



# Discovery News

for Discovery Health members

**D&A**  
DORMAN &  
ASSOCIATES

## ISSUE 02, 2023

This email is written by an independent commentator and not by Discovery Health. Any Discovery Health member is welcome to subscribe. Queries regarding this email can be sent to [keith@dorman.co.za](mailto:keith@dorman.co.za).

### Discovery Website

[www.discovery.co.za](http://www.discovery.co.za)

### Discovery Client Services

0860 99 88 77

### KeyCare Client Services

0860 102 877

Discovery Emergency  
Number

0860 999 911

### 2023 Discovery Health Plans

**Executive Plan**

**Classic and Classic Delta  
Comprehensive**

**Essential and Essential  
Delta Comprehensive**

**Classic Smart  
Comprehensive**

**Classic and Essential Smart  
Essential Dynamic Smart**

**Classic & Essential Priority  
Classic & Classic Delta**

**Saver and Core**

**Essential & Essential Delta  
Saver and Core**

**Coastal Saver and Core**

**KeyCare Plus, Core, Start**

### 2023 Discovery Rewards

**Vitality Active**

**Vitality Premium**

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### Update!

Update your details with Discovery!! Discovery is using WhatsApp to communicate with members, so it is crucial that your cellphone number is correct on their records. Claims statements are still sent by email, so this is also important, although you can log in and see your claim statements on their website. Your cellphone number is the most important, as this is how they will identify you if you contact the Discovery 911 emergency line and cannot speak to them.

### Manage!

Manage your membership on the Discovery App. You can:

- Find and download important documents
- Submit and track your claims
- View and track your benefits
- Find doctors and hospitals near you
- Order and track your medicine with MedXpress
- Get instant help when you need it most with Emergency Assist

### Screening

The following tests or vaccinations are covered by the Discovery Screening Benefit:

- Breast Cancer screening (mammogram and/or ultrasound) once every two years, with additional testing for high risk individuals.
- Pap Smear (once every 3 years) or HPV test (once every 5 years)
- PSA blood test once per year
- Seasonal flu vaccination for high risk individuals
- Pneumococcal vaccination once every 5 years for those under age 65 and once per lifetime for those over 65.
- Unlimited HIV tests
- Health Check for adults once a year (glucose, BP, Cholesterol, Weight)
- Health Check for Seniors (65+) including a falls risk assessment
- Health Check for children (growth and development assessment)
- Bowel screening every two years or colonoscopy if high risk

These tests are covered, up to the limits mentioned, from the risk benefits and do not affect your day-to-day cover. Any related consultations associated with the screening tests will be covered by your normal day-to-day benefits.

### In An Emergency

When you have a medical emergency, you or your family can call Discovery 911 (0860 999 911). This line is available 24 hours a day, seven days a week. Your call will connect you with qualified emergency personnel, who will dispatch the most appropriate medical service within your geographical area.

An emergency medical condition, also referred to as an emergency, is the sudden and at the time, unexpected onset of a health condition that requires immediate medical and/or surgical treatment, where failure to provide medical or surgical treatment would result in serious impairment to bodily functions or serious dysfunction of a bodily organ or part or would place the person's life in serious jeopardy. An emergency does not necessarily require a hospital admission. Additional information might be requested to confirm the emergency.

If you use the Emergency Assist button on the App, you can select "call me back" or "call an emergency operator". If the operator does not hear anything on the line (if you cannot speak), they will dispatch services to your location.

## Vitality Online Questionnaires

Complete your Vitality Age assessment and your Mental Health assessment, and earn 1500 points and 500 points respectively. You can then complete the Mental Health assessment again in 6 months time, for another 500 points.

When you log in to complete the assessments, complete the Vitality Age assessment first, as the Vitality Age assessment automatically answers 3 of the 6 Mental Health assessment sections during completion.

## Discovery Health member? Not on Vitality yet?

Get 3 free months of Vitality, up to 31 December 2023.

Discovery Health members who have never been on any Vitality product before, and who activate their Vitality Premium or Vitality Active membership with a start date latest 1 December 2023, can enjoy their first 3 months' membership free of fees.

The offer is also open to members who are upgrading from KeyFit or the Vitality Health Tracker, and have never been Vitality Premium or Vitality Active members before.

If you decide within the 3 free month period that you don't want to continue, you need to give one calendar month's notice (at least 30 days) before the first premium deduction date to avoid premiums being charged.

## For those with a competitive streak...

Make sure you check the Vitality Facebook page (<https://www.facebook.com/discoveryvitality>) for competitions. At the moment, you stand a chance of winning a GoPro with Tempest Car Hire and Vitality Travel, or an airfryer with the HealthyFood studio, and win Discovery Miles when you post about your plays on the Vitality Active Gameboard.

## Vitality Active 3.0

If you aren't a Discovery Bank member, your Vitality Active Rewards remains on the Discovery App and is unchanged. If you are a Discovery Bank member, you now access Vitality Active Rewards from the Bank app, and you have the new game board options.

**Instant Rewards:** You don't need to wait until the following week to play the gameboard. As soon as you reach a goal (exercise, drive or money), you earn an instant reward (a drink, or you can donate). If you don't use the instant reward, it changes into a play on the gameboard on Wednesday of the following week.

The gameboard for Vitality Active 3.0 (through the Bank app) is personalised, with extra tiles based on certain things.

- Closing the ring on your goal (exercise, drive or money) earns you a play on the gameboard. You will also have an Activity tile with the number of Miles equal to the points you earn for that goal. In other words if you earn 1000 exercise points, you will have a tile for 1000 DM that week.
- The Product tile gives you up to 750 DM, with the actual amount depending on what Discovery products you have.
- There are 3 Partner Spend tiles, giving you the same amount in DM as you spent in Rands for groceries (Pick n Pay and Woolworths), pharmacies (Dis-Chem and Clicks) or fuel (BP and Shell). You need to spend over R100 at a partner to get these tiles.

**Thank you for reading our issue of Discovery News.**

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