



28 December 2010

Dear Pharmacist

Reason code 210 rejections

It has come to our attention that you may be frustrated with the many reason code 210 rejections. We would like to give you more information to explain “*Annual limits exceeded*”.

The purpose of this rule is to manage the quantity of a particular chronic medicine dispensed within a calendar year. It works as follows:

- The rule allows up to **11 days of extra treatment** within a calendar year. That is a maximum of 376 days of therapy in 365 calendar days.
- A 13th **full** month’s supply is therefore not possible. Depending on which date the first fill for this year was, a claim with a smaller quantity may go through to cover the remaining days of this year.
- The rule applies to all pharmacies that the member may have used for a repeat prescription throughout the year.
- The rule also applies to generic items or items in the same medicine class.
- This rule relates to the quarterly rule that fires every three months and that manages the quantity of medicine received within every quarter during the year.

We would appreciate it if you would kindly use this information to explain the situation to the member.

Who to contact if you have questions:

Real-time medicine claims queries	Discovery ProPBM Call Centre ProPBM_QUERIES@discovery.co.za 0860 776 726
Remittance advices and payment <ul style="list-style-type: none"> • Payment for special clinical exceptions • Reconciliations 	Health Partner Call Centre Healthpartnerinfo@discovery.co.za 0860 44 55 66

Chronic medicine: <ul style="list-style-type: none"> • Add a line • ICD-10 codes • Extended supply of medicine • Chronic Illness Benefit forms 	Chronic Illness Benefit Call Centre 0860 400 600 Chronicqueries@discovery.co.za CIB_APP_FORMS@discovery.co.za
Membership and other general queries	0860 99 88 77 Healthinfo@discovery.co.za
Pharmacy networks: <ul style="list-style-type: none"> • Joining networks • Termination of network participation 	Provider_administration@discovery.co.za
Joining the Discovery Wellness network	Discovery Vitality 011 529 8898 vitalitypartnerrelations@discovery.co.za
Discovery Health website: <ul style="list-style-type: none"> • Website: lost password or login details 	www.discovery.co.za 0860 100 696 webinfo@discovery.co.za
Paper claims	claims@discovery.co.za

Kind regards

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