

# 2025 KEYCARE PLANS

PLUS

CORE

START

START REGIONAL



# Reimagining your healthcare

For the best quality healthcare to support life's inevitable moments, Discovery Health Medical Scheme provides comprehensive healthcare that is just right for you.

**Read this guide to understand more about your health plan, including:**

- What to do when you need to go to a doctor or hospital.
- How we cover you for the preventive screening, diagnosis and treatment of medical conditions.
- Which benefits you need to apply for and if there are limits for certain benefits.
- How to have a truly personalised health experience through the Discovery Health app, which helps you navigate the healthcare system easily.



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, subject to 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). Where this brochure refers to 'we' in the context of benefits, members, payments or cover, 'we' refers to the Discovery Health Medical Scheme. We are continuously improving our communication to you. You can find the latest version of this guide, as well as detailed benefit information, on [www.discovery.co.za](http://www.discovery.co.za). The Discovery Health app is brought to you by Discovery Health (Pty) Ltd, registration number 1997/013480/07, an authorised financial services provider and administrator of medical schemes.



# Contents

# Key terms

This section explains some of the terms that you will find in this document.

## C

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### Chronic Illness Benefit (CIB)

The Chronic Illness Benefit (CIB) covers medicine and treatment for a defined list of chronic conditions. You need to apply for the cover first.

### Comprehensive cover

This cover exceeds the essential healthcare services and Prescribed Minimum Benefits that are prescribed by the Medical Schemes Act 131 of 1998. Comprehensive cover offers you extra cover and benefits to complement your basic cover. It gives you the flexibility to choose your healthcare options and service providers. Whether you choose full cover or options outside of full cover, we give you the freedom to decide what suits your needs. Our cover is in line with, or goes beyond, defined clinical best practices. This ensures that you receive treatment that is expected for your condition and that is clinically appropriate.

We may review these principles from time to time to stay current with changes in the healthcare landscape. While comprehensive, your cover remains subject to the Scheme's treatment guidelines, protocols and designated service providers. We still prioritise managed care to make sure you get the best outcomes for your health.

### Co-payment

This is an amount that you have to pay towards a healthcare service. The amount can vary, depending on the type of healthcare service, the place of service and whether the amount that the service provider charges is higher than the rate that we cover. If the co-payment amount is higher than the amount charged for the healthcare service, you will have to pay for the cost of the healthcare service.

### Cover

Refers to the benefits that you can access on your health plan and how we pay for these healthcare services. The services may include consultations, medicine and hospital visits.

## D

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### Day-to-day benefits

Depending on your chosen plan, you have cover for a defined set of day-to-day medical expenses such as medically appropriate GP consultations, blood tests, x-rays or medicine in our KeyCare networks.

### Designated service provider (DSP)

This refers to a healthcare professional or provider (for example, a doctor, specialist, allied healthcare professional, pharmacy or hospital) who/that has agreed to provide Discovery Health Medical Scheme members with treatment or services at a contracted rate. To view the full list of designated service providers, visit [www.discovery.co.za](http://www.discovery.co.za), or click on 'Find a healthcare provider' on the Discovery Health app.

### Discovery Health Rate (DHR)

This is a rate we pay for healthcare services from hospitals, pharmacies, healthcare professional and other providers of relevant health care 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 HomeCare

Discovery HomeCare is an extra service that offers you quality care in the comfort of your home. You can use this for healthcare services like intravenous (IV) infusions (drips), wound care, postnatal care and advanced illness care.



## E

### Efficiency discount arrangement

An option where members on the KeyCare Start Regional Plan benefit from a lower contribution in exchange for limiting their access to a restricted network.

### Emergency medical condition

An emergency medical condition may be referred to, simply, as an emergency. It is the sudden and, at the time, unexpected onset of a health condition that requires immediate medical and surgical treatment. Failure to give this medical or surgical treatment would result in serious impairment to bodily functions or serious dysfunction of a bodily organ or part, or it would place the person's life in serious jeopardy.

An emergency does not necessarily need you to be admitted to a hospital and you may be treated in casualty only. We may ask you for more information to confirm the emergency.

## F

### Find a healthcare provider

'Find a healthcare provider' is a medical provider search tool that is available on the Discovery Health app or website.

## H

### HealthID

Discovery 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, refer you to other healthcare professionals and check your relevant test results.

## K

### KeyCare Online Practice

The KeyCare Online Practice is an integrated healthcare and referral platform for KeyCare Start Regional members to access healthcare services. Visit [www.discovery.co.za](http://www.discovery.co.za) or click on KeyCare Online Practice on the Discovery Health app to access the platform.

## M

### Medicine List (formulary)

This is a list of medicine that we cover in full. You can use the medicine to treat approved chronic conditions. This list is also known as a formulary.

## N

### Networks

Depending on your chosen plan, you may need to use specific hospitals, doctors, specialists or allied healthcare professionals in a network. We have payment arrangements with these providers to make sure you can access quality care that is affordable. When you use a network provider, you avoid having to pay extra costs and co-payments.



### Hospital networks

Make sure you use a hospital in the network, specific to your plan to get full cover.



### Home-based hospital network

You have full cover for carefully selected low-acuity conditions if you use a designated service provider in the Home-based hospital network.



### Doctor networks

We cover you in full for GPs, specialists and allied healthcare professionals who we have a payment arrangement with.



### Day surgery networks

We cover you in full for a defined list of procedures in our Day Surgery Network.



### Medicine networks

Use a pharmacy in our network to enjoy full cover and avoid co-payments when claiming for medicine on the prescribed medicine list.



### Regional networks

The KeyCare Start Regional plan provides cover for approved healthcare services in the KeyCare Start Regional Network, when referred by the KeyCare Online Practice. The KeyCare Start Regional Network consists of hospitals and healthcare professionals in the Gauteng, Limpopo, Mpumalanga and Western Cape regions.

- Gauteng: Pretoria and Johannesburg Central
- Limpopo: Polokwane and Tzaneen
- Mpumalanga: Mbombela and Trichardt
- Western Cape: Belville, Milnerton and George

# P

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## Payment arrangements

The Scheme has payment arrangements with many healthcare professionals and providers. This helps us to cover you in full, with no shortfalls.

## Personal Health Fund

The Personal Health Fund covers a comprehensive list of out-of-hospital healthcare services according to your individual health needs once you've activated Personal Health Pathways and completed your recommended next best action.

## Personal Health Pathways

Personal Health Pathways is a personalised care programme that predicts and recommends the most important actions you can take to improve your health.

## Premier Plus GP

A Premier Plus GP is a network GP who has contracted with us to provide you with coordinated care and enrolment on one of our care programmes for defined chronic conditions.

## Prescribed Minimum Benefits (PMB)

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 271 diagnoses
- A defined list of 27 chronic conditions.

The Council for Medical Schemes has set the following rules for how to access Prescribed Minimum Benefits:

- Your medical condition must qualify for cover and be part of the defined list of Prescribed Minimum Benefit conditions.
- The treatment that you need must be provided for in the defined benefits.
- You must use designated service providers in our network. This does not apply in emergencies. Where appropriate, and in line with 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 designated service provider, we will pay up to 80% of the Discovery Health Rate. 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.

## Primary Care doctor

A Primary Care doctor helps you take care of your general health. You are likely to have better health outcomes when you nominate one doctor to manage your health and coordinate your care. Your Primary Care doctor knows your complete medical history and takes the healthcare approach that is best for you.

# R

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## Reference Price

The Reference Price is the set amount we pay for a medicine category. This applies for medicine that is not listed on the medicine list (formulary).

## Related accounts

'Related accounts' refers to any account that is separate from your hospital account but related to in-hospital care that you have received.

# S

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## Shariah-compliant arrangement

This refers to an arrangement that allows you to have your health plan managed according to principles that comply with Shariah.

