

2025

CORE PLANS

CLASSIC

CLASSIC DELTA

ESSENTIAL

ESSENTIAL DELTA

COASTAL



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. 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. 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

Chronic Disease List (CDL)

This is a defined list of chronic conditions that we cover according to the Prescribed Minimum Benefits.

Chronic Drug Amount (CDA)

The Chronic Drug Amount is the monthly amount that we pay up to for a medicine class. This amount is subject to a member's plan type. It applies to chronic medicine that is not listed on the medicine list (formulary).

Chronic Illness Benefit (CIB)

The Chronic Illness Benefit 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

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, or click on 'Find a healthcare provider' on the Discovery Health app.

D

Discovery Health Rate (DHR)

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

Discovery Health Rate for medicine

This is the rate that 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 Delta Core plans benefit from a lower contribution in exchange for limiting their access to a restricted network.

Emergency medical condition

This is 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 and website www.discovery.co.za.

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.

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.



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.



Hospital networks

If you have chosen a plan with a hospital network, make sure you use a hospital in that network to get full cover.



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 chronic medicine on the medicine list.

P

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 to 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

Reference Price

The Reference Price is the set amount that 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. This could include the accounts for your admitting doctor, anaesthetist, and any approved healthcare expenses, like radiology or pathology.

S

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

Upfront payments

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 Core plans.



Unlimited cover for hospital admissions

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



Full cover for chronic medicine

For all Chronic Disease List conditions, we pay in full for chronic medicine on our formulary when you use a pharmacy in our network.



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 the Personal Health Pathways, receive the advice and healthcare support that you need, 24/7, through a set of innovative features.



Extensive cover for pregnancy

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



Personal Health Fund



The Personal Health Fund covers 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.



Full cover in hospital for related accounts

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



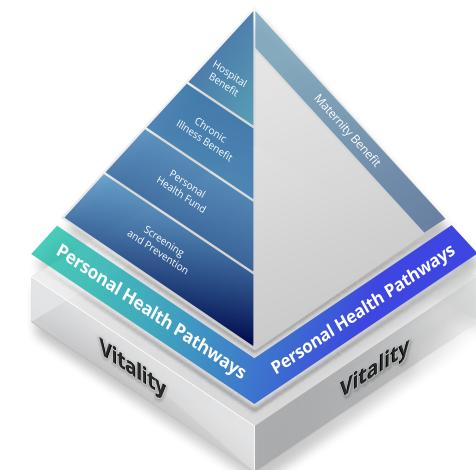
Screening and prevention

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



Cover when travelling

We cover you for medical emergencies when you are travelling. We also give you access to specialised, advanced medical care when you are travelling in South Africa and abroad.



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

The benefits

offered on the Core plans

The five Core 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 plan options.

| | Classic Core | Classic Delta Core | Essential Core | Essential Delta Core | Coastal Core |
|---|---|---|---|---|---|
| Hospital Cover | | | | | |
| Hospitals you can go to | Any private hospital approved by the Scheme | Private hospital in the Delta Network | Any private hospital approved by the Scheme | Private hospital in the Delta Network | Any approved hospital in the four coastal provinces |
| Defined list of procedures in a Day Surgery Network | Private day surgery facility in the Day Surgery Network | Private day surgery facility in the Delta Day Surgery Network | Private day surgery facility in the Day Surgery Network | Private day surgery facility in the Delta Day Surgery Network | Private day surgery facility in the Coastal Day Surgery Network |
| Cover for healthcare professionals in hospital | Twice the Discovery Health Rate (200%) | | Up to the Discovery Health Rate (100%) | | |

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.

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

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.

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.

