

## Discovery News *for Discovery Health members*

### Discovery 911

In an emergency, call Discovery 911 on 0860 999 911. This number is operated by Netcare 911, 24 hours a day, 7 days a week. Emergency personnel with access to your Discovery details will assist you, and dispatch appropriate medical response services if required, such as paramedics and ambulances.

You can also tap Emergency Assist on your Discovery App, on your iPhone or Android smart phones. This will get you through to the same Discovery 911 call centre. If you have GPS enabled on your smart phone, the responders will know where you are and send the closest response team to you.

In addition to emergency services, the personnel at this number also offer:

- ⇒ advice from nursing staff
- ⇒ A link to a poison centre
- ⇒ Assessing of day-to-day symptoms
- ⇒ Health counselling
- ⇒ General health information
- ⇒ Wellness and nutrition information

Please note that while the personnel at this number have access to your Discovery details, they cannot take instructions to change any of your details, such as contact details or plan changes. For this type of query or change, it is best to phone the Discovery call centre on 0860 998877.

### Substance Abuse

In-hospital alcohol, substance and drug detoxification and rehabilitation is covered as a Prescribed Minimum Benefit (PMB), but alcohol, substance and drug abuse is a general exclusion on the plan. Thus, it is not covered under day-to-day benefits.

As it is a PMB, there are designated service providers (DSP) that must be used, and cover for accommodation at the facility, therapeutic sessions, psychologist or psychiatrist consultations and withdrawal medication are covered.

The PMB benefits are a maximum of 3 days for a hospital admission for drug, alcohol or substance detoxification, and 21 days for rehabilitation, per member per year.

You need to obtain authorisation. Unauthorised admissions are covered up to 70% of medical aid rate.

If you don't use a DSP, you will only be covered up to 80% of the medical aid rate. However, if there is no DSP within a reasonable distance, you can discuss this with Discovery and they will make a decision on whether to cover in full.

DSPs include the following, and you can check whether the facility you use is a DSP by calling the call centre on 0860 998877:

Eastern Cape: SANCA Central Eastern Cape,  
 Free State: Aurora Alcohol and Drug Centre,  
 Gauteng East: SANCA Horizon and Elim Clinic,  
 Gauteng North: SANCA Pretoria Society, Stabilis Treatment Centre,  
 Gauteng West: Phoenix House, SANCA West Rand Alcohol and Drug Centre,  
 Gauteng South: Nishtara Lodge,  
 KZN: SANCA Durban Alcohol and Drug Centres Lulama Treatment Centre and Warman House Adolescent Unit,  
 Mpumalanga: Mkhondo Alathia Rehabilitation Centre,  
 North West: Sanpark Alcohol and Drug Centre,  
 Western Cape: Namaqua Treatment Centre and The Ramot Treatment Centre

### JULY 2016

This email is written by an independent commentator and not by Discovery Health. Any Discovery Health member is welcome to subscribe. Queries regarding this email can be sent to [ih@ihhealth.co.za](mailto:ih@ihhealth.co.za).

#### Discovery Website

[www.discovery.co.za](http://www.discovery.co.za)

**Discovery Client Services**

**0860 99 88 77**

**KeyCare Client Services**

**0860 102 877**

#### DISCOVERY

**EMERGENCY NUMBER**

**0860 999 91 1**

#### DISCOVERY HEALTH PLANS

**Executive Plan**

**Classic and Classic Delta**

**Comprehensive**

**Classic Comp Zero MSA**

**Essential and Essential**

**Delta Comprehensive**

**Classic & Essential Priority**

**Classic & Classic Delta**

**Saver and Core**

**Essential & Essential Delta**

**Saver and Core**

**Coastal Saver and Core**

**KeyCare Plus, Access, Core**

#### DISCOVERY REWARDS

**Vitality / KeyFit**

#### INFORMED HEALTHCARE SOLUTIONS

#### CONTACT DETAILS

Phone +27 (0)21 712 8866

Fax +27 (0)21 712 6626

[ih@ihhealth.co.za](mailto:ih@ihhealth.co.za)

[www.medicalaidcomparisons.co.za](http://www.medicalaidcomparisons.co.za)

Council for Medical Schemes

Accreditation # ORG104

Authorised FSP #12239

## **Vitality: Toys R Us / Babies R Us - correction**

In the previous newsletter we mentioned that Toys R Us is no longer a DiscoveryCard partner (for up to 20% cash back) but this was incorrect. Babies R Us is no longer a DiscoveryCard partner, but Toys R Us is still a partner.

## **Vitality: fitness points change in August**

From 20 August, the fitness points are changing as follows:

- ⇒ Members will be able to earn points by taking part in any timed and verified race event locally or internationally in the disciplines of cycling, walking/running, swimming and major multisport events. This means that timed 5km walks are now points earning events again.
- ⇒ For members who are just starting out, Discovery has re-introduced the 50 points category for tracking 5,000 steps a day.
- ⇒ There will be a new heart rate points category for workouts between 60 and 69% (100 points) and between 70 and 79% (200 points) of age-related maximum heart rate.

The points for 5,000 steps and 60%-69% heart rate category will be limited to 1000 points per year, as these two categories are designed for those starting out on their fitness journey.

- ⇒ There will be a new Endurance and High Performance category to enable points earning for longer duration workouts.
- ⇒ The weekly maximum goal will be lowered to 900 points (from 1 200) for all Vitality Active Rewards members (excluding those in the new Endurance and High Performance category). The weekly maximum goal will remain 600 points for at-risk members with certain chronic conditions, health concerns during pregnancy, or members aged 65+ with risk factors.

See the fitness points table for more details on all of these points.

## **Vitality Active Rewards: Kauai Meals limited offer**

When you achieve your Active Rewards goal for the week, you can choose a Vide e Café voucher or a Kauai voucher for a hot drink or smoothie. From 2 July, you can now add a discounted meal to the Kauai voucher. The cashier will ask you if you want to do so. The options are: 1 free small drink plus R30 breakfast (until 12h00), or 1 free small drink plus R40 wrap, or 1 free small drink plus R50 salad or bowl. This offer is valid until 2 September 2016.

## **Vitality : Car Hire**

Tempest Car Hire has been added as a reward partner, and you can earn up to 35% discount depending on your Vitality Status. The existing benefit with Europcar remains unchanged.

## **Vitality : Eye Gym for Kids**

EyeGym is a software visual training program providing a range of online drills suitable for sports training, scholars and corporates. Vitality is offering a course for children aged 6 to 18 that is free, and earns you 50 Vitality points per 5 minute session. In addition, your child will earn 500 bonus points for complete the primary course (free for first two attempts, then R119), and another 500 for completing the advanced course (R350).

**Thank you for reading Informed Healthcare Solutions' Discovery News.**

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