# U

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## Upfront payment

This is the amount that you must pay upfront to a hospital or day clinic if you use a facility outside of the network and for specific treatments or procedures. If the upfront amount is higher than the amount charged for the healthcare service, you will have to pay for the cost of the healthcare service.

# Key features

This section explains some of the key features available to you on the KeyCare plans.



## Unlimited cover for hospital admissions

You have unlimited hospital cover in our KeyCare hospital networks. Cover and network depends on the plan you choose. On KeyCare Start Regional, you have to go to a network hospital in your selected region.



## Full cover for chronic medicine

Essential cover for chronic medicine on the KeyCare medicine list for all Chronic Disease List conditions when you use a designated service provider. Cover and network depends on the plan you choose.



## Discovery Health app and virtual benefits

The Discovery Health app gives you access to a truly personalised health experience and lets you navigate the healthcare system easily. Access Personal Health Pathways, receive the advice and healthcare support that you need, 24/7, through a set of innovative features.



## Personal Health Fund



The Personal Health Fund covers a comprehensive list of out-of-hospital healthcare services according to your individual health needs once you've activated Personal Health Pathways and completed your recommended next best action.



## Extensive cover for pregnancy

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



## Full cover in hospital for related accounts

We guarantee full cover in hospital for specialists on the KeyCare networks, and up to 100% of the Discovery Health Rate for other healthcare professionals. Cover and network depends on the plan you choose.



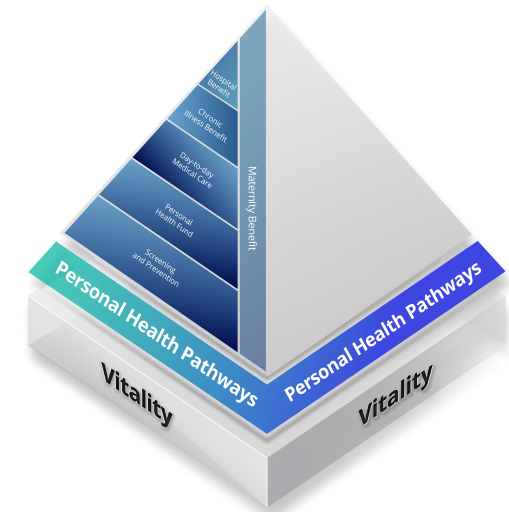
## Screening and prevention

We provide a Screening and Prevention Benefit, which covers tests that are important for detecting early warning signs of serious illness.



## Day-to-day cover

Unlimited cover for medically appropriate GP consultations, blood tests, X-rays or medicine in our KeyCare networks on KeyCare Plus, KeyCare Start and KeyCare Start Regional plans. Cover and network depends on the plan you choose.



**A Shariah-compliant arrangement is available on all health plans.**

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# The benefits offered on the KeyCare plans

The four KeyCare plans give you different benefits, as shown in this table. All other benefits, which are not mentioned in the table, are the same across all the plan options.

	Plus	Core	Start	Start Regional
<b>GP and specialist cover</b>	<p>Day-to-day cover at your nominated KeyCare Network GP. Medicine from our medicine list is covered if you use a network pharmacy.</p> <p>Specialists are covered at the agreed rate or up to 100% of the Discovery Health Rate for specialists we don't have a payment arrangement with, subject to the benefit limit of R5,550 per person per year. You must be referred by your nominated KeyCare Network GP and get a reference number from us before your consultation with the specialist.</p>	<p>Specialists are covered at the agreed rate or up to 100% of the Discovery Health Rate for specialists we don't have a payment arrangement with, subject to the benefit limit of R5,550, per person per year. You must be referred by a GP and get a reference number from us before your consultation with the specialist.</p> <p>This plan does not offer any additional day-to-day cover.</p>	<p>Day-to-day cover at your nominated KeyCare Start Network GP.</p> <p>Medicine from our medicine list is covered if you use a network pharmacy.</p> <p>Two specialist visits covered at the agreed rate or up to 100% of the Discovery Health Rate for specialists we don't have a payment arrangement with, subject to the benefit limit of R2,780 per person per year. You must be referred by your nominated KeyCare Start Network GP and get a reference number from us before your consultation with the specialist.</p>	<p>Day-to-day cover at your nominated KeyCare Start Regional Network GP when referred by the KeyCare Online Practice.</p> <p>Medicine from our medicine list is covered when prescribed by your nominated KeyCare Start Regional Network GP and obtained from a network pharmacy.</p> <p>Two specialist visits covered at the agreed rate or up to 100% of the Discovery Health Rate for specialists we don't have a payment arrangement with, subject to the benefit limit of R2,780 per person per year. You must be referred by your nominated KeyCare Start Regional Network GP to a specialist in the KeyCare Start Regional Network and get a reference number from us before your consultation with the specialist.</p>
<b>Non-emergency casualty visits at a network provider</b>	<p>Cover for one casualty visit per person per year in any casualty unit at a hospital in the KeyCare network.</p> <p>Unlimited for emergencies.</p> <p>You pay the first R500 of the consultation.</p> <p>You must get approval before your visit.</p>	<p>Not covered.</p>	<p>We cover after-hours care at your nominated KeyCare Start Network GP or network provider.</p>	<p>We cover after-hours care at your nominated KeyCare Start Regional Network GP or KeyCare Online Practice.</p>





## The benefits offered on the KeyCare plans

	Plus	Core	Start	Start Regional
<b>Chronic medicine prescriptions</b>	Your approved chronic medication must be dispensed by your nominated KeyCare Network GP, or you must get your approved chronic medicine from a pharmacy in the network.	Your nominated KeyCare Network GP can prescribe your approved chronic medicine and you must get your approved chronic medicine from a pharmacy in the network.	Your chronic medicine is covered in a state facility.	We cover your approved chronic medication when you use one of our network pharmacies or your nominated KeyCare Start Regional Network GP. Your nominated GP must prescribe the chronic medicine.
<b>Cancer</b>	We cover your treatment if it is a Prescribed Minimum Benefit. You must use a network provider.		Your treatment is covered in a state facility.	
<b>Chronic Dialysis</b>	You must use a network provider once you are registered, or you can go to a state facility. If you go elsewhere we will pay 80% of the Discovery Health Rate.		You are covered at a provider in a state facility.	
<b>Full Cover Hospital Network</b>	We pay up to the Discovery Health Rate (100%).		We pay the Discovery Health Rate at your chosen KeyCare Start or KeyCare Start Regional Network Hospital.	
<b>Defined list of procedures in a Day Surgery Network</b>	Covered at 100% of the Discovery Health Rate in the KeyCare Day Surgery Network.		Covered at 100% of the Discovery Health Rate in the KeyCare Start Day Surgery Network.	Covered at 100% of the Discovery Health Rate in the KeyCare Start Regional Day Surgery Network.



# Your access to Prescribed Minimum Benefits and cover in an emergency

## What are Prescribed Minimum Benefits?

According to the Prescribed Minimum Benefits, the Medical Schemes Act 131 of 1998 and its Regulations indicate that all medical schemes must cover the costs for the diagnosis, treatment and care of:

- An emergency medical condition.
- A defined list of 271 diagnoses.
- A defined list of 27 chronic conditions.

The Council for Medical Schemes (CMS) provides the following rules for accessing Prescribed Minimum Benefits:

- Your medical condition must qualify for cover and be part of the defined list of Prescribed Minimum Benefit conditions.
- The treatment that you need must match the treatments in the defined benefits.
- You must use designated service providers in our network. This does not apply in emergencies. In an emergency, where appropriate and in line with 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 designated service provider, we will pay up to 80% of the Discovery Health Rate. 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.

## What is considered a medical emergency?

An emergency medical condition may be referred to, simply, as an emergency. It is the sudden and unexpected onset of a health condition that requires immediate medical or surgical treatment. Failure to provide this medical or surgical treatment would result in serious impairment to bodily functions or serious dysfunction of a bodily organ or part, or it would place the person's life in serious jeopardy. An emergency does not necessarily require you to be admitted to a hospital and may be treated in casualty. We may ask you or your treating provider for information to confirm the emergency.

