

Dear Pharmacist

Supporting scheme members who are claiming for the flu vaccine

As part of enhancing the service we provide to you and to members of schemes we administer, we are in the process of upgrading the communication systems we use.

Flu vaccine claims processing

We have noticed that due to the new system migration, certain flu vaccine claims are not processing for funding as expected. This is affecting a small group of members covered for the flu vaccine according to the rules of their medical scheme health plan.

For those members whose claims are affected:

- If they have a Medical Savings Account (MSA), the flu vaccine is currently funding from their MSA.
- If they don't have a Medical Savings Account or where their MSA funds are depleted, the flu vaccine claim is being rejected for payment, leaving the member to fund the claim.

We are working hard to urgently solve this for you and those members affected.

What you can do to support affected members

Where claims are incorrectly funded from the members' MSA, we will automatically correct this on our system and no action is required from the member. The correction will reflect on the member's MSA statement within 30 working days.

Where a member who is covered for the flu vaccine and has paid for the claim, the member can submit the statement and proof of payment to: claims@discovery.co.za. We will refund the member directly within 30 days.

Thank you for your support as we work towards providing the best service to you and to members of the schemes we administer.

Regards

Discovery Health