Genesis Clinic
- Free State – Bloemfontein: Horizon Eye Centre
- Western Cape – Cape Eye hospital
- Mpumalanga – Barberton: Eureka private hospital and LHC Piet Retief
- Northwest – Brits: Mediclinic Brits

The following hospitals have been removed from the KeyCare hospital network:
- Free State – Bloemfontein: Eye Centre
- Mpumalanga – Barberton: Barberton Mediclinic

**Chronic Illness Benefit (CIB)**
The **Chronic Illness Benefit** offers cover for a list of chronic conditions as per the members’ plan choice, and approved medicine on Discovery Health’s medicine list. If a member takes **medicine that falls outside of Discovery Health’s medicine list**, there is a set monthly amount available to cover medicine costs, referred to as the **Chronic Drug Amount (CDA)**. Chronic conditions need to be applied for and approved by Discovery Health in order for the condition to be covered from the Chronic Illness Benefit. Discovery Health will then pay medicine up to the Discovery Health Medicine Rate, and according to the members’ plan choice.

The **Chronic Medicine formulary** will be adapted in line with annual pricing movements. The **new formulary will apply to all new chronic registrations effective 1 January 2015**. The changes will however only be implemented on 1 July 2015 for members currently registered for the **Chronic Illness Benefit** in order to allow members sufficient time to consult their medical practitioner.

**Members affected have 3 choices**
- Consider alternative medication that is on the formulary or below the CDA
- Submit a clinical appeal to have the existing medication covered in full
- Continue to take current medications – paying the higher copayment

**MedXpress**

Members making use of **MedXpress**, Discovery’s medicine delivery service, are not required to fund any delivery or administration fees. Discovery’s qualified service agents can also advise members on the most cost-effective alternatives and that will be charged at the Discovery Health Medicine Rate or less, thus minimising co-payments / dispensing fees. All major pharmacy chains, including Clicks Pharmacies, Dis-Chem and MediRite, as well as over 1 200 community pharmacies are contracted to charge Discovery Health members at this rate.

- **From 2015** members using **MedXpress** will be able to **select in-store pick up for their chronic and acute medicines from Dischem, Clicks and MediRite pharmacies**. In-store option can be selected through both the member app and by calling the call centre. Designated stores where orders can be picked up can be found by calling the call centre or on [www.discovery.co.za](http://www.discovery.co.za)
- **MedXpress** will become the **designated service provider for chronic medicines on Core plans** (Classic, Essential and Coastal) with effect **from 1 July 2015** for existing registered chronic members. **Newly diagnosed members** on Core plans will need to use **MedXpress** from **1 January 2015**. A **20% co-payment** will apply otherwise.

**Day to Day Benefits**

Members registered on Core plans do not have access to day to day benefits. KeyCare Plus and KeyCare Access plan options, offer defined unlimited benefits through network providers. All other options provide day to day cover through the Medical Savings Account, Insured Network Benefit and Above Threshold Benefit (where applicable).

**Medical Savings Account (MSA)**

- Day-to-day expenses are initially paid from the MSA
- The funds in the MSA is available upfront to the member and dependants
- The funds in the MSA will be pro-rated, in line with the join date, if the member or dependant joins during the year
- The member will have to pay back to Discovery any portion of the MSA that has been used, but not paid for as yet should he/she or a dependant resign during the year. This is called a claw-back
- All unused funds are carried over to the following year
- The allocated amount will be based on the members’ plan and family size and the percentage allocation is based on a stipulated percentage of the total contribution, which remains unchanged for 2015:
  - Executive – 25% of total contribution
  - Classic – 25% of total contribution (except Classic Comprehensive Zero MSA, which has no MSA)
  - Essential – 15% of total contribution
  - Coastal – 25% of total contribution
Insured Network Benefit (INB)

The **Insured Network Benefit** extends certain day to day benefits for members, once the funds in their Medical Savings Account are depleted or/and during the self payment gap, where applicable. The benefits can only be accessed through Discovery network providers and consists of: GP Consultations, Pathology (blood tests), Acute Medication and a new Maternity and External medical items benefit, depending on your plan choice.

The **Insured Network Benefit** for 2015 remains largely unchanged, with the exception of the removal of MEDI-rite as the preferred provider for Pathology.

**Threshold levels**

Threshold levels are indicated in **Annexure A**.