### Assistance during or after a traumatic event

You have access to dedicated assistance during or after a traumatic incident. By calling the Emergency Assist number or using the 'Emergency Assist' feature on the Discovery Health app, you and your family can access trauma support 24 hours a day. This service also includes counselling and extra benefits for trauma related to gender-based violence.

### What we pay for

We pay for the following medical services, which you may receive in an emergency:

- The ambulance (or other medical transport).
- Your stay at the hospital.
- The services that you receive from the doctor who admitted you to the hospital.
- The anaesthetist's services.
- Services from any other healthcare professional or provider who/that we approve.



NEW

# Everyone can be healthier with **Personal Health Pathways**

*Personal Health Pathways leverages a sophisticated digital health platform that combines actuarial and lifestyle data with behavioural science to engage you in a personalised programme that drives you towards healthier habits and behaviour change.*



## **Everyone can be healthier with Personal Health Pathways**

Most people want to improve their health but are not sure what steps to take. The healthcare system can be complex, so people delay in taking simple actions that can improve their health and lifespan. Sometimes, there's a gap between what we know and what we do. The key to bridging this gap is understanding what actions to take and wanting to take them.

### **Improving long-term health and lifespan**

Everyone can improve their long-term health and lifespan through a few simple and consistent actions and habits. These actions can be:

- **Clinical** like taking your prescribed medicine, getting a simple screening test or having a routine health assessment.
- **Lifestyle related**, like staying active through regular exercise and eating healthily.

### **That's where Personal Health Pathways come in**

Personal Health Pathways is a new, innovative personalised care programme designed to help everyone achieve better health. It combines data with actuarial and behavioural science to create a personalised pathway (a plan of what you must do) for each member. Your pathway consists of a curated sequence of health and lifestyle actions, tailored to your unique needs, encouraging you to healthier habits and positive behaviour changes.

Personal Health Pathways is brought to you by Discovery Health (Pty) Ltd; registration number 1997/013480/07, an authorised financial services provider, administrator and managed care provider of medical schemes. Personal Health Pathways is enabled by the combination of Discovery Health's healthcare capabilities and Vitality's behaviour change expertise. Vitality is a separate wellness product, sold and administered by Discovery Vitality (Pty) Ltd, registration number 1999/007736/07. Limits, terms and conditions apply.



# You have access to Personal Health Pathways

*Discover your best health by completing personalised health and exercise actions.*

Brought to all eligible members over the age of 18 years who meet the clinical programme criteria, enabled by a combination of Discovery Health's healthcare capabilities and Vitality's behaviour change expertise.

## Get started on your Personal Health Pathway towards a healthier you



01

Download the **Discovery Health app** and accept the Terms and Conditions to get started.



03

Complete your actions and **track your progress in closing your rings.**



02

**Review and start** your personalised next best actions to improve your health.



04

**Get rewarded** when you complete actions and close your rings.

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# Next best actions are hyper-personalised just for you

## Clinically verified and personalised health actions

Your healthcare pathway is personalised for you. For a member with 12 actions, there are more than 7 million possible pathways to completing those actions. If you increase this to 24 actions, this number soars to the billions. By leveraging sophisticated data-science and machine-learning models, these actions have been personalised for you based on your unique health status and engagement patterns. Actions are clinically relevant, shown at the right time and in the right sequence, and automatically update and adjust based on your changing healthcare needs.



### Young healthy person

#### Sample pathway

Select your primary GP

Go for a Health Check

Complete a Vitality Age assessment

Go for a dental check-up

Get a flu vaccination

Complete a mental wellbeing assessment



### Middle aged person living with diabetes

#### Sample pathway

Consult your primary care GP

Complete a mental wellbeing assessment

Complete a Vitality Age assessment

Go for an HbA1c test

Go for a mammogram

Go for a foot screening



### Personalised exercise actions based on your physical activity levels

Personalised exercise actions to make it easy for you to create healthy exercise habits through the recommendation of physical activity that meets your weekly exercise goal. This journey will make forming a healthy exercise habit easier by guiding you on how best to achieve your weekly exercise goal through a variety of physical activities, including heart-rate workouts, parkruns, or by walking.



# Get rewarded

Get rewarded for closing your rings

You can access your personalised health pathway through the Discovery Health app making it easy for you to seamlessly navigate the healthcare system and to know what will have the biggest impact on your health. Completing these health and exercise actions will not just have a positive impact on your health but you can get rewarded along the way. You don't have to be a Discovery Vitality member to access these rewards. You can also unlock additional healthcare benefits when you complete your health and exercise next best actions.

## Get healthy

Complete next best actions and close your ring

You get personalised health and exercise actions based on your unique healthcare needs.

Close your rings when you complete next best actions.



This programme is brought to you by Discovery Health. Funding of healthcare actions are subject to your available Discovery Health Medical Scheme benefits.



## Get rewarded

Get instant rewards

Get personalised rewards for closing your health and exercise rings.

Instant reward



Discovery Miles



Exercise rewards



Gameboard play



Brought to you by Discovery Vitality.



## Unlock additional healthcare benefits

Introducing the new Personal Health Fund

Complete your recommended next best action to unlock additional day-to-day benefits in your Personal Health Fund.



Brought to you by Discovery Health Medical Scheme.

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NEW

# Introducing the Personal Health Fund

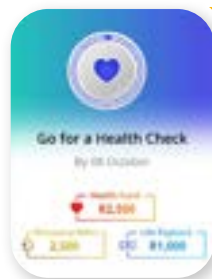
*The Personal Health Fund is a new category of healthcare funding which you can accumulate as you engage in your Personal Health Pathway and complete your next best health actions. The fund can be used for day-to-day medical expenses.*

Once you've accepted the terms and conditions for Personal Health Pathways and completed your recommended next best action, you can unlock the Personal Health Fund. This benefit is available to all eligible Discovery Health Medical Scheme members, subject to Scheme's clinical entry criteria, treatment guidelines and protocols.

For qualifying healthcare services, we pay up to a maximum of the Discovery Health Rate, subject to the overall benefit limit.

You will accumulate additional value in your annual Personal Health Fund by completing your next best actions indicated on Personal Health Pathways. The amount available in additional day-to-day funding is defined by your membership.

- R500 per adult dependant.
- R250 per child dependant.
- Up to a maximum of R1,000 per family per year.
- The allocation for child dependants will be unlocked once the adult members have unlocked the Personal Health Fund.



## New Discovery Health Medical Scheme members can access an additional once-per-lifetime benefit in your Personal Health Fund

Following the success of the WELLTH Fund in 2023 and 2024, all new joining members will continue to get a once-per-lifetime benefit, built into the Personal Health Fund in 2025. New members who activate Personal Health Pathways and complete their once-off high-value action, will get up to R1,000 in additional funds in their Personal Health Fund, available immediately. This is a once-per-lifetime benefit in addition to the annual Personal Health Fund allocation for completed actions. The once-per-lifetime benefit is equal to the maximum Personal Health Fund allocation – as shown above.

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# How the Personal Health Fund works

The Personal Health Fund represents a new category of healthcare funding giving you access to up to R1,000 in day-to-day, risk-funded benefits for medical expenses each year. The benefit works in three simple steps:

STEP

01

Download the Discovery Health App and understand your next best actions




You can view your next best actions on the Personal Health Pathways programme, available on the Discovery Health App and Discovery website.

