



Dear Pharmacist

New claiming process for vaccinations and injections for pharmacies

Many of the medical scheme members use our contracted Wellness Network pharmacies for clinic services. Thank you for supporting our efforts and enabling increased patient wellness and the possibility of detecting disease early.

From 6 September 2013, pharmacies will be able to submit online claims for the administration of vaccinations and injections.

This is, however, not a new benefit for medical scheme members. Claims for the administration of injections and vaccinations that are administered by a nurse in a nursing practice have always been considered for payment by most of our schemes and options. However, there was not a claiming procedure for pharmacy clinics to submit these claims electronically.

How to submit claims for vaccinations and injections online

You must **submit the claims online** using the appropriate procedure codes below:

- Administration of subcutaneous or intramuscular injections (procedure code 0021): R48.20 (incl. VAT)
- Administration of a vaccine (procedure code 0022): R31.50 (incl. VAT)

If your pharmacy system does not allow procedure codes, you can use the new dummy NAPPI codes instead:

- 002100000 for 0021
- 002200000 for 0022

The new claiming process does not affect existing benefits or rules

The new process does not affect benefits or rules of the various schemes we administer – these remain unchanged:

- Claims for these services will be paid from the member’s Medical Savings Account.
- Members on plans with no Medical Savings Account or where the Medical Savings Account has been exhausted, will have to pay the pharmacy.
- The codes and rates are for a single administration. You can submit this more than once where appropriate.
- It does not include the medicine, which needs to be claimed as usual on a NAPPI code.

I hope this communication clearly explains the new claiming process for injections and vaccinations administered in pharmacies.

Kind regards

Suzanne van der Walt
Health Profession Strategies
Discovery Health

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 and payment run advice <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 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