**KeyCare**

The income band structure of KeyCare Plus has been adjusted as follows for 2015:

<table>
<thead>
<tr>
<th>Income bands</th>
<th>2014</th>
<th>2015</th>
<th>Rational for adjustment</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>R 0 – R 6 650</td>
<td>R0 – R360 *</td>
<td>A lower contribution for individuals without access to state grants or any other form of income.</td>
</tr>
<tr>
<td></td>
<td>R361 – R 7 050</td>
<td>R7 051 – R10 000</td>
<td>The income bands have been restructured to allow contribution relief to employees earning less than R10 000 per month.</td>
</tr>
<tr>
<td>R 6 651 – R 8 800</td>
<td>R8 801+</td>
<td>R8 801+</td>
<td></td>
</tr>
</tbody>
</table>

*KeyCare Plus 360° plan for students* - this plan offers cover through the Discovery KeyCare Plus network, providing: hospitalisation, Chronic Illness Benefit, day-to-day medical care and screening and prevention benefit. Contributions are payable annually upfront for the elected time of cover.

**New benefits for 2015**

**Netcells Biosciences – additional cryogenic benefits**

Since 2014, all members had access to an upfront discount of up to 25% on umbilical cord blood and tissue stem cell banking through Netcells Biosciences. As from 1 January 2015, members can also save up to 25% on semen testing and preservation. For more information you can visit the Netcells website at [http://www.netcells.co.za](http://www.netcells.co.za)

**Personal Health Programmes**

Members with **diabetes, hypertension, hyperlipidaemia and chronic heart conditions** will be able to access a personal health programme through a network of premier practice GPs by end January 2015. The programme will guide members on what to do to improve their health.

The premier practice GP will track and monitor the members’ progress throughout the programme in real time by viewing the members’ health metrics such as fitness and blood glucose levels, weight management, nutrition and medicine intake. Members will also be able to monitor their own progress at any time, through relevant alerts, earn Vitality points and unlock additional rewards. *(Vitality membership is not required for this benefit)*

Benefits therefore include enrolment with Premier Practice GP (An accredited GP practice, which is subject to professional peer review; Registered with HealthID); **Access to online lifestyle programme** (Provides reminders for Medicine compliance, GP consultations, Pathology tests, Dietician visits, Physical activity, Dashboard to monitor progress); **Additional risk benefits from DHMS** (Prescribed by Premier Practice GP; Dietician consultations and Biokineticist consultations); **Earns additional Vitality points** (Additional points for:Enrolment, Review, Compliance, Completion).

**Discovery HomeCare**

Discovery HomeCare is a home-based healthcare service that offers care in the comfort of member’s own home. The benefit will be available to all DH members, however it will initially be rolled out in selected areas in Gauteng from 1 January 2015 only. The service will be subject to clinical criteria.
These services include:

<table>
<thead>
<tr>
<th>Service</th>
<th>Details</th>
</tr>
</thead>
</table>
| Post-natal care  | • Available to mothers who agree to be discharged one day early from hospital  
                    • Includes three home visits or one home visit and two night nurse visits   
                    • Benefits will pay from risk                                                  |
| Palliative care  | • End of life, palliative care offered in partnership with Hospice Palliative Care Association  
                    • Benefits paid from the compassionate care benefit up to the plan benefit limit |
| Home IV infusions| • Home IV infusion set up and administration of antimicrobials, biologics, IV iron and immunoglobulins for stable patients  
                    • Benefits paid from risk in lieu of hospitalisation, no limit applies       |
| Respite care     | • Provision of short term care services and includes temporary relief for caregivers looking after members healthcare needs  
                    • Benefits paid for by members                                                |
| Wound care       | • Includes cover for venous ulcers, diabetic foot ulcers and pressure sores and other moderate to severe wounds for stable patients  
                    • Cover for dressing, drainage, irrigation, suture removal and vac therapy     
                    • Benefits paid from risk in lieu of hospitalisation, no limit applies       |

Access to services: Treating doctor and Qualified HomeCare Consultant, more information on [www.discovery.co.za](http://www.discovery.co.za)

**HealthyCare**

In 2015, MediSaver and ChroniCare benefits will be combined to give all members access to an enhanced catalogue of preventive care items at both Clicks and Dischem. There has also been a change in the structure of the benefit for 2015. **Members will only receive a discount of 10% upon registration for the benefit.** This benefit can however be increased to 25% for Vitality members who have completed all the required Vitality Check screening tests.

