New business process

1. Financial adviser completes Discovery PrimaryCare services request form for eligible employers and submits it via their Discovery business consultant.

2. Discovery will issue a Discovery PrimaryCare offer letter to the financial adviser and employer with details on:
   - Services to be provided
   - Implementation date
   - Fees

3. Discovery will draw up the Discovery PrimaryCare service agreement and the Discovery business consultant will be assigned to engage on implementation.

Implementation elements

4. On-boarding employees
   - The Discovery business consultant will engage with the employer and financial adviser to acquire an electronic list of employees who will make use of the contracted healthcare services. The final list will exclude any employees that are members of the Discovery Health Medical Scheme or any other medical scheme administered by Discovery Health.

5. Ongoing administration
   - A monthly process will be in place to accommodate maintenance and staff turnover through correspondence between Discovery and the employer. An invoice will be issued to the employer for the provision of services. The employer will be invoiced on a monthly basis based on up-to-date staff records in accordance with current Discovery Health billing arrangements.

6. Employer training
   - The Discovery business consultant will provide training to employer representatives on the following aspects of the agreement:
     - A detailed review of the healthcare services available to qualifying employees and any service rules.
     - Healthcare professionals in the network that employees can access.
     - Details around servicing of the contract.

Employee communication

7. Discovery will provide the employer with:
   - Standard marketing collateral, including a map of participating doctors, dentists and optometrists (if applicable).
   - A description of healthcare services.
   - This can be used to educate employees on the services they have access to through Discovery PrimaryCare.

8. Annual contract renewal and price reviews
   - The contract will automatically renew at the start of the calendar year.
   - Discovery PrimaryCare requires one calendar month’s notice before the formal termination of the contract.
   - The employer will be notified of the calendar year increase in the last quarter of the year.
   - On contract renewal, the fee per employee per month will automatically adjust to reflect the increases in cost of providing these services.

TECHNICAL DETAILS

DISCOVERY PRIMARYCARE IS NOT A MEDICAL SCHEME
Discovery PrimaryCare is not a medical scheme as it does not fall within the ambit of the definition of “business of a medical scheme” in section 1 of the Medical Schemes Act. The term “business of a medical scheme” is defined in section 1 of the Medical Schemes Act to mean: “the business of undertaking liability in return for a premium or contribution:—

a) to make provisions for the payment of any relevant health service; or
b) to grant assistance in defraying expenditure incurred in connection with the rendering of any relevant health service and

c) where applicable, to render a relevant health service, either by the medical scheme itself, or by any supplier or group of suppliers of a relevant health service or by any person, in association with or in terms of an agreement with a medical scheme.”

There needs to be an understanding of liability to trigger an inquiry into whether a person is conducting the “business of a medical scheme”. Discovery does not understand liability in the implementation of Discovery PrimaryCare as Discovery enters into agreements with healthcare professionals as agents for and on behalf of employers and it does not undertake any liability towards healthcare professionals. This position will not be affected when the amended definition of a “business of medical scheme” in the Financial Services Laws General Amendment Act comes into operation.

DISCOVERY PRIMARYCARE IS NOT AN INSURANCE PRODUCT
Discovery PrimaryCare is not an insurance product as it does not fall within the ambit of either the definition of a “health policy” under the Long-Term Insurance Act or the definition of an “accident and health policy” under the Short-Term Insurance Act. Discovery, in its capacity as an agent of the employer is not undertaking to provide benefits upon the occurrence of health events in return for a premium.

One of the key elements of insurance is the taking on of liability or risk by the insurer. In the Discovery PrimaryCare model, Discovery does not take on liability or risk.

DISCOVERY PRIMARYCARE IS NOT A FINANCIAL PRODUCT
Discovery PrimaryCare does not fall within the ambit of the definition of a financial product as contemplated in the Financial Advisory and Intermediary Services Act.

In summary, Discovery PrimaryCare is not a medical scheme product, an insurance policy or a financial product, but is an employer-funded primary healthcare service provision model, developed, administered and managed by Discovery, that allows employers to provide employees falling below the stated income threshold with access to quality and affordable primary healthcare.

EXPANDING ACCESS TO HEALTHCARE SERVICES FOR ALL EMPLOYEES

Introducing Discovery PrimaryCare: Affordable employer-funded access to private healthcare

Discovery Health is well-positioned to meet the healthcare needs of all employees and facilitate the delivery of employer-funded primary and worksite healthcare.

