

Frequently asked questions



Discovery Med **X**PRESS

Delivering the best of care.



What is the new Discovery Med-Xpress service?

Discovery Med-Xpress is a **convenient service** that allows for Discovery Health members and adult dependants to call Discovery Med-Xpress to **order their medicine over the phone** and have it **delivered to an address of their choice**.

Discovery Med-Xpress will **manage the ordering and tracking of medicines** and **negotiate** on the members' behalf to **ensure minimum or no co-payment**. Members can choose to use this service and **don't pay for any administration or delivery costs**.



When is Discovery Med-Xpress available?

The Discovery Med-Xpress service will be **introduced** to all major metropolitan areas **over the course of 2011** starting with orders and delivery of repeatable medicine in the **Gauteng metropolitan areas**.

Repeatable medicine is any medicine that is taken regularly and for which the member has a **prescription that contains repeats**.

From **22 March 2011**, **Discovery Health members in the Gauteng** metropolitan areas can order repeatable medicine telephonically.

From **1 May 2011**, the service will be available to **Discovery Health members nationwide**.

Members will be told of the implementation date for the order of non-repeatable medicines. **Non-repeatable medicine** is any medicine that is **taken once-off** as the member has a prescription that does not contain any repeats.



When
will this service
be **available to**
other schemes
administered
by Discovery
Health?

Discovery Med-Xpress will be **available to the other medical schemes administered by Discovery Health**. The implementation date will be communicated to members when the service becomes available.



Does this
service **replace**
any other
way members
get their
medicines?

Discovery Med-Xpress does **not necessarily replace** any other way that members get their medicine. Members may continue to contact and use their current pharmacies of choice directly whether by courier, community pharmacy or corporate retail chain pharmacies.



What are the
benefits of
Discovery
Med-Xpress?



Convenience

- Members provide us with the **address of their choice** and the medicine is **delivered to their door**.
- Discovery Med-Xpress **keeps** all the members' **prescriptions** and **contact details** in a centralised data centre, allowing for them to receive their medicine when they are travelling, without re-entering their details.
- If cover for the members' chronic medicine changes, they will be **told of the potential impact** and the **available choices** when they re-order their medicine in that month.



Minimised co-payments

- The **dispensing fees** charged will always be **at or less than the Discovery Health Medication Rate**.
- Discovery Med-Xpress will **advise members** on their medicine choices, allowing for them to make informed choices to **avoid unnecessary short-falls** or **co-payments**.



What
medicines
can members
order through
Discovery
Med-Xpress?

Members can **order all prescribed medicine** that is included in the **prescription**.

Self-medication or **pharmacist-advised** therapy will **not be available** through Discovery Med-Xpress.

Please note that, for the **introduction phase**, **only repeatable medicine** can be ordered.



How do members use Discovery Med-Xpress?

From 22 March 2011 members with repeatable prescriptions living in the Gauteng metropolitan areas can order medicine telephonically by following the easy steps below:

1. Marking the prescription clearly

Make sure the prescription is clearly marked with **'Discovery Med-Xpress'** and the **Discovery Health membership number** written on the prescription.

2. Sending Discovery Med-Xpress the prescription

Email the prescription to **medxpress@discovery.co.za** or fax it to **011 539 1020**.

3. Placing the order over the phone

Once the prescription has been received, Discovery Med-Xpress will send the member an SMS advising them to call Discovery Med-Xpress on **0860 99 88 77** to place their order.

All prescriptions and orders received **after 15:00** will only be seen as received the **next working day**.

In all instances for **schedule 6 and 7 medicines**, and for the **second fill of schedule 5 medicines**, the final order can only be placed at the pharmacy **once Discovery Med-Xpress receives the original prescription**. This can be sent to Discovery Med-Xpress by **registered post** or **delivered to us at our offices**.



How do members send original prescriptions to Discovery?

1. Hand in the original prescription at any of the following walk-in centres at:

Sandton

16 Fredman Drive
Sandton

Centurion

Corner of Oak & Tegel Avenue
Highveld Techno Park
Centurion

KwaZulu-Natal

41 Imvubupark Place,
Riverhorse Valley Business Estate
Durban

Cape Town

Knowledge Park
Heron Crescent
Century City

Please note prescriptions cannot be dropped off at the drop-off box. The original script **must be handed to a consultant** at the service desk.