The ChroniCare is currently only available to registered chronic members. From 2015 ALL Discovery Health members will have access to the benefit. The 25% is however conditional on the activation and completion all the required Vitality Check screening tests. The Discovery HealthyCare catalogue provides members with savings on:

- Baby care items
- Dental care items
- Eye care items
- Foot care items
- Over the counter medicine (schedule 1 & 2)
- A selection of monitoring devices and specialised foods to manage your chronic condition
- Emergency care
- Self care items
- Sun care items
- Clinic nursing services
- Wearable health and fitness devices

Members can visit [www.discovery.co.za](http://www.discovery.co.za) for more detailed information.

**Discovery Health on Call**

From 20 February 2015: Members will be able to use the Discovery member app to book a virtual consultation with their chosen family doctor or another appointed doctor, 24 hours a day, seven days a week.

From 20 March 2015: Members will be able to book their doctor’s appointment via the member app for selected practices. The member app can be used to **cancel or change appointments** already made if changes are made **24 hours before appointment.**

These virtual consultations are paid from the members available day-to-day benefits on the Executive, Comprehensive, Priority and Saver Series; Members participating in Core and KeyCare plans will have to pay for from day to day benefits. KeyCare and Core members will need to self fund the consultation. Discovery Health will be embarking on an enrolment process to sign up existing network GPs to this programme, as members can only consult with GP’s to whom they have given HEALTHID consent.

In the event that the selected doctor is not available, members will be able to book a consultation with the 24/7 Health on Call GP if preferred GP has consented and is available. The cost of the consultation in 2015 will be R250 per consultation and R600 per consultation for an extended face to face consultation (applicable to members with certain health conditions).
Health and fitness devices
Members will be able to claim up to R750 of the cost of the wearable device from their day-to-day benefits with the amount claimed accumulating at 100% to threshold (if applicable). This benefit will be available for one device per beneficiary (over the age of 18) per year on Saver, Priority, Comprehensive and Executive plans from selected / participating Dischem and Clicks stores. Vitality members will also qualify for up to 25% cash back on selected devices, i.e. Garmin, Fitbug, JAWBONE, POLAR, Fitbit and iHealth Scale. The full list of devices that can be purchased under this benefit will be available on www.discovery.co.za. Discovery Health members with Vitality will also qualify for up to 25% cashback through the HealthyCare benefit.

International second opinion services – Cleveland Clinic
From 1 January 2015, the scheme will fund 50% of the cost of the second opinion fee service from Cleveland Clinic (international healthcare experts) where a second opinion was requested by the member’s treating specialist for life threatening and life-changing conditions will be available on all Discovery Health plans:
- $545 without pathology analysis
- $745 with pathology analysis

Vitality benefit

Vitality HealthyLiving benefit
Members will qualify for 10% cash back at all partners. Cash back percentages increase up to 25% with their preferred partner as members do online assessments and physical health checks to learn more about their health.

<table>
<thead>
<tr>
<th>HealthyLiving</th>
<th>10%</th>
<th>15%</th>
<th>25%</th>
</tr>
</thead>
<tbody>
<tr>
<td>HealthyFood</td>
<td>Online nutrition assessment</td>
<td>Body composition assessment</td>
<td></td>
</tr>
<tr>
<td>HealthyCare</td>
<td>Vitality age</td>
<td>Vitality health check</td>
<td></td>
</tr>
<tr>
<td>HealthyGear</td>
<td>Online fitness assessment</td>
<td>Vitality fitness assessment</td>
<td></td>
</tr>
</tbody>
</table>

HealthyLiving Miles Multiplier
DiscoveryCard holders can multiply Discovery Miles earned on their card spend at HealthyLiving partner stores by up to 10 times, based on their Vitality status.

<table>
<thead>
<tr>
<th></th>
<th>Blue</th>
<th>Bronze</th>
<th>Silver</th>
<th>Gold</th>
<th>Diamond</th>
</tr>
</thead>
<tbody>
<tr>
<td>HealthyCare</td>
<td>1 x</td>
<td>2 x</td>
<td>3 x</td>
<td>5 x</td>
<td>10 x</td>
</tr>
</tbody>
</table>

HealthyGear
Members can get up to 25% cash back at Sportsmans Warehouse and Total Sports. Items included are a selected range of footwear, apparel, sport equipment, fitness devices and exercise equipment.