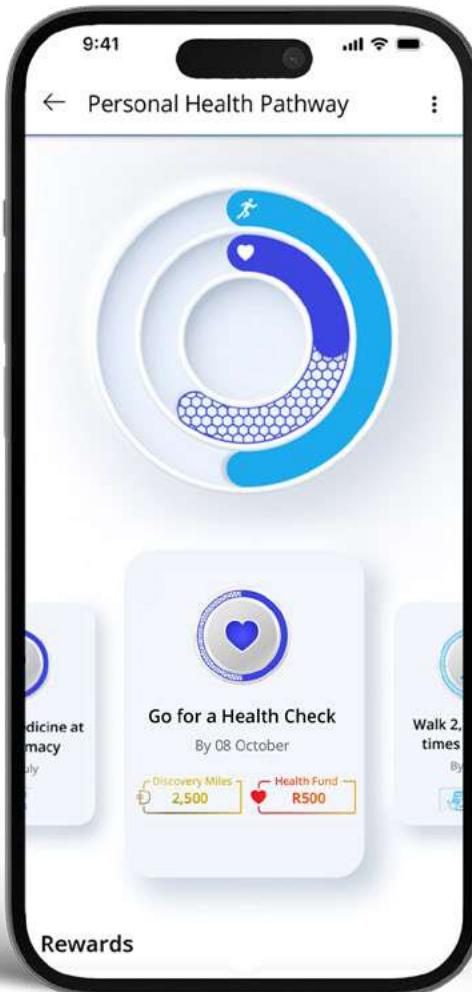
What we pay for

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.

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.

You have access to Personal Health Pathways

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

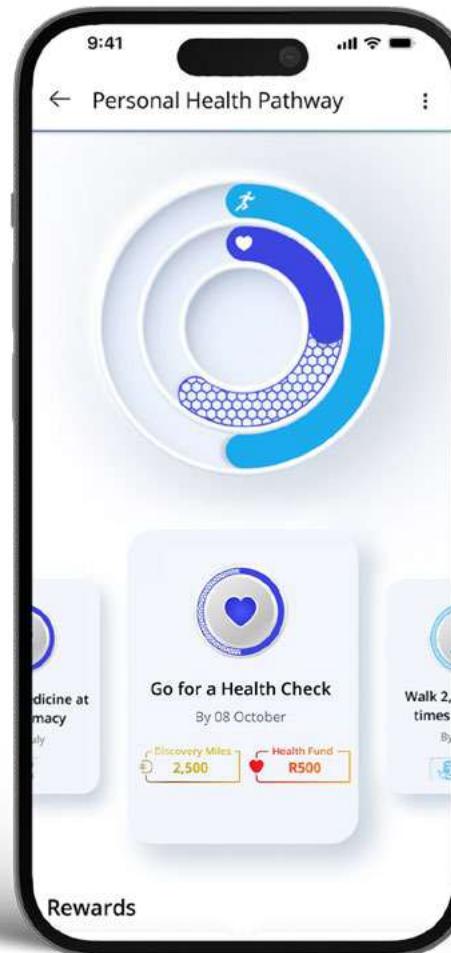
Brought to all eligible members over the age of 18 years who meet the clinical programme criteria, enabled by a combination of Discovery Health's healthcare capabilities and Vitality's behaviour change expertise.

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.



02

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



03

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



04

Get rewarded when you complete actions and close your rings.

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.

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

Get a flu vaccination

Collect your medicine

Go for a Pap smear



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

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

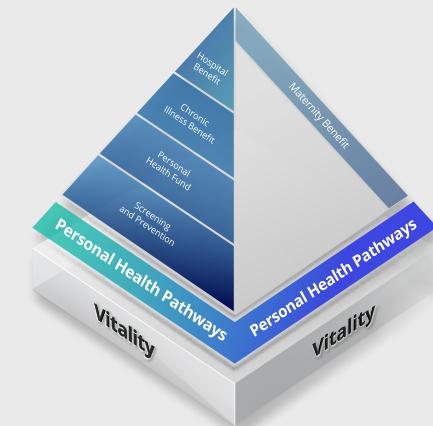


Brought to you by Discovery Vitality

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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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 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. The allocation for child dependants will be unlocked once the adult members have unlocked the Personal Health Fund.

