

DEPRESSION RISK MANAGEMENT PROGRAMME

DISCOVERY HEALTH MEDICAL SCHEME
2025





Overview

The Depression Risk Management Programme is a 6-month programme grounded in neuroscience, aimed to help you reduce the risk of depression and enhance your mental wellbeing. This Programme gives you access to tools and benefits to monitor and manage your depression risk and symptom severity. As part of this programme, enrolled members will have access to a face-to-face consultation with their Premier Plus Network General Practitioner (GP) or a psychologist in the Mental Health network, consultations with a dietitian, approved digital therapeutics and virtual sessions with a qualified mental health coach.

In consultation with your nominated Premier Plus Network GP or network psychologist, you will be guided on the best way to optimise your health and reduce your risk of developing depression. You will be able to access guidance and support for making healthy dietary changes, increasing your physical activity and improve your stress management, sleep and resilience. Your nominated Premier Plus Network GP or network psychologist may also recommend approved internet-based cognitive behavioural therapy to provide ongoing support during the programme.

Qualifying members will be proactively identified as eligible for this programme either based on the results of their mental wellbeing assessment, or by a machine learning algorithm designed to dynamically identify depression risk. This document gives you more information about the Depression Risk Management Programme, which is available on all Discovery Health Medical Scheme plans for eligible members 18 years and older.

About some of the terms we use in this document

There may be some terms we refer to in the document that you may not be familiar with. Here are the meanings of these terms.

TERMINOLOGY	DESCRIPTION
Designated service provider (DSP)	A healthcare provider (for example doctor, specialist, pharmacy or hospital) who we have an agreement with to provide treatment or services at a contracted rate. Visit www.discovery.co.za or click on Find a healthcare provider on the Discovery app to view the full list of designated service providers (DSPs).
Discovery Health Rate (DHR)	This is a rate we pay for healthcare services from hospitals, pharmacies, healthcare professionals and other providers of relevant health services.
HealthID	HealthID is an online digital platform that gives your doctor fast, up-to-date access to your health information. Once you have given consent, your doctor can use HealthID to access your medical history, make referrals to other healthcare professionals and check your relevant test results.
ICD-10 code	A clinical code that describes diseases, signs and symptoms, abnormal findings, complaints, social circumstances and external causes of injury or diseases, as classified by the World Health Organization (WHO).
Premier Plus GP	A Premier Plus GP is a network GP who has contracted with us to provide you with coordinated care for defined chronic conditions.
Primary care doctor	A primary care doctor helps you take care of your general health. Having one nominated doctor who manages your health and coordinates your care leads to better health outcomes. Your primary care doctor knows your complete medical history and takes the healthcare approach that works best for you.
Digital Therapeutics	Digital Therapeutics is software designed to treat, manage or prevent a condition or disease. This is an online mental health and wellbeing tool.
Internet-Based Cognitive Behavioural Therapy (iCBT)	iCBT is an on-demand, supported, internet-based course that is designed to improve mental health. It provides convenient, self-paced access to effective, evidence-based content and tools for the management of mental health conditions.



Benefits available on the Depression Risk Management Programme

If you qualify and are enrolled on the Depression Risk Management Programme you have access to the following benefits while registered on the programme:

- One face-to-face or virtual mental wellbeing consultation with a Premier Plus Network GP or psychologist on the Mental Health Network.
 - Members on KeyCare Plans must consult with their nominated KeyCare network GP who is also a Premier Plus GP.
 - Members on the KeyCare Start and KeyCare Start Regional plans must consult with their Premier Plus GP. KeyCare Start Regional plans must remember that they must access their nominated GP via the online practice.
 - Members on Smart plans must consult with their nominated Smart network GP who is also a Premier Plus GP.
 - Members on the Active Smart plan must consult with their nominated Smart network GP who is also a Premier Plus GP.
- Three virtual coaching sessions with a suitably trained mental healthcare professional to monitor progress, set goals, and identify the appropriate next steps. This mental health coaching service will be provided by Discovery Health Care Services (Pty) Ltd.
- Two sessions with a dietitian. One hour-long session, and one thirty-minute follow up session.
- Digital therapeutics to improve mental wellbeing, sleep, resilience and stress management and reduce depression symptom severity.
 - Approved iCBT if recommended by your Premier Plus Network GP or Mental Health Network psychologist.
- Continued clinical baseline monitoring through a validated mental health assessment focused on symptom severity. The assessment will be sent monthly for you to complete.