STEP

02

Complete the recommended health actions and build up the Personal Health Fund, up to the maximum annual limit

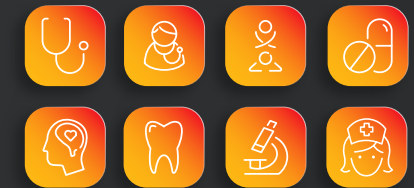
		Maximum Personal Health Fund allocation per annum		
		Per adult	Per child	Per family
	KeyCare	R500	R250	R1,000
	KeyCare Plus, Core and Start			

For every completed next best action on Personal Health Pathways, you accumulate R500 into your Personal Health Fund. You can continue to accumulate funds up to a maximum limit each year, based on the family structure of the membership. Any unused funds in the Personal Health Fund expire at the end of a benefit year, and do not carry over to the next benefit year.

STEP

03

Use available funds for day-to-day medical expenses



You can use available funds on any day-to-day medical expenses, such as GP visits, specialist consultations, physiotherapy and medicine.





# Discovery Health app and virtual benefits

*Don't search your health, discover it.*

The Discovery Health app gives you access to a truly personalised health experience and allows you to navigate the healthcare system easily. Access the advice and healthcare support that you need, 24/7, through the app's innovative features.



## Checking your symptoms

Use our artificial intelligence platform to diagnose your symptoms and get guidance, talk to a doctor or request emergency assistance.



## Online pharmacy

Order your medicine for delivery. You can also shop for all other in-store items and have them delivered to your door.



## Emergency Assist

Stay safe with our panic button feature on the Discovery Health app. This will help you receive emergency medical care, if needed. Call for help, request a call back, or let us locate you and send emergency care.



## Managing your plan

Seamlessly manage your medical aid plan – find healthcare providers, submit and track your claims, monitor your benefits, and more.



## Personal Health Pathways

Get started on the homepage of the Discovery Health app and view your next best actions that are personalised for you, and ranked according to their predicted impact on improving your health. You can find out more in section 4.



## Digital Mental Health Care

Access an on-demand digital mental healthcare platform for evidence-based support programmes and tools with Digital Mental Health. If you are diagnosed with depression, we will pay your claims from your available Prescribed Minimum Benefits or Mental Health Care Programme, if enrolled. This is subject to you meeting clinical entry criteria. If you do not meet the criteria, or if you have used your benefits, you will need to fund these claims.



## Virtual Urgent Care

Skip the waiting room and urgently consult with a doctor online, 24/7. Receive digital prescriptions, no matter where you are. We cover you for four virtual urgent-care sessions per family, per year. This is subject to you meeting the clinical entry criteria. You will need to fund any additional sessions.

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# Your access to care at home

Delivering hospital-level care safely and effectively in your home for many medical conditions for which you would otherwise be admitted to hospital.



## Hospital at Home

Discovery Hospital at Home provides qualifying members with the option to receive hospital-level home-based care instead of being admitted to a traditional hospital or after an early discharge from hospital for continuation of care in the home.

Members receiving treatment in the home have access to enhanced benefits and services, delivered through their personalised care team of participating providers in the Home-based hospital network.

You have access to the following Home-based hospital network providers giving you access to Discovery Hospital at Home services, for home-based treatment:

- Discovery Home Health
- Mediclinic at Home
- Quro Medical

Hospital at home is the designated service provider (DSP) for the Delta plans for home-based care for qualifying conditions such as chronic obstructive pulmonary disease, pneumonia, complicated urinary tract infection, heart failure, cellulitis, deep vein thrombosis, asthma, and diabetes.

You do not need to use this network in the event of an emergency, or if not deemed clinically appropriate for homebased care according to the treating provider. Should you choose to not make use of this network once your treating healthcare provider has recommended it as part of your care, an upfront payment of R5,250 will apply to the admission.

If you meet the Scheme's clinical and benefit entry criteria, this gives you access to:

- Physical and virtual 24-hour care, facilitated by a dedicated care team
- A remote monitoring device that automatically transmits information to a hospital-based care team, 24 hours a day, 7 days a week
- Access to an improved range of clinical diagnostic procedures and interventions to manage medical or postsurgical hospital-level care at home.



## Home Monitoring Device Benefit for essential home monitoring

The Home Monitoring Device Benefit gives you access to a range of essential and registered home monitoring devices for certain chronic and acute conditions. Approved cover for these devices will not affect your day-to-day benefits.



## Discovery HomeCare

When your doctor recommends that you receive home care as an alternative to a hospital stay, Discovery HomeCare will provide you with quality care in the comfort of your home. Services include postnatal care, end-of-life care, IV infusions and wound care. We pay for these services from the Hospital Benefit. This payment is subject to approval.

Discovery HomeCare is the designated service provider for defined IV infusions. Avoid having to pay 20% out of your own pocket by using Discovery HomeCare for these infusions.

Hospital at Home is brought to you by Discovery Health (Pty) Ltd; registration number 1997/013480/07, an authorised financial services provider and administrator of medical schemes. Discovery HomeCare is a service provider. Practice 080 000 8000190, Grove Nursing Services (Pty) Ltd registration number 2015/191080/07, trading as Discovery HomeCare.



# Essential screening and prevention benefits

This benefit pays for certain tests that can detect early warning signs of serious illnesses. The tests must be carried out by our wellness providers.

## What we pay for

*We cover various screening tests at our wellness providers.*

We pay for these tests from the Screening and Prevention Benefit. For consultations that do not form part of the Prescribed Minimum Benefits, we will pay from your available day-to-day benefits.



## Screening for kids

This benefit covers the assessment of your child's growth and development. We pay for you to have your child's weight, height, body mass index and blood pressure measured at one of our wellness providers.



## Screening for adults

This benefit covers a Health Check – a simple but helpful set of basic health screenings, which we pay for every year. A Health Check is performed at the point of care, with finger-prick tests where appropriate. Some of the screenings are for BMI, blood pressure, blood glucose, cholesterol and HIV.

We also cover a mammogram or ultrasound of the breast every two years. We pay for a Pap smear once every three years or an HPV test (including self-sampling kits) once every five years as well as a mental wellbeing assessment and a prostate-specific antigen (PSA) test annually. Every two years, for members between 45 and 75 years, we pay for a bowel cancer screening test (including self-sampling kits).



## Screening for seniors

In addition to screening for adults, members who are 65 and older have cover for an age-appropriate falls-risk screening assessment. This assessment must be carried out at a pharmacy in our defined pharmacy network. We may cover you for an extra falls-risk assessment when you are referred to a Premier Plus GP. This depends on your screening test results and if you meet the Scheme's clinical entry criteria.



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

## Additional tests

**Clinical entry criteria apply to these tests:**

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

## Vaccines

**Clinical entry criteria apply to these vaccines:**

- A seasonal flu vaccine for healthcare professionals and members who are pregnant, 65 years or older, registered for certain chronic conditions.
- The pneumococcal vaccine for members 65 or those who are registered or certain chronic conditions.



# KeyCare Online Practice

*Your access to healthcare  
on KeyCare Start Regional*

KeyCare Start Regional provides cover for healthcare services in selected regions through the integrated healthcare platform, KeyCare Online Practice. The KeyCare Online Practice gives you convenient access to online and face-to-face GP consultations, medicine, basic x-rays, blood tests, specialist referrals and in-hospital treatment.



**GP consultations**



**Blood tests**



**Medicine**



**Specialist referrals**

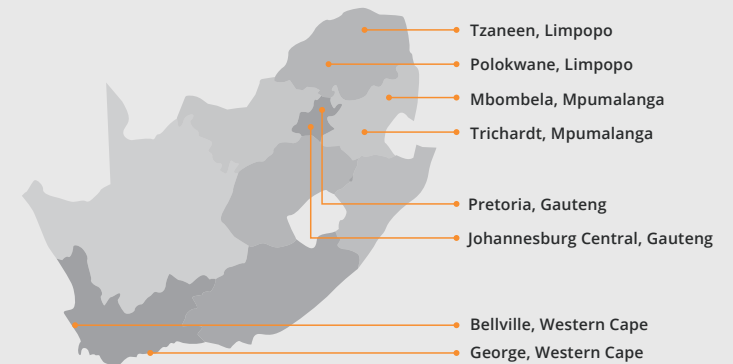


**Basic x-rays**



**In-hospital treatment**

*KeyCare Start Regional is available  
for these specific locations*











# Day-to-day benefits

You have access to the following day-to-day cover on KeyCare Plus, KeyCare Start and KeyCare Start Regional plans. On KeyCare Start your nominated KeyCare Start GP must refer you and you must use providers in your chosen KeyCare Start Network. On KeyCare Start Regional, you must use the KeyCare Online Practice to access healthcare. Your nominated KeyCare Start Regional GP must refer you for day-to-day cover.