On Classic Core plans

- R2,000 per adult dependant
- R1,000 per child dependant
- Up to a maximum of R8,000 per family per year

On the Coastal Core Plan and Essential Core plans

- R1,000 per adult dependant
- R500 per child dependant
- Up to a maximum of R4,000 per family per year

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 R8,000 per family on Classic plans and R4,000 on Coastal and Essential plans 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 – 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 R8,000 per family in day-to-day, risk-funded benefits for medical expenses each year. The limit is based on your plan type and family composition. The benefit works in three simple steps:

STEP

01

Download the Discovery Health App and understand your next best actions



You 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 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 |
|-----------------------------|-----------|-----------|------------|
| Classic plans | R2,000 | R1,000 | R8,000 |
| Coastal and Essential plans | R1,000 | R500 | R4,000 |

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 plan choice and 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.



Personal Health Pathways and Discovery Health app are 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.

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.



Virtual Physical Therapy

Access personalised and evidence-based virtual physical therapy. (Physical therapy should be prescribed by an appropriate healthcare professional.) Virtual Physical Therapy is not a covered benefit on your plan type and you will need to pay for the claims.



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 pay for the 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 pay 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 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 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

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 to view the detailed Maternity Benefit guide.



During pregnancy

Antenatal consultations

We pay for up to 8 consultations with your gynaecologist, GP or midwife.

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.



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.



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 for 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.

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
- Preauthorising your delivery or by registering your baby as a dependant on the Scheme.



Chronic benefits

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 generic Reference Price, where a generic alternative exists, up to a set monthly rand amount. This amount is called the Chronic Drug Amount (CDA).

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 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.

We pay up to a maximum of the Discovery Health Rate (DHR) for medicine that you buy from one of our network pharmacies. The DHR for medicine is the price of the medicine and the fee for dispensing it.

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 to view the detailed CIB guide.

Chronic benefits and where to get your medicine



Chronic Disease List conditions

Chronic conditions covered on all Core 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

Using a pharmacy in our networks

Avoid a 20% co-payment on your chronic medicine by using our designated service providers.

How to get your medicine

You now have greater convenience and flexibility in managing your medicine needs. Order from your preferred pharmacy partner. Our partners include Clicks, Dis-Chem, Medirite and other independent pharmacies.

Our enhanced online platforms give you greater control. From uploading your prescriptions to tracking your deliveries, you can now manage all your medicine needs more smoothly than ever before.

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.

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.

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 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 you are enrolled in this programme by your network psychologist or nominated 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 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

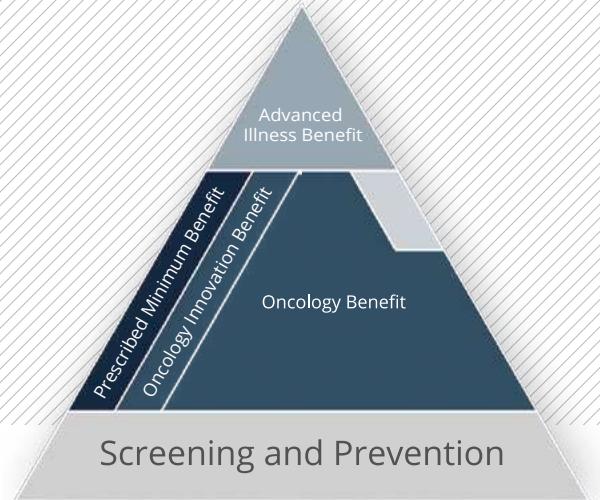
If you are registered on the CIB for hypertension, hyperlipidaemia or ischaemic heart disease, you can access a defined basket of care and a yearly cardiovascular assessment. This is only if you are referred by your nominated Premier Plus GP and if you are enrolled in the Cardio Care Programme.

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 to view the detailed Oncology Benefit guide.