2. Send the prescription by registered mail to:

PO Box 650866
Benmore
2196

3. Hand in the prescription at our member lounge at:

Life Fourways Hospital

Corner of Cedar Road and Cedar Avenue West
Fourways
Johannesburg



When can members **call** the Discovery Med-Xpress **call centre?**

The Discovery Med-Xpress call centre is available from **Monday to Friday** during office hours only, from **08:00 to 17:00** (public holidays excluded).



How long will it take for delivery?

Repeatable medicine prescriptions

Members with a delivery address in the major metropolitan areas will receive their medicines within **72 working hours** after Discovery Med-Xpress receives both the prescription and the order from the member.

If a **member needs medicine before the 72 working hours** delivery time, they may continue to contact and **use their current pharmacies** of choice **directly**.

Members will be advised when the service for order and delivery of non-repeatable medicines is available.



About the members choice of **delivery address and delivery time**

- The delivery time is measured from when Discovery Med-Xpress has received both the essentials:
 - a **valid prescription**
 - and
 - a **telephonic order** from the member has been placed.
- **The following metropolitan areas qualify for a 72 working hours delivery time:**
 - From 22 March 2011:** Gauteng
 - From 1 May 2011:** the service will be available nationally.
- Destinations **outside the major metropolitan areas** will have **longer delivery times**.
- The Discovery Med-Xpress team will be able to advise on delivery times at the time of the order.
- The delivery address of choice may vary, depending on the member's requirements. It may include the **Post Office**, the **doctor's rooms** or the **member's work, home or holiday address** within South Africa.
- Members may be **charged a re-delivery fee** if the order has been confirmed with the member and the **member cannot receive the medicine** parcel after **failed attempts** to deliver it.



How
will using
Discovery
Med-Xpress
affect members'
co-payments?

This service provides Discovery Health with an excellent opportunity with helping members to **minimise or avoid co-payments** where possible.

Discovery Med-Xpress will **facilitate the ordering process** for the member with **participating pharmacies** and in so doing, offer members:

Where applicable, the opportunity to **choose a more cost-effective** generic equivalent which typically has a **lower or no co-payment** a dispensing fee that is equal to or lower than the Discovery Health Medication Rate.



Will
Discovery
Med-Xpress **advise**
members on
options to minimise
co-payments?

When placing the order the member will be advised if there is a **more cost-effective generic equivalent** (a medicine with the same active ingredient, strength and usually formulation as the original medicine) available. For chronic medicines, we will **compare** the prescribed items with **Discovery Health's medicine list**. If the member agrees and decides to choose the generic equivalent then Discovery Med-Xpress will confirm the prescribed and ordered medicine items with the member.

Discovery Med-Xpress will **not make any changes** without the member's consent.

Where doctors endorsed the prescription with 'no generic' the generic alternative will not be offered to the member.



Will the
member have
a **co-payment**
and how will it be
collected?

If a member needs to pay a co-payment whether due to benefit limits reached or other reasons, then **co-payments will be collected as follows:**

1. Where applicable, collection of any additional co-payments will be done **telephonically by credit card or by debit order.**

In all instances where co-payments need to be collected, the instruction to pay by credit card or debit order can only be given by the account holder.

Only **Mastercard** and **VISA** cards will be accepted.

AMEX and **DINERS** credit cards will **not** be accepted.

2. Collection of co-payments will **start when the amount is higher** than the minimum collection amount of **R20**. Smaller amounts than the minimum collection amount will roll over and be collected later.



How can the member **keep track** with the progress of the order?

The member will receive an **SMS** when:

- Discovery Med-Xpress **receives the member's prescription.**
- the order has been **placed**
and
- the order has been **dispatched.**

The Discovery Med-Xpress call centre will **track the order status** and provide telephonic information to the member on request.

Members can phone Discovery Med-Xpress to enquire about the progress of the order by calling **0860 99 88 77**.



Who will **supply and deliver** the medicines for Discovery Med-Xpress?

Discovery Health has **designated service providers** to provide and deliver medicines to members who use Discovery Med-Xpress.



Can members have **more than one** delivery address?

Yes, members can have **different delivery addresses** for each order. Each time a member calls to place an order, the member needs to **specify the delivery address** (where it differs) upfront when placing the order. This means members can even have their medicine delivered to them when they are on holiday in South Africa or at a special address, for example their office or work place.



Do members have to **phone** Discovery Med-Xpress **every month** to get their chronic medicine?

Members will have to place a **monthly order** for their medicine.

