

WELLTH FUND EXCEPTIONS PROCESS

DISCOVERY HEALTH MEDICAL SCHEME
2024





Overview

All members on your Discovery Health Medical Scheme policy aged two years and older are required to complete an age-appropriate Health Check to activate the WELLTH Fund. The WELLTH Fund helps you to better understand your health by providing cover of up to R10,000 per family, for a wide range of important healthcare services focused on proactive care. It is designed to empower you to take specific action according to your individual health needs.

What to do if you cannot go for a health check

In South Africa

If you are unable to go for an in-person Health Check in our wellness network and you are based in Johannesburg, Pretoria, Durban or Cape Town you can also book a Health Check to be done in the comfort of your home.

If you are not in one of these areas, you need to follow the exception process outlined in this document. Your healthcare professional has to complete the Health Check exception form. You can view the most up-to-date Health Check exception form on www.discovery.co.za under Medical Aid > Manage your health plan > Find important documents and certificates. You can find a healthcare provider and book your Health Check on www.discovery.co.za > [WELLTH Fund](#), if you have not completed your Health Check yet.

Outside the borders of South Africa

Get a registered healthcare professional to complete the Health Check exception form

If you are outside the borders of South Africa, you can ask a registered healthcare professional in the country you are currently in to provide us with your Health Check results which will unlock your WELLTH Fund. Your healthcare professional has to complete the Health Check exception form. You can view the most up-to-date Health Check exception form on www.discovery.co.za under Medical Aid > Find documents and certificates.

Understanding how your claim will be paid

To claim for any Health Check medical expenses you have paid for, you need to complete the International travel claim form. You can view the most up-to-date form on www.discovery.co.za under Medical Aid > Find documents and certificates. Follow the instructions on the form to submit your form.

What to do with your completed Health Check exception form

For Health Checks performed in South Africa or in a different country, you can email your completed Health Check exception form to healthchecks@discovery.co.za. It takes two working days for us to validate your form and upload your Health Check results to update your WELLTH Fund status.



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.