



Dear Pharmacist

Submission code changes for Discovery Health Delta options

This is to inform you of changes to submission codes that will take place on 28 February 2013, specifically for Discovery Health Delta options.

The additional changes to the submission codes are highlighted in red in the table below. All software providers are aware of these changes and will ensure your chosen or network rate applies.

Submission code updates on membership profiles

We want to make the new submission code implementation as seamless as possible for all pharmacies. When you receive submission code rejections for the first time, please try to update the appropriate membership profile with the correct submission code. This will avoid further upfront rejections of claims for that particular member.

Medical scheme	Options	Destination code	Independent network rates (VAT incl)	Discounted network rates for corporate pharmacies (VAT incl)	Non-network rates (VAT incl)
Discovery Health Medical Scheme	Classic Delta Comprehensive	DHEA0000	DISC26A 29.64% capped at R29.64	DISCD20 22.80% capped at R22.80	DISCKD1 29.64% capped at R29.64*
	Classic Delta Saver and Core	DHEA0000	DISCD26A 29.64% capped at R29.64	DISCKD20 22.80% capped at R22.80	DISCKD 29.64% capped at R29.64*

**A non-network co-payment of 20% on chronic medicine applies to KeyCare and Delta plans (excluding Classic Delta Comprehensive)*

- These rates apply to all medicine benefits (acute and chronic, oncology and HIV) where not separately mentioned.
- Optipharm is the designated service provider (DSP) for antiretroviral medicines (ARVs) for schemes administered by Discovery Health (Pty) Ltd. A co-payment of 20% will apply to all ARV claims from other pharmacies and dispensing doctors.
- Independent pharmacies may downgrade to discounted network rates by choice.
- Exclusive courier pharmacy arrangements apply to our Delta options. Other courier pharmacies may not participate in these networks.
- Independent pharmacies have to participate in the Delta network to qualify for the 36% (capped at R59.40 VAT incl) network rate.

Who to contact for your particular 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 payments <ul style="list-style-type: none"> • Payment for special clinical exceptions • Reconciliations • Remittances 	Health partner call centre 0860 44 55 66 Email healthpartnerinfo@discovery.co.za
Chronic medicines <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 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 network • Enquiries 	Discovery Vitality 011 529 8898 Email vitalitypartnerrelations@discovery.co.za
Discovery website www.discovery.co.za <ul style="list-style-type: none"> • Lost password or login details • ProPBM website and communiqués 	Website support call centre 0860 10 06 96 Email webinfo@discovery.co.za
Paper claim queries	Email claims@discovery.co.za

Kind regards
 Suzanne van der Walt
Discovery