



Dear Pharmacist

What you would like to know about Med-Xpress

Discovery Med-Xpress has received numerous enquiries since the launch of the service. This letter contains more information about the service and its benefits to you as a pharmacist.

Med-Xpress go live

After several months of planning, development and engagement with industry players, Discovery Med-Xpress piloted in March 2011, with services rendered by two dedicated courier pharmacies. The initial service was limited to Discovery staff members for the order and delivery of repeatable medicine in and around Johannesburg. Following this, we evaluated the service, whilst slowly expanding. We are proud to announce that the introductory phase of the first pilot project has been completed successfully.

The roll-out of the next phase of the project includes the introduction of this service to independent retail pharmacies. Discovery Med-Xpress will follow the same method, firstly conducting a small pilot project to ensure that what we envisage is optimally workable in the retail pharmacy space. As such, there will be a second pilot phase with a limited number of pharmacies, until such time as systems are well integrated and functioning optimally. Meetings are being held on a national basis in metropolitan areas with groups of independent pharmacists in order to provide additional information and to garner feedback from service providers.

What is the new Discovery Med-Xpress service?

Discovery Med-Xpress acts as a facilitation service. It is a convenient medicine ordering line that allows Discovery Health members to call Discovery Med-Xpress to order their medicine over the phone and have it delivered to an address of their choice at no additional administration or delivery cost.

Discovery Med-Xpress forms part of the 'high touch' Discovery service initiative and has been developed for a niche portion of our member base. Discovery Med-Xpress does not only assist the member with understanding and applying the medicine benefit and formulary, but also with limiting or avoiding co-payments.

Discovery Health places the order at a dispensing partner pharmacy on behalf of the member. In addition, Discovery Med-Xpress manages the tracking of the medicine order.

Key features of Discovery Med-Xpress

- **Voluntary and free of charge:** The service is available free of charge to our members. Members can choose to use the Med-Xpress service or continue to get prescribed medicine directly from their pharmacy.
- **Members required to order monthly:** Automatic filling of prescriptions will not take place. Members are required to place their monthly orders and Med-Xpress will allocate an appropriate partner pharmacy.
- **Prescriptions and legalities:** In future, members can order all prescribed medicine through Med-Xpress. An image of the prescription will in all cases be submitted to the partner pharmacy with the order. Care is taken to ensure that the service adheres to all legal requirements, such as obtaining original prescriptions where required.
- **Tracking of orders:** Members are informed by SMS regarding the progress of orders. These messages are sent at different times, including when the prescription is received by Med-Xpress, when the order is placed at the partner pharmacy and when the medication is dispatched.
- **Managing member's expenses:** This facilitation service provides Discovery Health with an excellent opportunity to help our members to minimise or avoid co-payments where possible. Where applicable, Discovery Med-Xpress suggests to members a more cost-effective generic equivalent. Med-Xpress also ensures that the dispensing fee is lower than the Discovery Health Medicine Rate.
- **Flexibility of delivery:** Members will receive their monthly medicine parcel at an address of their choice, even while on holiday. Our retail partner pharmacies will adhere to a prescribed maximum delivery time.
- **Easy payment:** Med-Xpress processes claims for payment while members are on the phone. In the event of the member having to make a co-payment, Discovery Med-Xpress will collect such co-payment over the phone, either by credit card or by debit order. Once paid, the prescription order will be placed at an appropriate partner pharmacy.

Dispensing partner pharmacies

Med-Xpress pharmacy partners are envisaged to include the full range of services from courier pharmacies to independent community pharmacies to corporate chain pharmacies.

- **Potential benefits:** All the parties involved would benefit because there could be a potential decrease in the pharmacies' administration and financial risk as the payment on Med-Xpress orders are guaranteed. Communication is streamlined and runs through a dedicated channel. There could also be an increase in prescription volumes because Discovery Med-Xpress channels its orders to partner pharmacies.
- **Entry criteria:** Pharmacies that would like to participate in the Discovery Med-Xpress initiative have to adhere to a set of entry criteria. Criteria will include, but may not be limited to, the pharmacy's ability to integrate or connect with the Discovery Med-Xpress system (Discovery is currently developing a portal which will allow for simple integration for pharmacies), the pharmacy's willingness to participate in all three our provider networks and the pharmacy's ability to operate at the standards and by the regulations set in the service level agreement. There will also be a Med-Xpress participation fee for services rendered.
- **Allocation of orders to pharmacies:** The allocation of a medicine order to a particular dispensing partner will be based on a matrix. This could include parameters, such as the urgency of the order (delivery time allowed), a particular delivery day requested, the number and nature of chronic and acute items on a single prescription, the geographical location of the pharmacy versus the delivery address, as well as levels of service. The pharmacy's performance will, therefore, determine how many orders it will receive from the Discovery Med-Xpress service.

We hope you will appreciate the fact that the product is still under development and we are not able to give more information at this stage. We do, however, hope that the above information will give you a clearer indication as to what we intend with the Med-Xpress service. You will be informed as soon as more information becomes available.

Kind regards



Paul Abrahams
Deputy General Manager
Corporate Provider Relations