



Dear Pharmacist

Increased rates for pharmacy clinic procedures in 2014

We encourage and reward our members when they take the opportunity to do screening tests at our Wellness Network pharmacies to find out how healthy they are. Many of our members also receive vaccinations at Wellness Network pharmacies.

As a participating pharmacy, your role has been significant in supporting our efforts and enabling increased patient wellness and the possibility of detecting disease early.

We are pleased to announce the following increased rates will apply from 1 January 2014.

Claiming code	Procedure	2014 Rates
705255001	Health Check – for full basket of tests.	R145.00
0016	HIV Pre-counselling	R78.70
0017	HIV Post-counselling	R57.00
0021	Administration of subcutaneous or intramuscular injections	R51.10
0022	Administration of a vaccine	R33.40

For pharmacies that have not yet enrolled in the Wellness Network and would like to enrol, please contact Vitality at the contact address below.

Kind regards

Suzanne van der Walt
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 and oncology 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