Prescribed Minimum Benefits

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

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 an approved cancer treatment over a 12-month cycle.

We cover the first R250,000. If your treatment costs more than this cover amount, we will cover for up to 80% of the Discovery Health Rate (DHR) of the subsequent treatment costs.

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

Oncology Innovation Benefit

We pay for a sub-set of the defined list of innovative cancer medicine covered by the Oncology Innovation Benefit, subject to the Scheme's clinical entry criteria. You will have to pay 50% of the cost of these treatments.

How we cover medicine

To avoid a 20% co-payment, you need to get your approved oncology medicine from a designated service provider. Speak to your treating doctor to confirm that they are using our designated service providers for your medicine and for any treatment that you are receiving in a doctor's 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 can access 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. We also pay for 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.

All Core plans offer cover for hospital stays. You don't have an overall limit for your Hospital Benefit.



View all the hospitals in the Delta and Coastal Hospital Network using 'Find a healthcare provider' on the Discovery Health app.

What the benefit does

This benefit pays the costs for your stay 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 network requirements on the Delta options and Coastal plan.

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 (DSP) for home-based care. If 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

Getting confirmation first

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

Where to go

If you are on a Delta option or Coastal Core Plan, you need to use a hospital in the network for your plan. If you are on all other plans, you can go to any private hospital that is approved for payment by the Scheme. Payment for healthcare services at newly licensed facilities is subject to approval by the Scheme. View the hospital networks on our website, www.discovery.co.za.

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 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 200% of the Discovery Health Rate on Classic plans, and up to 100% of the DHR for Essential and Coastal plans for other healthcare professionals.

You can avoid co-payments by:

- Using healthcare professionals who we have a payment arrangement with
- Going to a hospital in the network of hospitals for your plan, if you are on the Delta or Coastal options.

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 in 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 Core plans offer unlimited hospital cover.

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

Healthcare professionals,
providers and services

What we pay for

| | | |
|---|---|---|
|  | The hospital account | <ul style="list-style-type: none">■ We pay the full account, at the rate agreed on with the hospital.■ On the Delta options, you must pay an upfront amount of R10,700 for planned admissions to hospitals that are not in the Delta Hospital Network.■ On the Coastal plan you must go to an approved hospital in the Coastal region for planned admissions. We pay 70% of the Discovery Health Rate if you go to a Scheme approved hospital outside of the coastal network. |
|  | Upfront payment for a defined list of procedures performed outside of the Day Surgery Network | Classic, Essential and Coastal plans: You will have an upfront payment of R7,000. Delta options: You will have an upfront payment of R10,700. |
|  | Defined list of procedures performed in specialist rooms | We pay up to the agreed rate, where authorised by the Scheme. |
|  | Specialists who we have a payment arrangement with | We pay the full account, at the agreed rate. |
|  | Specialists who we do not have a payment arrangement with, and other healthcare professionals | Classic plans: We pay up to twice the Discovery Health Rate (200%). Essential and Coastal plans: We pay up to the Discovery Health Rate (100%). |
|  | X-ray and blood test (radiology and pathology) accounts | We pay up to the Discovery Health Rate (100%). |
|  | MRI and CT scans | We pay up to the Discovery Health Rate (100%) if it is related to your hospital admission from your Hospital Benefit. If the scan is not related to your admission or for conservative back and neck treatment, you will have to pay for it. |
|  | Cataract Surgery at a network provider | <ul style="list-style-type: none">■ We pay the full account at the agreed rate at a network facility for cataract surgery.■ We pay the hospital account at up to 80% of the Discovery Health Rate at any other facility. |

Hospital cover

The Core plans offer unlimited hospital cover.



Scopes (gastroscopy, colonoscopy, sigmoidoscopy and proctoscopy)

Admissions for scopes

Depending on where you have your scope done, you have to pay the following amounts and we pay the rest of the hospital and related accounts from your Hospital Benefit.

