



Dear Pharmacist

Altron Medical Aid will be amalgamating with Discovery Health Medical Scheme from 1 January 2014

We want to let you know that the members of Altron Medical Scheme will move to the Discovery Health Medical Scheme (DHMS) from 1 January 2014.

Claim submission information

- **Claims with a service date from 1 January 2014**

Please start sending claims through Discovery ProPBM using these members' new Discovery Health Medical Scheme membership numbers. They will receive their cards by end December.

From 1 January 2014, you can use the standard DHMS ProPBM submission codes.

- **Claims with a service date before 1 January 2014**

Please finalise all reversals of claims with a service date up to 31 December 2013, using the Altron Medical Scheme ProPBM submission codes.

You have four months (until the end of April 2014) to send claims with a service date up to 31 December 2013 to the Altron Medical Scheme. After this, they will not pay any claims.

Altron Medical Scheme will not accept any claims with service dates from 1 January 2014.

Who to contact if you have questions

Real-time medicine claims queries <ul style="list-style-type: none"> Pricing queries Claims transmission queries 	Discovery ProPBM call centre 0860 77 67 26
	Email ProPBM_QUERIES@discovery.co.za
Remittance advices and payment run <ul style="list-style-type: none"> Payment for special clinical exceptions Reconciliations 	Health partner call centre 0860 44 55 66
	Email healthpartnerinfo@discovery.co.za
Chronic medicine <ul style="list-style-type: none"> Add-a-line ICD-10 codes Extended supply of medicine Chronic Illness Benefit application forms 	Chronic Illness Benefit call centre 0860 44 55 66
	Email Chronicqueries@discovery.co.za
	Email CIB_APP_FORMS@discovery.co.za
Preferred pharmacy networks <ul style="list-style-type: none"> Joining network or altering of rates 	Email Provider_administration@discovery.co.za
Discovery Wellness Network <ul style="list-style-type: none"> Joining the Wellness or HIV network 	Discovery Vitality 011 529 8898
	Email vitalitypartnerrelations@discovery.co.za
Discovery Fraud Hotline	Toll Free Phone 0800 004 500
	Toll Free Fax 0800 007 788
	Email discovery@tip-offs.com
Discovery website www.discovery.co.za <ul style="list-style-type: none"> Lost password or login details ProPBM website and other communication 	Website support call centre 0860 100 696
	Email webinfo@discovery.co.za
Paper claim queries	Email claims@discovery.co.za

Kind regards

Suzanne van der Walt
Discovery Health