



Dear Pharmacist

IBM South Africa Medical Scheme will be amalgamating with Discovery Health Medical Scheme from 1 July 2013

We want to inform you that the members of IBM South Africa Medical Scheme will move to the Discovery Health Medical Scheme (DHMS) from 1 July 2013. This will explain how claims for these members should be submitted and who to contact if you have any questions about this.

Claim submission information

Claims with a service date from 1 July 2013

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

From 1 July 2013, you can use the standard DHMS ProPBM submission codes.

Claims with a service date before 1 July 2013

Please finalise all reversals of claims with a service date up to 30 June 2013 using the IBM Medical Scheme ProPBM submission codes.

You have four months (until 31 October 2013) to send claims with a service date up to 30 June 2013 to IBM South Africa Medical Scheme. After this, they will not pay any claims.

IBM South Africa Medical Scheme will not accept any claims with service dates from 1 July 2013.

Who to contact if you have questions

Real-time medicine claims queries <ul style="list-style-type: none"> <i>Pricing queries</i> <i>Claims transmission queries</i> 	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"> <i>Payment for special clinical exceptions</i> <i>Reconciliations</i> 	Health partner call centre 0860 44 55 66
	Email healthpartnerinfo@discovery.co.za
Chronic medicine <ul style="list-style-type: none"> <i>Add-a-line</i> <i>ICD-10 codes</i> <i>Extended supply of medicine</i> <i>Chronic Illness Benefit application forms</i> 	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"> <i>Joining network or altering of rates</i> 	Email Provider_administration@discovery.co.za
Discovery Wellness Network <ul style="list-style-type: none"> <i>Joining the Wellness or HIV network</i> 	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"> <i>Lost password or login details</i> <i>ProPBM website and other communication</i> 	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