## The table below shows how we pay for your approved day-to-day benefits

Healthcare professionals, providers and services

What we pay for

	<b>GP visits</b>	You have unlimited cover for medically appropriate GP consultations. When joining, you must nominate a GP from the KeyCare, KeyCare Start or KeyCare Start Regional GP Network, depending on the plan you choose. You must go to your nominated GP for us to cover your consultations, including some minor procedures. Preauthorisation is required after your 15th GP visit. On KeyCare Start Regional, GP consultations are covered when referred through the KeyCare Online Practice.
	<b>Blood, urine and other fluid and tissue tests</b>	We pay for a list of blood, urine and other fluid and tissue tests from a network GP. Your nominated network GP must ask for these tests by filling in a KeyCare pathology form. Claims are covered up to 100% of the Discovery Health Rate.
	<b>Day-to-day medicine</b>	We pay for medicine from our medicine list up to 100% of the Discovery Health Rate if they are prescribed and/or dispensed by your nominated Network GP depending on the plan you choose.
	<b>Basic x-rays</b>	We pay for a list of basic x-rays at a network provider. Your nominated network GP must ask for the x-rays to be done.
	<b>Nurse-led consultations</b>	Nurse-led consultations at a network provider, with or without video call consultations with a General Practitioner, and referral for a face-to-face consultation, where needed and referred by the nurse. Limited to two consultations per person per year. We will cover the GP visit, selected blood tests, X-rays, and medicine on our medicine list if requested by the GP.
	<b>Eye care</b>	We cover one eye test per person every two years, but you must go to an optometrist in the KeyCare Optometry Network. The optometrist will have a specific range of glasses which you can choose from. You can get a set of contact lenses instead of glasses if you choose to. You can get new glasses or contact lenses every 24 months.
	<b>Dentistry</b>	We cover consultations, fillings and tooth removals at a dentist in our dentist network. Certain rules and limits may apply.
	<b>Casualty visits</b>	On KeyCare Plus you have cover for one casualty visit per person per year at any casualty unit at a hospital in the KeyCare network. You must pay the first R500. You need to get preauthorisation for a casualty visit. On KeyCare Start you can go to your nominated KeyCare Start GP or network provider for after-hours care. On KeyCare Start Regional you can go to your nominated KeyCare Start Regional GP or the KeyCare Online Practice for after-hours care.
	<b>Medical equipment</b>	On KeyCare Plus, we cover wheelchairs, wheelchair batteries and cushions, transfer boards and mobile ramps, commodes, long-leg calipers, crutches and walkers on the medical equipment list, if you get them from a network provider. There is an overall limit of R6,050 per family per year. Not covered on the KeyCare Start or KeyCare Start Regional plans.
	<b>Specialist Benefit</b>	Specialist cover up to R5,550 on KeyCare Plus and KeyCare Core, and up to two visits up to R2,780 on KeyCare Start and KeyCare Start Regional per person per year. Your nominated network GP must refer you to a specialist and you need a reference number from us before your consultation with the specialist. On KeyCare Plus, if you need to see a maxillo-facial surgeon, periodontist, ophthalmologist or a specialist for maternity care, you do not need a referral from your GP or a reference number from us. Out-of-hospital MRI and CT scans are paid up to the Specialist Benefit limit. Claims are covered from the Specialist Benefit at the agreed rate or up to 100% of the Discovery Health Rate for specialists we don't have a payment arrangement with.
	<b>Other types of healthcare</b>	We do not cover other types of healthcare professionals, such as physiotherapists, psychologists, speech therapists, audiologists, homeopaths or chiropractors.



# Maternity benefit

*We cover you for maternity and early childhood healthcare services.*

We pay for healthcare services related to your pregnancy and treatment for the first two years of your baby's life. When you are pregnant, your cover applies from the date on which the benefit is activated. Each child's cover applies from birth until they are 2 years old.



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



## During pregnancy

### Antenatal consultations

We pay for up to eight consultations with your gynaecologist, nominated KeyCare GP or midwife.

On KeyCare Start and KeyCare Start Regional, all maternity related healthcare services are covered at your nominated KeyCare Start GP. Scans and pathology on referral by KeyCare Start GP and gynaecologist visits subject to the Specialist benefit.

### Ultrasound scans and screenings during pregnancy

You are covered for up to two 2D ultrasound scans or one 2D ultrasound scan and one nuchal translucency test. If you get a 3D or 4D scan, we pay up to the rate that 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.

### Blood tests

We pay for a defined list of blood tests to confirm your pregnancy.

To activate these benefits on KeyCare Plus, your nominated network GP must refer you. On the KeyCare Start and KeyCare Start Regional plans, cover is subject to the defined day-to-day benefits as described in section 7.



## After you give birth

### GP and specialists to help you after birth

We cover your baby under the age of 2 for two visits to a GP, paediatrician or ear, nose and throat specialist.

### Other healthcare services

We cover postnatal care. This includes a postnatal consultation for complications after delivery.

To activate these benefits on KeyCare Plus, your nominated network GP must refer you. On the KeyCare Start and KeyCare Start Regional plans, cover is subject to the defined day-to-day benefits as described in section 7.



## Pre- and postnatal care

We pay for a maximum of five antenatal or postnatal classes (including online cases) or consultations with a registered nurse, for up to two years after you have given birth. We also pay or one breastfeeding consultation with a registered nurse or breastfeeding specialist.

We cover you for a nutritional assessment with a dietitian, and up to two mental healthcare consultations with a counsellor or psychologist during pregnancy or after you give birth.

To activate these benefits on KeyCare Plus, your nominated network GP must refer you. On the KeyCare Start and KeyCare Start Regional plans, cover is subject to the defined day-to-day benefits as described in section 7.

### How to access the benefit

#### You can activate the Maternity Benefit by:

- Creating your pregnancy or baby profile on the Discovery Health app or on our website at [www.discovery.co.za](http://www.discovery.co.za).
- Preauthorising your delivery or by registering your baby as a dependant on the Scheme.

# Chronic benefits

You have cover for treatment for ongoing medical conditions (chronic conditions).

The Chronic Illness Benefit (CIB) covers you for a defined list of 27 medical conditions, known as the Chronic Disease List (CDL).

## What we cover

### Prescribed Minimum Benefit conditions

You have access to treatment for a list of medical conditions under the Prescribed Minimum Benefits. The Prescribed Minimum Benefits cover the 27 chronic conditions on the CDL.

Our plans offer you benefits that exceed Prescribed Minimum Benefits. Certain rules apply for accessing Prescribed Minimum Benefits.

### Medicine cover for the Chronic Disease List

We cover you in full for approved chronic medicine on our medicine list (formulary). For medicine that is not on our list, we cover you up to the therapeutic reference price of the equivalent medicine or group of medicines.

### How we pay for consultations and medicine

You must nominate a GP in the Discovery Health Network to be your Primary Care GP and manage your chronic conditions. You can change your nominated Primary Care GP three times a year. To find a doctor and learn more about the nomination process, use [www.discovery.co.za](http://www.discovery.co.za) or the Discovery Health app.

To be covered in full for your GP consultations, you must visit your nominated Primary Care network GP. If you see a GP who is not your nominated Primary Care GP or a nominated GP that is not a network GP, you will have to pay a co-payment. For more information on our Care Programmes and enrolment by your Premier Plus Network GP, please refer to the last page in Section 8.