By leveraging its healthcare delivery assets, the Discovery Health PrimaryCare programme allows employers to provide access to private healthcare at a cost that is acceptable to employees at all income levels.

Discovery PrimaryCare complements the Discovery Health Medical Scheme in offering access to private healthcare to employees at a cost of less than 9% of their monthly earnings at all levels of income.

With a 50% subsidy, Discovery PrimaryCare will cost qualifying employees (earning less than R8 000 per month) less than 3% of their income per month.

Key features of Discovery PrimaryCare

- R199 per employee per month (excluding VAT)
- No exclusions
- No waiting periods for employees
- No individual application forms
- No chronic application forms
- Full employee assessment is provided
- Seamless billing integration including expense payments
- Comprehensively managed
- End to end systems integration with healthcare providers
- Facilitated through end to end systems integration with healthcare providers
- End to end systems integration with healthcare providers
- End to end systems integration with healthcare providers

- Comprehensive employer training
- Comprehensive
- Marketing, including collateral
- Marketing, including collateral
- Marketing, including collateral
DISCOVERY PRIMARYCARE: FLEXIBLE, AFFORDABLE HEALTHCARE SERVICES FOR EMPLOYEES

Healthcare services for employees

Discovery PrimaryCare consists of the following healthcare services for R199 per employee per month (excluding VAT):

- **GP visits**
  Unlimited access to GP consultations in a national GP network. Employees must choose a GP from the network to be their allocated GP.

- **Prescription medicine**
  In accordance with a defined list. This medicine will be provided by the employee’s network GP.

- **Chronic medicine**
  Chronic medicine in accordance with a defined list for hypertension, hyperlipidaemia, asthma, diabetes and HIV. This medicine will be provided by the employee’s chosen GP, using either their own dispensary or by contacting MedExpress, who will deliver the medication to the GP’s practice.

- **Basic pathology**
  Covered at a preferred provider when requested by the employee’s chosen GP.

- **Basic radiology**
  Covered at a preferred provider when requested by the employee’s chosen GP.

- **Ambulance services**
  Access to ambulance services in case of an emergency. Employees will be transported to the nearest state facility.

Additional services for employees

The following services are available at an additional cost:

- **Dentistry**
  Consultations, fillings and tooth removals at a dentist in our national network.

- **Optometry**
  One eye test every year in our designated optometry network. One pair of glasses or the contact lens equivalent every 24 months.

- **Access to maternity global fee**
  Employees under the Discovery PrimaryCare contract will be able to apply for a maternity package of private care (including confinement).

- **Discovery Wellness Day**
  Access to the Discovery Wellness Day which covers all essential biometrical and health screenings (including HIV) as well as a comprehensive lifestyle and wellness assessment. Post-Wellness Day reporting is provided, giving employers valuable insight into their employees’ state of health and wellbeing.

- **Onsite occupational health services**
  Discovery Health and its preferred sub-contracted providers can provide a comprehensive range of workplace health and wellness services. These include support in the provision of occupational health compliance, a selection of need-specific occupational health services, radiology services, mobile clinics and many others.

Management service for employers

By contracting with Discovery PrimaryCare, employers will benefit from the following services:

- **Integrated billing**
  Discovery will provide a single platform to integrate the billing for the employer where the employer has other Discovery products.

- **Training**
  Discovery will provide the employer with the required training to assist employees in accessing their benefits.

- **Integrated healthcare usage reports**
  Discovery will issue the employer with annual usage reporting and reconciliation on the health and wellness of their employees.

- **Communication and marketing**
  Discovery will provide the employer with marketing material to assist the employer in communicating the available services to employees.

Which employers are eligible to join Discovery PrimaryCare?

- Employers with more than 35 employees already on a scheme administered by Discovery Health and with a minimum of 100 employees to be enrolled on Discovery PrimaryCare.

- Employers who do not currently provide access to the Discovery Health Medical Scheme, but who will do so going forward, and with a minimum of 100 employees to be enrolled on Discovery PrimaryCare.

Which employees are eligible to join Discovery PrimaryCare?

- An employee’s eligibility for Discovery PrimaryCare will be defined in line with the employer’s recruitment criteria.

- Note that Discovery PrimaryCare services do not extend to employees’ spouses or dependants.

- An employee can only access Discovery PrimaryCare through an employer that is contracted to Discovery Health.