

Michael McBride & Associates CC

Authorised Financial Service Provider

Discovery News *for Discovery Health members*

Claim codes

Please note that the Discovery claims system runs on procedure codes, diagnostic codes and practice numbers. If any of these three things are incorrect on your claim, the claim will be rejected. This applies to day-to-day claims, hospital claims, chronic claims and PMB claims.

A recent example of this was a PMB authorisation for out-of-hospital management, where the claim for blood tests was rejected because Pathcare was using the code for one of the patient's doctors, but not for the doctor treating the PMB. Because the doctor's practice number was different to the practice number on the PMB authorisation, the claim was rejected. Everything has to match the PMB or Chronic application in order for the claim to be paid from PMB or Chronic Benefits.

Claims administration needs to be automated as much as possible, due to the number of claims received in a day. If a claim is rejected, the member will need to contact Discovery to find out why (if not clear) and to see what is required to rectify the situation. Often, it is one of the three codes. Sometimes, with medication, it is because you ordered your medication in less than 28 days, and should be ordering it every 28-30 days. (If you need to order two months as you will be out of town, you need to give Discovery evidence of your travel plans.)

Always look at the reason your claim has not been paid as you can often rectify this and resubmit the claim for payment.

HomeCare

Discovery offers HomeCare in certain major cities in Gauteng and KZN, and Cape Town and Port Elizabeth. These services can be applied for online or by phoning Discovery. They include:

- ⇒ End-of-life care (nurses and caregivers in partnership with Hospice)
- ⇒ IV infusions for antimicrobials, iron treatment, steroids and immunoglobulins
- ⇒ Wound care for venous ulcers, diabetic foot ulcers, pressure sores and other moderate to severe wounds.
- ⇒ Postnatal care: home visits for healthy mothers who were discharged a day early from hospital.

Screening Benefit

Early detection saves lives. Discovery pays for certain screening tests from the Screening Benefit. These tests are available to ALL Discovery Health members, not only Vitality members.

The tests include:

- ⇒ Mammograms: once per year
- ⇒ Pap Smear: once per year.
- ⇒ PSA (Prostate) test: once per year
- ⇒ HIV Test: unlimited tests per year
- ⇒ Vitality Check group of tests: blood glucose, blood pressure, cholesterol and weight assessment: once a year at a pharmacy in the Wellness network.
- ⇒ Growth Assessment for children: height, weight, head circumference and health and milestone tracking: once a year at a pharmacy in the Wellness network.

Please note that only the tests are paid for from the Screening Benefit, not any consultations. Consultations would be paid from available day-to-day benefits.

AUGUST 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 info@mcbride.co.za

Discovery Website
www.discovery.co.za
Discovery Client Services
0860 99 88 77
KeyCare Client Services
0860 102 877

DISCOVERY
EMERGENCY NUMBER
0860 999 911

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

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Vitality: HealthyFood Studio

Discovery is offering food preparation courses at their Sandton office, in partnership with Woolworths and Prue Leith Chefs Academy. Booking can be made online or by phoning 0860 372 029 and courses cost R495 per person.

Vitality: Complete your questionnaires first

The first step to improving your status doesn't cost you anything but time. Log onto Discovery's website (all adult members with their own user name and password) and complete the online questionnaires:

- ⇒ Vitality Age: 2000 points for each member over age 18. You will need your height and weight, and family medical history. Completing this questionnaire improves your HealthyFood cash back percentage.
- ⇒ Online Fitness Assessment: 1000 points for each member over age 18. Completing this questionnaire improves your HealthyGear cash back percentage.
- ⇒ Mental Wellbeing Assessments: 2500 points for each member over age 18. There are 4 questionnaires that earn you 500 points each, and an additional 500 points if all questionnaires are completed within 30 days of each other.
- ⇒ Non-Smoker's Declaration: 5000 points for each member over age 18. You will earn the points if you have ticked non-smoker on the Vitality Age questionnaire. Discovery reserves the right to do spot checks by calling for cotinine tests for randomly selected members.
- ⇒ Kids' Vitality Health Review: 2000 for each child under age 18. You need to know weight and height for all children, and head circumference for babies under 2 years. This review needs to be completed in order to get the Ster Kinekor free movie benefit.

Once you have completed these tests, go for your Vitality Check and HIV test at a Wellness pharmacy or Wellness centre, and once that is done you can have a look at your points and decide how to earn further points.

Vitality Active Rewards: Flight Booster

From 9th September, Vitality Active Rewards members will earn additional cash back on kulula.com local flights (base fare only). With the Flight Booster, and depending on your Vitality status, you will be able to save up to 100% off the base fare when flying locally, twice per year. The savings depends on the number of Vitality Active Rewards goals you achieve between the time of booking and the flight date. You need to have activated Vitality Active Rewards prior to booking the flight and you need at least 6 weeks between the booking date and the flight date.

Vitality : Steps Points Glitch

Vitality ran an update on 20th August, including putting back the 50 points category for steps. There was a glitch that Vitality is fixing, where points earned previously in the year for 5,000 to 9,999 steps have been reversed. While they are correcting the glitch for the future, they cannot see who was affected, so check your points and contact them if you were affected.

Vitality : Wellness Centres

You can do your Vitality Health Check at Clicks and Dis-Chem, and also at Wellness Centres. Clicks and Dis-Chem will also do your HIV test, but do not have dieticians or biokineticists. If you want a dietician consultation and fitness test as well as your Vitality Health Check, then the Wellness Centres are the best option for you. The list of Wellness Centres is online in the Vitality section, and there are 14 in Gauteng, 2 in KZN, 1 in the Eastern Cape and 6 in the Western Cape. You need to book your appointments. Don't leave it to December to book, especially if you want an appointment on a Saturday!

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