You need to get your approved chronic medicine that is on the KeyCare medicine list from your network pharmacies or from your nominated KeyCare Network GP (if he or she dispenses medicine). If you get your medicine from anywhere else, you will have to pay 20% of the Discovery Health Rate.

On KeyCare Start, you must use a state facility.

On KeyCare Start Regional, you need to get your approved chronic medicine that is on the KeyCare medicine list from one of our network pharmacies or your nominated KeyCare Start Regional GP. Your nominated regional network GP must prescribe the chronic medicine.

### How to activate the benefit

You must apply for the CIB. Your Primary Care GP must complete the form online or send it to us for approval.

Visit [www.discovery.co.za](http://www.discovery.co.za) to view the detailed CIB guide.



# Chronic benefits and where to get your medicine



## Chronic Disease List conditions

### Chronic conditions covered on all plans

- A** Addison's disease, asthma
- B** Bipolar mood disorder, bronchiectasis
- C** Cardiac failure, cardiomyopathy, chronic obstructive pulmonary disease, chronic renal disease, coronary artery disease, Crohn's disease
- D** Diabetes insipidus, diabetes type 1, diabetes type 2, dysrhythmia
- E** Epilepsy
- G** Glaucoma
- H** Haemophilia, HIV, hyperlipidaemia, hypertension, hypothyroidism
- M** Multiple sclerosis
- P** Parkinson's disease
- R** Rheumatoid arthritis
- S** Schizophrenia, systemic lupus erythematosus
- U** Ulcerative colitis

### If you need chronic dialysis

We cover these expenses in full if we have approved your treatment plan and you use a provider in our network. If you go elsewhere, we will pay up to 80% of the Discovery Health Rate.

### Member Care Programme

If you are diagnosed with one or more chronic conditions, you might qualify for our Member Care Programme. We will contact you to confirm if you do qualify. The programme offers organised care to help you to manage your conditions and to get the best quality healthcare.

If you are registered and take part in the programme, we will pay in full for your treatment.

If you choose not to take part, we will cover the hospital and related accounts up to 80% of the Discovery Health Rate.

### Medicine tracker

You can set up reminders to help you take your medicine on time and as prescribed. Your approved chronic medicine will automatically be displayed; you will then be prompted to take your medicine and confirm when you have taken each dose.





# Care programmes

*We provide condition-specific care programmes for diabetes, mental health, HIV and heart conditions.*

Our preventive and condition-specific Care programmes help you to manage diabetes, HIV, mental health and heart-related medical conditions. You have to be registered on these Care programmes to unlock their extra benefits and services. Cover is subject to the Scheme's clinical entry criteria, treatment guidelines and protocols.

Find out more about Personal Health Pathways in section 4.



## Disease Prevention Programme

If you are identified as being at risk of cardiometabolic syndrome, your nominated Premier Plus GP can enrol you on the Disease Prevention Programme. Your Premier Plus GP, dietitian and health coach will help coordinate your care. Enrolled members can access a defined basket of care, which includes cover for consultations, certain pathology tests and medicine, where appropriate. You will also have access to health coaching sessions, to help you manage your condition from day to day.



## Diabetes Care Programme

If you are registered on the Chronic Illness Benefit (CIB) for diabetes, your nominated KeyCare Premier Plus GP can start you on the Diabetes Care Programme. The programme unlocks cover for extra glucometer strips and consultations with dietitians and biokineticists. You may also have access to a nurse educator who can help you to manage your condition from day to day.



## Depression Risk Management Programme

If you are identified as being at risk of depression, you will have access to a 6-month long care programme with a defined basket of care. This includes a consultation with a Premier Plus GP or network psychologist, coaching sessions with a social worker to coordinate your care, consultations with a dietitian, and a clinically appropriate digital mental wellbeing course. Cover is subject to clinical entry criteria treatment guidelines and protocols.



## Mental Health Care Programme

Once enrolled on the programme by your network psychologist or nominated KeyCare Premier Plus GP, we give you defined cover to manage episodic depression. Enrolment unlocks cover for prescribed medicine, access to either individual or group psychotherapy sessions (virtual and face-to-face therapy), digital mental health care with internet-based cognitive behavioural therapy (iCBT), and extra GP consultations. The GP consultations help ensure that your treatment is effectively evaluated, tracked and monitored.

Additionally, members with depression may qualify to access a relapse prevention programme. This includes extra cover for a defined basket of care for psychiatry consultations, counselling sessions and care coordination services.



## HIV Care Programme

If your nominated KeyCare Premier Plus GP registers you on the HIV Care Programme, we can provide you with the care that you need. This includes extra cover for social workers. You are assured of confidentiality at all times. To avoid a 20% co-payment, you will need to get your medicine from a designated service provider.



## Cardio Care Programme

If you are registered on the CIB for hypertension, hyperlipidaemia or ischaemic heart disease, you can access a defined basket of care and a yearly cardiovascular assessment. This is only if you are referred by your nominated KeyCare Premier Plus GP and if you are enrolled in the Cardio Care Programme.

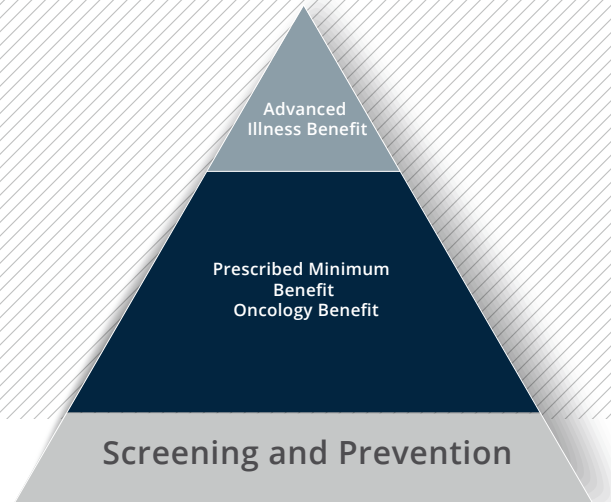


# Oncology Care Programme

If you are diagnosed with cancer, we give you comprehensive cover, including cover for high-cost medicine and innovative treatment. We also provide extended cover for once you reach certain limits.



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



## Prescribed Minimum Benefits

Cancer treatment that is a Prescribed Minimum Benefit, is always covered in full. On the KeyCare plans, we cover cancer treatment in our network, or in a state facility if you are on KeyCare Start or KeyCare Start Regional. If you choose to use any other provider, we will only cover up to 80% of the Discovery Health Rate.

## Oncology Benefit

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

All cancer-related healthcare services are covered up to 100% of the Discovery Health Rate. You might have a co-payment if you do not use the designated service provider or if your healthcare professional charges above this rate. On the KeyCare plans, we cover cancer treatment in our network, or in a state facility if you are on KeyCare Start or KeyCare Start Regional.

If you choose to use any other provider, we will only cover up to 80% of the DHR.

## How we cover medicine

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. Oncology medicine is paid up to 100% of the Discovery Health Rate or up to the Oncology Reference Price, whichever is applicable.

## Advanced Illness Benefit

Members have access to a comprehensive palliative care programme. This programme offers unlimited cover for approved care at home, care coordination, counselling services and supportive care for appropriate end-of-life clinical and psychologist services. You also have access to a GP consultation to facilitate your palliative care treatment plan.



# Hospital Benefit

*The Hospital Benefit covers you if you need to be admitted to hospital.*

On the KeyCare plans, there is no overall limit for your Hospital Benefit.

**H** View the hospitals on the KeyCare hospital networks using 'Find a healthcare provider' on the Discovery Health app.

## What the benefit does

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

## What we cover

We give you unlimited cover for stays in any private hospitals that are approved by the Scheme, subject to the KeyCare network requirements. The network depends on the plan you choose. On KeyCare Start Regional, you have to go to a network hospital in your selected region. The funding of newly licensed facilities is subject to approval by the Scheme, on all health plans.