Upfront payments for scope admissions:

| | Day clinic account | Hospital account |
|--|--------------------|--|
| Classic, Essential, Coastal and Delta options | R4,500 | R7,700. This co-payment will reduce to R6,400 if the scope is performed by a doctor who is part of the Scheme's value-based network. |
| If both a gastroscopy and colonoscopy are performed in the same admission | | |
| Classic, Essential, Coastal and Delta options | R5,500 | R9,600. This co-payment will reduce to R7,950 if scopes are performed by a doctor who is part of the Scheme's value-based network. |

Upfront payments for scopes performed outside of the Day Surgery Network:

Where a scope is performed in a facility outside of the Day Surgery Network an upfront payment of R7,000 will apply, except if performed in a hospital outside the Day Surgery Network where an upfront payment of R7,700 will apply. Where both a gastroscopy and colonoscopy are performed the upfront payment of R9,650 will apply. For Delta options, an upfront payment of R10,700 will apply.

Scopes performed in-rooms:

No co-payment applies for scopes performed at an in-rooms network provider. The following co-payment will apply for scopes performed at a non-network provider:

Single scope

The co-payment will be:

R1,750

Bi-directional scopes

R3,000

When there is no upfront payment:

If your scopes are performed as part of a confirmed Prescribed Minimum Benefits condition, where indicated and approved for dyspepsia, the patient is 12 or under, or for in-rooms scopes performed at a network provider, you will not have to pay any amount upfront. We pay the account from the Hospital Benefit.

Benefits with a yearly limit

You have access to extra benefits to enhance your cover.



Cochlear implants, auditory brain implants and processors

R244,000 per person for each benefit.



Internal nerve stimulators

R185,550 per person.



Major joint surgery

If you use a provider in our network, you will not have a limit for planned hip and knee joint replacements. We pay up to 80% of the Discovery Health Rate (DHR) if you use a provider outside our network, to a maximum of R30,900 for each prosthesis, for each admission. The network does not apply to emergency or trauma-related surgeries.



Shoulder joint prosthesis

If you get your prosthesis from a provider in our network, there is no limit. We pay up to R45,550 if you use a provider outside our network.



Alcohol and drug rehabilitation

We pay for 21 days of rehabilitation for each person each year. For detoxification, we cover for three days per approved admission, per person.



Prosthetic devices used in spinal surgery

There is no overall limit if you get your prosthesis from one of our preferred suppliers. If you do not use a preferred supplier, a limit of R18,350 applies for the first spinal level and a limit of R36,700 applies for two or more levels. This benefit is limited to one procedure per person per year.

We cover you in full for approved spinal surgery admissions if you use a provider in our spinal surgery network. We will pay up to 80% of the DHR for your hospital account if you have a planned admission outside our network.

You also have cover for out-of-hospital conservative spinal treatment. See Section 12.



Mental health

We cover the following:

- 21 days of admissions or up to 15 out-of-hospital consultations per person for major affective disorders, anorexia and bulimia
- Up to 12 out-of-hospital consultations for acute stress disorder that is accompanied by recent significant trauma
- 3 days (per approved admission) for attempted suicide
- 21 days for all other mental health admissions.

All mental health admissions are covered in full at a network facility. If you go somewhere else, we will pay up to 80% of the DHR for the hospital account.

Benefits with a yearly limit

You have access to extra benefits to enhance your cover.



Dental treatment in hospital

Dental appliances and prosthesis

You are responsible for paying the cost of all dental appliances and prosthesis, their placements and orthodontic treatment (including the related accounts for orthognathic surgery).

Severe dental and oral surgery in hospital

The Severe Dental and Oral Surgery Benefit covers a defined list of procedures. You do not have to pay an upfront payment for these, and there is no overall limit on the benefit. Certain procedures are covered in our Day Surgery Network. This benefit is subject to authorisation and the Scheme's Rules.