Vitality Baby – 1000 Days
The 1000-day journey is separated into three parts, namely: 270 days (9 months of pregnancy) + 365 days (birth to 12 months) + 365 days (12 to 24 months). Vitality Baby gives members access to:
- Assessments and check-ups
- Information and support
- Vitality points
- Rewards

Big Concerts
Vitality members have access to Big Concert events through exclusive access tickets.

Builders Warehouse
The contract with Builders Warehouse will end 31 December 2014 due to Walmart ownership.

Team Vitality
Members can get up to 50% cash back on all races on the Team Vitality calendar. A membership fee of R300 for running and R600 for cycling (including the relevant licence fees), will be applicable.
Vitality Fit
Members can get up to 25% cash back at premier specialised fitness partners, such as SWEAT 1000, Crossfit, Adventure boot camp for women.

Closing

Our SERVE model drives the way we at Alexander Forbes do business. We strive to deliver Simple and Expert innovative solutions that build long-lasting Relationships founded on the Value of trust – all this in the service of Enriching people’s lives by providing them with impactful service.

As an Alexander Forbes Health client, you can be assured of our unwaivering commitment to help you make good choices and enjoy good health in 2015.

To keep your finger on the pulse of the medical scheme industry you can follow us on Twitter at https://twitter.com/AF_Health

For some very useful Vitality tips, you can follow Alex at https://twitter.com/Alex_vitaliTIPS

Yours in Health

Alexander Forbes Health

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Annexure A: 2015 Discovery Health Deductibles

PRIORITY SERIES DEDUCTIBLES

Members participating on Priority plans should note that the defined Deductibles for in-hospital procedures will still apply in 2015. Members need to pay an amount upfront to the hospital when the member is admitted for one of the following procedures:

<table>
<thead>
<tr>
<th>DEDUCTIBLE AMOUNT</th>
<th>PROCEDURE LIST</th>
</tr>
</thead>
<tbody>
<tr>
<td>R 2 350</td>
<td>Conservative back and neck treatment; Myringotomy (grommets); Tonsillectomy; Adenoidectomy</td>
</tr>
<tr>
<td>R 3 150</td>
<td>Colonoscopy; Sigmoidoscopy; Proctoscopy; Gastroscopy; Cystoscopy</td>
</tr>
<tr>
<td>R 5 650</td>
<td>Arthroscopy; Functional Nasal Procedures; Hysterectomy (except for pre-operatively diagnosed cancer); Laparoscopy; Hysteroscopy; Endometrial ablation</td>
</tr>
<tr>
<td>R 11 550</td>
<td>Nissan fundoplication (reflux surgery); Spinal surgery (back and neck); Joint replacements</td>
</tr>
</tbody>
</table>

If the procedure can be done out of hospital, for example in the doctor’s rooms, and the member doesn’t go to hospital, the member won’t have to pay a deductible. It is recommended that members contact Discovery Health directly on 0860 100 694 prior to the procedure to confirm their benefits.

DELTA PLAN DEDUCTIBLES

Delta plan members should note that a R5 950 deductible will apply if you do not use the Delta Hospital Network for planned procedures.

IN-HOSPITAL and DAY CLINIC DENTISTRY TREATMENT DEDUCTIBLES

Deductibles also apply to in-hospital dentistry treatment on the Discovery Health plans as listed below:

<table>
<thead>
<tr>
<th></th>
<th>Hospital</th>
<th>Day Clinic</th>
</tr>
</thead>
<tbody>
<tr>
<td>Members younger than 13</td>
<td>R 1 700</td>
<td>R 800</td>
</tr>
<tr>
<td>Members older than 13</td>
<td>R 4 400</td>
<td>R 2 850</td>
</tr>
</tbody>
</table>

ALL routine conservative dentistry, such as preventative treatments, simple fillings and root canal treatments, whether done in or out of hospital or in a day clinic, is covered from your available Medical Savings, on the Saver plans. On the Priority, Comprehensive and Executive plans these services are covered from your available Medical Savings or your own pocket while you are in your Self Payment Gap. Once your claims have accumulated to your Annual Threshold level these services are covered through the Above Threshold Benefit.