Your nominated Premier Plus GP or network psychologist will work with you to manage your risk

The Depression Risk Management Programme gives you and your healthcare provider access to tools and benefits to monitor and manage your depression risk. Your healthcare professional can track your progress on a personalised dashboard on HealthID. This will help to identify which areas require attention so that your healthcare professional can help with the management of your condition.

The Depression Risk Management Programme runs over a 6-month period.

Additional support for mental wellbeing

You can also access the Mental Health Information hub for additional resources and content for enhanced mental health and wellbeing support.

Cover is up to the Discovery Health Rate and subject to the Scheme's clinical entry criteria, treatment guidelines and protocols.

Discover your best health with Personal Health Pathways

Personal Health Pathways is designed to help you get healthier by doing personalised health and exercise actions. You'll get personalised health and exercise actions to complete, based on your unique healthcare needs. By completing actions, you'll close your rings and earn personalised rewards. You can access your personalised healthcare pathway through the Discovery Health app making it easy for you to seamlessly navigate the healthcare system and to know what will have the biggest impact on your health. Completing these health and exercise actions will not only have a positive influence on your health but you can get rewarded along the way. As a Discovery Health Medical Scheme member, you can also access increased healthcare benefits when you complete your health next best actions. [Learn more here.](#)



Working to care for and protect you

Our goal is to provide support for you in the times when you need it most.

How to contact us

Tel (members): 0860 99 88 77, Tel (health partners): 0860 44 55 66

Go to www.discovery.co.za to Get Help or ask a question on WhatsApp. Save this number 0860 756 756 on your phone and say "Hi" to start chatting with us 24/7.

PO Box 784262, Sandton, 2146. 1 Discovery Place, Sandton, 2196.

What to do if you have a complaint

01 | TO TAKE YOUR QUERY FURTHER:

If you have already contacted the Discovery Health Medical Scheme and feel that your query has still not been resolved, please complete our online complaints form on www.discovery.co.za. We would also love to hear from you if we have exceeded your expectations.

02 | TO CONTACT THE PRINCIPAL OFFICER:

If you are still not satisfied with the resolution of your complaint after following the process in Step 1 you are able to escalate your complaint to the Principal Officer of the Discovery Health Medical Scheme. You may lodge a query or complaint with Discovery Health Medical Scheme by completing the online form on www.discovery.co.za or by emailing principalofficer@discovery.co.za.

03 | TO LODGE A DISPUTE:

If you have received a final decision from Discovery Health Medical Scheme and want to challenge it, you may lodge a formal dispute. You can find more information of the Scheme's dispute process on the website.

04 | TO CONTACT THE COUNCIL FOR MEDICAL SCHEMES:

Discovery Health Medical Scheme is regulated by the Council for Medical Schemes. You may contact the Council at any stage of the complaints process, but we encourage you to first follow the steps above to resolve your complaint before contacting the Council. Contact details for the Council for Medical Schemes: Council for Medical Schemes Complaints Unit, Block A, Eco Glades 2 Office Park, 420 Witch-Hazel Avenue, Eco Park, Centurion 0157 | complaints@medicalschemes.co.za | 0861 123 267 | www.medicalschemes.co.za.

Your privacy is important to us

We hold your privacy in the highest regard. Our unwavering commitment to protecting your personal information and ensuring the security and confidentiality of your data is clearly outlined in our Privacy Statement. You can view our latest version on www.discovery.co.za > Medical aid > About Discovery Health Medical Scheme.