



Dear Pharmacist

## **BMW Employees Medical Aid Society (BEMAS) will join Discovery ProPBM from 1 January 2014**

We want to let you know that BMW Employees Medical Aid Society will be joining Discovery ProPBM from 1 January 2014. This letter will explain the claims submission process during this transition period.

### **Claims submission information for BMW Employees Medical Aid Society**

- **Claims with a service date from 1 January 2014**
  - Please start sending claims through Discovery ProPBM using the new BMW Employees Medical Aid Society membership numbers. Members will receive their cards in December 2013.
  - From 1 January 2014, you can use the following Discovery ProPBM submission code for BMW Employees Medical Aid Society:

Medical scheme name	Submission code	Destination code
BMW Employees Medical Aid Society	DISCKBMW	MSBW0000

- **Claims with a service date up to 31 December 2013**
  - Please finalise all reversals of claims with a service date up to 31 December 2013 using the previous administrator submission codes.

- **Scheme rates**

**BMW Employees Medical Aid Society** will apply the same rates as the Discovery Network rates. We will provide a detailed summary of the scheme rates for all the medical schemes administered by Discovery Health by December 2013.

Kind regards

Suzanne van der Walt  
**Discovery Health**

**Who to contact if you have questions**

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