Your doctor may recommend home-based care as part of your treatment. You will need to make use of our Home-based Hospital Network which is the designated service provider for home-based care. If your treating healthcare provider deems it appropriate and you choose not to make use of the DSP, you will need to pay R5,250 upfront for your admission.

## How to access 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 have cover for planned admissions in a defined network. For planned admissions at hospitals outside these KeyCare networks, you either have to pay the full amount or a portion of the hospital account.

### What we pay

We pay for planned hospital stays from your Hospital Benefit. Specifically, we pay for your medicine in hospital, the hospital stay itself, and the services that you receive from all healthcare professionals who provide you with care and treatment. Payment is subject to the Scheme authorising your hospital stay. If you use doctors, specialists and other healthcare professionals who we have a payment arrangement with, we will pay for their services in full. We pay up to the Discovery Health Rate for other healthcare professionals.

### You can avoid co-payments by:

- Going to a hospital in the network of hospitals for your plan.
- Using healthcare professionals who we have a payment arrangement with.

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, we limit how much you can claim for some treatments. Contact us well before you have to go to hospital. We will let you know what you are covered for. If you do not contact us before you go, we might not cover the costs.

# Hospital cover

The KeyCare plans offer unlimited hospital cover.

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

	Plus	Core	Start	Start Regional
Full Cover Hospital Network	We pay up to the Discovery Health Rate (100%).		Covered in full at your chosen KeyCare Start Network Hospital.	Covered in full at your chosen KeyCare Start Regional Network Hospital.
	You can use any approved hospital in the KeyCare Network.		You need to go to your chosen KeyCare Start Network Hospital. If you do not use your chosen KeyCare Start Network Hospital, you will have to pay all the costs. This does not apply in an emergency.	You need to go to your chosen KeyCare Start Regional Network hospital. If you do not use your KeyCare Start Regional Network Hospital, you will have to pay all the costs. This does not apply in an emergency.
Defined list of procedures in a Day Surgery Network	Covered in the KeyCare Day Surgery Network.		Covered in the KeyCare Start Day Surgery Network.	Covered in the KeyCare Start Regional Day Surgery Network.
Defined list of procedures performed in specialist rooms	We pay up to the agreed rate where authorised by the Scheme.			
Non-network hospitals	We will not pay the hospital and related accounts if you are admitted to a non-network hospital for a planned procedure. If the admission is a Prescribed Minimum Benefit, we will pay 80% of the Discovery Health Rate.			
Specialists and healthcare professionals in our network	Full cover.			
Specialists and healthcare professionals not in our network	The Discovery Health Rate. If they charge more, you must pay the balance of the account.			
X-rays and blood tests (radiology and pathology accounts)	We pay up to 100% of the Discovery Health Rate.			
Cover for scopes (gastroscopy, colonoscopy, sigmoidoscopy and proctoscopy)	Prescribed Minimum Benefit cover in the KeyCare Day Surgery Network. Authorised scopes done in the doctor's rooms will be covered from your Hospital Benefit.		Prescribed Minimum Benefit cover in the KeyCare Start Day Surgery Network. Authorised scopes done in the doctor's rooms will be covered from your Hospital Benefit.	Prescribed Minimum Benefit cover in the KeyCare Start Regional Day Surgery Network. Authorised scopes done in the doctor's rooms will be covered from your Hospital Benefit.
Alcohol and drug rehabilitation	We pay for 21 days of rehabilitation per person per year. Three days per approved admission per person for detoxification.			
Cataract Surgery at a network provider	<ul style="list-style-type: none"> <li>We pay the full account at the agreed rate at a network facility for cataract surgery.</li> <li>On KeyCare Plus and KeyCare Core, we pay the hospital account at up to 80% of the Discovery Health Rate at any other facility.</li> </ul>		<ul style="list-style-type: none"> <li>We pay the full account at the agreed rate at a network facility for cataract surgery.</li> <li>On KeyCare Start and KeyCare Start Regional, you need to pay an upfront payment of R6,000 at any other facility.</li> </ul>	
Mental health	<ul style="list-style-type: none"> <li>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.</li> <li>21 days for other mental health admissions.</li> <li>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 for the hospital account.</li> </ul>			



# Cover for procedures in the Day Surgery Network

We cover specific procedures that can be carried out in the Day Surgery Network.

## About the benefit

We cover certain planned procedures in a day surgery facility. A day surgery may be inside a hospital, in a day clinic or at a standalone facility and the network depends on the plan you choose.

## How to access the benefit

View the list of day surgery procedures on the next page. You must contact us to get confirmation of your procedure. (This confirmation is called preauthorisation.)

You can view all the procedures covered in the Day Surgery Network on the next page.

## How we pay

We cover these services from your Hospital Benefit. Specifically, we pay for the medicine and services related to your hospital stay, including the services by all your healthcare professionals, provided that the medicine and services are authorised by the Scheme.

If you use doctors, specialists and other healthcare professionals who we have a payment arrangement with, we cover their services in full.

## When you need to pay

If you go to a facility that is not in your plan's Day Surgery Network, you will have to pay the full account.



View all Day Surgery Network facilities using 'Find a healthcare provider' on the Discovery Health app.

# List of procedures covered in the Day Surgery Network

For us to cover the following list of procedures, they must be performed in our Day Surgery Network.

## 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 nosebleed (extensive cauterization).
- Sinus lavage.
- Scopes (nasal endoscopy, laryngoscopy).
- Middle ear procedures (mastoidectomy, myringoplasty, grommets).

### Eye procedures

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

Some of these procedures are not covered on the KeyCare plans. See section 15 for a list of extra exclusions on the KeyCare Plans.

## 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.
- Diagnostic laparoscopy.
- Simple vulval and introitus procedures: Simple hymenotomy, partial hymenectomy, simple vulvectomy, excision of Bartholin's gland cyst.
- Vaginal, cervical and oviduct procedures: Excision vaginal septum, cyst or tumour, tubal ligation or occlusion, uterine cervix cerclage, removal of cerclage suture.
- Suction curettage.
- Uterine evacuation and curettage.

## 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 or reconstruction, capsulotomy, capsulectomy, synovectomy, excision tendon sheath lesion, fasciotomy and fasciectomy) (all subject to individual case review).
- Repair bunion or toe deformity.
- Treatment of simple closed fractures and dislocations, removal of pins and plates (all subject to individual case review).

## N

### Nerve procedures

- Neuroplasty median nerve, ulnar nerve, digital, nerve of hand or foot.

## 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.

### Simple hernia procedures

- Umbilical hernia repair.
- Inguinal hernia repair.

## U

### Urological

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



# Extra benefits on your plan

You get the following extra benefits to enrich your cover.



## International Second Opinion Services

Through your specialist, you can access a second opinion from a physician specialist at The Clinic (by Cleveland Clinic). This cover is for life-threatening and life-changing conditions. We pay 75% of the cost of the second opinion service.



## Claims related to traumatic events

The Trauma Recovery Extender Benefit extends your cover for out-of-hospital claims that are related to certain traumatic events. Claims are paid from the benefit for the rest of the year in which the trauma takes place and for the year after that. You and the dependants on your plan can access six counselling sessions per person per year. The sessions must be with a psychologist, clinical social worker or registered counsellor. They are available during the year in which the trauma takes place and in the year after.



## Advanced Illness Benefit

Members have access to a comprehensive palliative care programme. This programme offers unlimited cover for approved care at home and for care coordination. It includes unlimited cover for counselling services and supportive care (appropriate end-of-life clinical and psychologist services). We also pay for a GP consultation, so your GP can facilitate your palliative care treatment plan.



## WHO Global Outbreak Benefit

The WHO Global Outbreak Benefit is available to all members during a declared outbreak period. Through the benefit, we pay for the administration of vaccinations (where applicable). The benefit also gives you a defined basket of care for out-of-hospital healthcare services related to outbreak diseases, such as COVID-19 and Mpox.



