



Dear Pharmacist

## **Nampak SA Medical Scheme amalgamates with Discovery Health Medical Scheme**

We want to let you know that the members of Nampak SA Medical Scheme will move to the Discovery Health Medical Scheme from 1 March 2013. We give you details on the claims submission process to ensure a smooth transition, with minimal impact on our members.

### **Claims with a service date from 1 March 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 mid-February.

From 1 March 2013, you can use the Discovery ProPBM submission codes.

### **Claims with a service date up to 28 February 2013**

Please finalise all reversals of claims with a service date up to 28 February 2013, using the old Nampak SA Medical Scheme submission codes.

You have four months (until the end of June 2013) to send claims with a service date of before 28 February 2013 to the previous administrator. After this, they will not pay claims.

The previous administrator will not accept any claims with service dates from 1 March 2013.

## Who to contact if you have questions

Real-time medicine claims queries <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>
Remittance advices and payment <ul style="list-style-type: none"> <li>• Payment for special clinical exceptions</li> <li>• Reconciliations</li> <li>• Remittances</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>
Chronic medicine <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 forms</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>
Preferred pharmacy networks <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>
Discovery Wellness Network <ul style="list-style-type: none"> <li>• Joining the 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>
Discovery website <a href="http://www.discovery.co.za">www.discovery.co.za</a> <ul style="list-style-type: none"> <li>• Lost password or login details</li> <li>• ProPBM website and other communication</li> </ul>	<b>Website support call centre</b> 0860 10 06 96 <b>Email</b> <a href="mailto:webinfo@discovery.co.za">webinfo@discovery.co.za</a>
Paper claim queries	<b>Email</b> <a href="mailto:claims@discovery.co.za">claims@discovery.co.za</a>

Kind regards

Suzanne van der Walt  
**Discovery Health**