

19 January 2010

Dear Pharmacist

## A designated service provider network for KeyCare and Delta

Discovery Health is committed to private healthcare in South Africa, striving to ensure it remains affordable and sustainable. Thank you for supporting our efforts in this, enabling access to private healthcare for an increasing number of people.

As we have recently set up a designated service provider (DSP) network for our KeyCare and Delta Plans, we would like to give you the opportunity to consider your participation in this network. You will find an accompanying form to enable you to do so.

### Aims of the Discovery Health KeyCare and Delta Plans

KeyCare is an entry-level plan targeted at the previously uninsured market. The plan aims to provide affordable primary healthcare and the necessary hospital care without compromising the quality of healthcare delivery. To ensure the long-term sustainability of the KeyCare Plan, member contributions are kept affordable to low income earners.

The Delta Range of plans, introduced in 2009, has provided over 35 000 members with substantial discounts on Classic and Essential Saver, and Core options without compromising the quality of cover. These discounts are possible through a dynamically managed network of hospitals, based on strict efficiency criteria, as well as other healthcare providers.

### Our designated service provider network of pharmacies

Our designated service provider network for our KeyCare and Delta Plans has set pharmacy dispensing fees. For KeyCare Plans, the fee is 16% of the single exit price (SEP), up to a maximum of R16.00, excluding VAT. For our Delta Plans, this fee is at 20% of the SEP, up to a maximum of R20.00, excluding VAT. These dispensing fees will apply to both acute and chronic medicines.

In addition, it is a condition of participating in the DSP that our members of the relevant plans are not balance billed for any amounts above these agreed fees, and that these members are also not charged for any additional, non-clinical services.

In 2010, these members will have a co-payment when they use an out-of-network pharmacy. By joining this network, the members using your pharmacy will therefore not be liable for this co-payment.

155 West Street, Sandton; PO Box 786722, Sandton 2146; Tel 0860 99 88 77 or 083 123 8877 (Client Services); (011) 529 2888 (Switchboard); Fax (011) 539 2958; [www.discovery.co.za](http://www.discovery.co.za)

**Directors:** M I Hilkwitz (Chairperson), A Gore\* (Group CEO), N S Koopowitz\* (CEO), Dr B A Brink, P Cooper, Dr N J Dlamini, S B Epstein (USA), Dr T V Maphai, H P Mayers\*, A Pollard\*, A L Owen (UK), J M Robertson\* (CIO), S E Sebotsa, T Slabbert, B Swartzberg\*, S V Zilwa (\*Executive). **Secretary:** M J Botha.

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If you want to join this DSP network, please sign and return the attached information sheet to fax 011 539 2784 so we can activate your pharmacy on this network.

### The Discovery Health dispensing fee

As you know, the issue of the final dispensing fee for pharmacists, which the Department of Health still has to publish in the Government Gazette, remains unresolved. Until resolution, we will continue to reimburse this fee at a maximum rate of 36% of SEP, capped at R59.40, including VAT, for members not included in the above plans. After resolution, we will communicate any changes to our fees to the pharmacy profession.

As you are aware, some community pharmacies and retail groups have negotiated rates lower than the above maximum. These negotiated rates will still be applicable and are subject to separate negotiations with these providers.

### We will continue to work with the profession for a better healthcare industry

We recognise the challenges facing healthcare professionals. We confirm our commitment to working closely with you and your profession to continue to improve the benefits we provide to our members, your patients, and to ensure the constant growth of the healthcare system. We look forward to having a successful partnership with you in 2010.

### Contact us with any questions

If you have any questions about managing your claims, please call us or email us at [healthpartners@discovery.co.za](mailto:healthpartners@discovery.co.za)

Regards

A handwritten signature in black ink that reads "Nick Anderson".

Dr Nick Anderson  
**Deputy General Manager**  
**Health profession Strategy**

## Our designated service provider network of pharmacies

Please fax this completed information sheet to 011 539 2784.

<b>BHF Billing practice number</b>	<b>Full name of practice</b>	
<b>BHF Personal practice number/s</b>	<b>Individual ID number/s</b>	
For a group practice billing under this practice number, please supply all individual practice numbers		
<b>Physical address</b>		
Building name and number		
Street number		
Street name		
Suburb		
Province		
Postal code		
<b>Postal address</b>		
PO Box number		
Suburb		
City		
Postal code		
<b>Telephone number</b>		
<b>Fax number</b>		
<b>Email address</b>		
I agree to allow Discovery Health to make my details available on Discovery's website <a href="http://www.discovery.co.za">www.discovery.co.za</a> and for the call centre consultants to communicate these to members, on request.		
<b>Signature</b>	<b>Date signed</b>	
<hr/> <p>My signature on this document signals my agreement to take part in the Discovery Health pharmacy designated service provider network, subject to one week's written notice by either party.</p>		<hr/>

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