# Extra benefits on your plan

You get the following extra benefits to enrich your cover.



## In-rooms procedures

We pay for a defined list of procedures that are performed in specialists' rooms. Provided that your procedure is authorised by the Scheme, we will cover you from your Hospital Benefit and pay up to the agreed rate.



## Supportive Post-surgery Programme

For certain low-acuity surgical procedures performed in the Scheme's Short Stay Surgical network, you will unlock access to a defined basket of care for post-operative care related to your procedure. This basket of care includes cover for home nursing and virtual physical therapy. Cover is subject to meeting the Scheme's clinical entry criteria, treatment guidelines and protocols.



## Supportive care after an admission

If you have a qualifying condition, we give you access to a readmission prevention programme. Through the programme, we pay for approved follow-up care and health coaching sessions to help you navigate the first 30 days of recovery after you are discharged from hospital. Cover is subject to benefit entry criteria. If you meet the criteria, we will contact you and help you to access the benefit.





# Your contributions



	Main member	Adult	Child*
<b>KeyCare Plus</b>			
R15,991+	R3,687	R3,687	R986
R9,901 - R15,990	R2,497	R2,497	R704
R0 - R9,900	R1,817	R1,817	R661
<b>KeyCare Core</b>			
R15,991+	R2,636	R2,636	R598
R9,901 - R15,990	R1,723	R1,723	R427
R0 - R9,900	R1,381	R1,381	R361
<b>KeyCare Start</b>			
R24,251+	R3,488	R3,488	R949
R15,951 - R24,250	R3,063	R3,063	R919
R10,551 - R15,950	R1,952	R1,952	R878
R0 - R10,550	R1,331	R1,331	R811
<b>KeyCare Start Regional</b>			
R24,251+	R3,178	R3,178	R890
R15,951 - R24,250	R2,790	R2,790	R854
R10,551 - R15,950	R1,790	R1,790	R805
R0 - R10,550	R1,184	R1,184	R713

\* We count a maximum of three children when we calculate your monthly contributions. For any additional children, cover is free. In the case of foster children, every child added to the policy is charged for.

\*\* Income verification will be conducted for the lower income bands. Income is considered as: the higher of the main member's or registered spouse or partner's earnings, commission and rewards from employment; interest from investments; income from leasing of assets or property; distributions received from a trust, pension and/or provident fund; receipt of any financial assistance in terms of any statutory social assistance programme.



# Exclusions

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

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

## Healthcare services that are not covered on your plan

### Medical conditions during a waiting period

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

### The general exclusion list

The following are not covered on any of the DHMS plans:

- Reconstructive treatment and surgery, including cosmetic procedures and treatments.
- Otoplasty for bat ears, blepharoplasty (eyelid surgery), and treatment or surgery for port-wine stains
- Breast reductions or enlargements and gynaecomastia.
- Treatment, surgery and procedures for obesity.
- Any treatment related to infertility, unless part of Prescribed Minimum Benefits or the Assisted Reproductive Therapy Benefit.
- Frail care services and treatment.
- Healthcare services related to 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 and/or territory at war, or healthcare services arising, during travel to or in a country or territory at war.
- Ultra-high cost treatments; experimental, unproven or unregistered treatments or practices.
- Search and rescue.

### Extra exclusions specific to KeyCare plans

In addition to the general exclusions that apply to all plans, KeyCare plans do not cover the following, except where stipulated as part of a defined benefit or under the Prescribed Minimum Benefits.

#### 01 | Hospital admissions related to, among others:

- Dentistry.
- Nail disorders.
- Skin disorders, including benign growths and lipomas.
- Investigations.
- Functional nasal surgery.
- Elective caesarean section, except if medically necessary.
- Surgery for oesophageal reflux and hiatus hernia.
- Back and neck treatment or surgery.
- Knee and shoulder surgery.
- Arthroscopy.
- Joint replacements, including but not limited to hips, knees, shoulders and elbows.
- Cochlear implants, auditory brain implants and internal nerve stimulators (this includes procedures, devices, processors and hearing aids).
- Healthcare services that should be done out of hospital and for which an admission to hospital is not necessary.
- Endoscopic procedures.

#### 02 | Correction of hallux valgus (bunion) and Tailor's bunion (bunionette).

#### 03 | Removal of varicose veins.

#### 04 | Refractive eye surgery.

#### 05 | Non-cancerous breast conditions.

#### 06 | Healthcare services outside South Africa.

#### 07 | Tonsillectomies, Myringotomies and Adenoidectomies.

# Exclusive access to value- added offers

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](http://www.discovery.co.za) to access these.

## ● Get started on your Personal Health Pathways

We know that everyone is unique, so, your approach to health should be as well. Complete your personal actions in the given time to reveal and claim your personalised rewards. It's as easy as accessing Personal Health Pathways in the Discovery Health app.

## ● Savings on personal and family care items

Sign up for HealthyCare to access savings on a vast range of personal and family care products at any Clicks or Dis-Chem. HealthyCare items include a list of baby care, sun care, dental care, eye care, foot care and hand care products, first aid and emergency items, and over-the-counter medicine.

## ● Savings on stem cell banking

We give you access to an exclusive Netcells offer. (Netcells is a stem cell banking service provided by a company called Next Biosciences.) The offer gives expectant parents the opportunity to cryogenically store stem cells from the blood and tissue of their newborn baby's umbilical cord, at a discounted rate. Your newborn's stem cells are a form of health insurance for your child and family, as the cells can potentially be used for future medical treatment.

## ● Access to Vitality to get healthier

You have the opportunity to join the world's leading science-based wellness programme, Vitality. The programme rewards you for getting healthier. Not only is a healthy lifestyle more enjoyable than an unhealthy one, it is also clinically proven that Vitality members live healthier, longer lives.

HealthyCare 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. Personal Health Pathways is brought to you by Discovery Health (Pty) Ltd; registration number 1997/013480/07, an authorised financial services provider, administrator and managed care provider of medical schemes. Personal Health Pathways is enabled by the combination of Discovery Health's healthcare capabilities and Vitality's incentivised behaviour change expertise. Vitality is a separate wellness product, sold and administered by Discovery Vitality (Pty) Ltd, registration number 1999/007736/07. Limits, terms and conditions apply.



# Working to care for and protect you

Our goal is to provide you with support when you need it most.

## What to do if you have a complaint:

### 01 | To take your query further

If you have already contacted Discovery Health Medical Scheme (DHMS) 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 the first step, you can escalate your complaint to the Principal Officer of the DHMS. You may lodge a query or complaint with the Scheme by completing the online form on [www.discovery.co.za](http://www.discovery.co.za) or by emailing [principalofficer@discovery.co.za](mailto:principalofficer@discovery.co.za).


### 03 | To lodge a dispute

If you have received a final decision from DHMS and want to challenge it, you may lodge a formal dispute. You can find more information of the Scheme's dispute process on [www.discovery.co.za](http://www.discovery.co.za).

### 04 | To contact the Council for Medical Schemes

DHMS is regulated by the Council for Medical Schemes. You may contact the Council at any stage of the complaints process. However, we encourage you to 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.co.za](mailto:complaints@medicalschemes.co.za) | 0861 123 267 | [www.medicalschemes.co.za](http://www.medicalschemes.co.za).

We hold your privacy in the highest regard. Our unwavering commitment to protecting your personal information and ensuring the security and confidentiality of your data is clearly outlined in our Privacy Statement.

Download the Discovery Health app 

Discovery Health Medical Scheme is regulated by the Council for Medical Schemes.

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 and administrator of medical schemes. This brochure is only a summary of the key benefits and features of Discovery Health Medical Scheme plans, subject to 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). In this brochure, when reference is made to 'we' in the context of benefits, members, payments or cover, this refers to Discovery Health Medical Scheme.