Basic Dental Trauma Benefit

The Basic Dental Trauma Benefit covers treatment for sudden and unexpected injury to the teeth and mouth. Specifically, we pay for urgent dental treatment after an accident or trauma injury that affects the mouth. Where you meet the clinical entry criteria, we pay up to a yearly limit of R68,250 per person for dental appliances and prostheses and for the placement of these.

Dental treatment in hospital

You need to pay a portion of your hospital or day clinic account upfront for dental admissions, except where you are approved for severe dental and oral surgery. The amount that you pay varies, depending on your age and where you are receiving treatment. We pay the balance of the hospital account from your Hospital Benefit, up to 100% of the Discovery Health Rate (DHR).

The related accounts, which include the dental surgeon's account, are paid from your Hospital Benefit. We pay up to 100% of the DHR. On Classic plans, we pay anaesthetists up to 200% of the DHR.

Upfront payment for dental admissions:

Hospital account

Day clinic account

Members 13 years and older:

R8,650

R5,550

Members under 13 years:

R3,350

R1,500

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.

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.)

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. For other healthcare professionals, we pay up to 200% of the Discovery Health Rate on Classic plans, and up to 100% of the DHR on Essential and Coastal plans for other healthcare professionals.

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 an amount upfront, as per the below table:

| | Day Surgery Network for your plan | Your out-of network upfront payment |
|--------------------------------|-----------------------------------|-------------------------------------|
| Classic, Essential and Coastal | Day Surgery Network | R7,000 |
| Delta options | Delta Day Surgery Network | R10,700 |



View all Day Surgery Network facilities using the 'Find a healthcare provider' feature 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 cautery)
- 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)

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, cervix 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 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/or 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, orchectomy, epididymectomy, excision hydrocoele, excision varicocoele, vasectomy)



Extra benefits on your plan

You get the following extra benefits to enrich your cover.



International Travel Benefit

When you travel outside of South Africa and have a medical emergency, we pay for the medical costs. This benefit provides up to R5 million per person on each journey. The cover is for a period of 90 days from the time you leave South Africa. Pre-existing conditions are excluded.

For elective (non-emergency) treatment that you receive outside of South Africa, we may cover you at equivalent local costs, provided that the treatment is readily and freely available in South Africa and that it would normally be covered by your plan.



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.



The Trauma Recovery Extender Benefit

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 thereafter.



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.

Extra benefits on your plan

You get the following extra benefits to enrich your cover.



Spinal Care Programme

For conservative spinal treatment out of hospital, you have access to a defined basket of care. The basket includes cover for virtual and face-to-face consultations with an appropriately registered allied healthcare professional.



Africa Evacuation Cover

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



Advanced Illness Benefit

Members have access to a comprehensive palliative care programme. The 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.



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.



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.



Supportive Post-operative 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.

Your contributions



| Contributions | Main member | Adult | Child* |
|----------------------|-------------|--------|--------|
| Classic Core | R3,652 | R2,882 | R1,461 |
| Classic Delta Core | R2,923 | R2,305 | R1,169 |
| Essential Core | R3,138 | R2,354 | R1,260 |
| Essential Delta Core | R2,507 | R1,887 | R1,006 |
| Coastal Core | R3,011 | R2,259 | R1,196 |

* We count a maximum of three children when we calculate the monthly contributions. In the case of foster children, we account for every child added to the policy.

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 Benefit. For a full list of exclusions, please visit www.discovery.co.za.

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 period.

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
- 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, riots, civil commotion, rebellion or uprising
- Injuries sustained, 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.

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

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 to access these.

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 frames and lenses

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

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.

Accessing 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. 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.

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.

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 not been resolved, please complete our online complaints form on www.discovery.co.za. We would also love to hear from you if we have exceeded your expectations.

02 | To contact the Principal Officer

If you are still not satisfied with the resolution of your complaint after following the process in 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 or by emailing 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 about the Scheme's dispute process on 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 | 0861 123 267 | www.medicalschemes.co.za.

Download the Discovery Health app

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

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