



Dear Pharmacist

## Implementation of the new rates for KeyCare Additional and Delta Additional pharmacy networks on 1 October 2012

Following extensive ongoing engagement with independent community pharmacies, Discovery Health increased the network rates for the entry-level KeyCare and Delta plans from 1 October 2012. This change applies only to the independently-owned community pharmacies.

### Process for this change

Independently-owned community pharmacies participating in the KeyCare and Delta networks during 2012, automatically upgrade to the new rates on the KeyCare Additional and Delta Additional pharmacy networks.

Your software vendor has created the new submission codes to facilitate the rate change. You need to start using these new submission codes from 1 October 2012.

Claims submitted without the new submission codes will reject and you will receive a claim response requesting you to submit KeyCare and Delta claims on the new codes.

Network	Submission code	Rate
<b>Delta Additional network</b>	DISCD26A	SEP: 29.64% capped at R29.64 (VAT incl.)
<b>KeyCare Additional network</b>	DISCK16A	SEP: 18.24% capped at R18.24 with a minimum floor price of R7.00 (VAT incl.)

Non-SEP (surgicals and unscheduled) rates remain unchanged at 36% capped at R59.40 (VAT incl.).

## The new rates will apply to the following scheme plans

- LA KeyCare
- Discovery Health KeyCare Plans
- Quantum KeyCare Plans
- Delta network option plans on Discovery Health
- Delta network option plans on IBM

## Who to contact for your particular questions

Real-time medicine claims queries	Discovery ProPBM call centre	0860 77 67 26
	Email	<a href="mailto:ProPBM_QUERIES@discovery.co.za">ProPBM_QUERIES@discovery.co.za</a>
Remittance advices and payment <ul style="list-style-type: none"> <li>• <i>Payment for special clinical exceptions</i></li> <li>• <i>Reconciliations</i></li> </ul>	Health partner call centre	0860 44 55 66
	Email	<a href="mailto:healthpartnerinfo@discovery.co.za">healthpartnerinfo@discovery.co.za</a>
Chronic medicine <ul style="list-style-type: none"> <li>• <i>Add-a-line</i></li> <li>• <i>ICD-10 codes</i></li> <li>• <i>Extended supply of medicine</i></li> <li>• <i>Chronic Illness Benefit application forms</i></li> </ul>	Chronic Illness Benefit call centre	0860 44 55 66
	Email	<a href="mailto:Chronicqueries@discovery.co.za">Chronicqueries@discovery.co.za</a>
		<a href="mailto:CIB_APP_FORMS@discovery.co.za">CIB_APP_FORMS@discovery.co.za</a>
Preferred pharmacy networks <ul style="list-style-type: none"> <li>• <i>Joining network or altering of rates</i></li> </ul>	Email	<a href="mailto:Provider_administration@discovery.co.za">Provider_administration@discovery.co.za</a>
Discovery Wellness Network <ul style="list-style-type: none"> <li>• <i>Joining the network</i></li> </ul>	Discovery Vitality	011 529 8898
	Email	<a href="mailto:vitalitypartnerrelations@discovery.co.za">vitalitypartnerrelations@discovery.co.za</a>
Discovery website <a href="http://www.discovery.co.za">www.discovery.co.za</a> <ul style="list-style-type: none"> <li>• <i>Lost password or login details</i></li> <li>• <i>ProPBM website and communiqués</i></li> </ul>	Website support call centre	0860 10 06 96
	Email	<a href="mailto:webinfo@discovery.co.za">webinfo@discovery.co.za</a>
		<a href="mailto:claims@discovery.co.za">claims@discovery.co.za</a>
Paper claim queries	Email	<a href="mailto:claims@discovery.co.za">claims@discovery.co.za</a>

Kind regards

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