

# Flexicare for employees

Affordable private day-to-day healthcare cover

## What you get from the cover

### PRIMARY HEALTHCARE

GP consultations and services	Flexicare
Doctor consultations	<p>Only when referred by a nurse on the network.</p> <p>Unlimited cover for network doctor (GP) consultations at 100% of the Agreed Rate. You can substitute your network doctor visit with a virtual consultation, meaning doctor visits can either be face-to-face or virtual. Risk management protocols apply. Ability to change an allocated network doctor twice per year</p>
Nurse consultations	<p>Unlimited cover for network nurse consultations at 100% of the Agreed Rate. You can substitute your nurse visit with a virtual consultation, meaning nurse visits can either be face-to-face or virtual.</p>
Dentistry	No cover
Optometry (eye care)	No cover
Pathology (blood tests)	<p>Only when referred by a network GP after a nurse consultation.</p> <p>100% of the Agreed Rate. Limited to approved pathology codes. Must be requested by a network doctor (GP) and performed by a network pathologist</p>
Radiology (X-rays)	<p>Only when referred by a network GP after a nurse consultation.</p> <p>100% of the Agreed Rate for black-and-white X-rays and soft-tissue ultrasounds. Must be requested by a network doctor (GP) and performed by a network radiologist</p>
Maternity benefits	<p>Only when referred by a network GP after a nurse consultation.</p> <p>Unlimited network doctor visits throughout the pregnancy.</p> <p>Unlimited acute medicine in line with a defined medicine list prescribed or dispensed by a network doctor and collected from a network pharmacy. Essential blood and screening tests through a network pathologist when referred by a network doctor.</p> <p>Two ultrasound scans for each pregnancy at a network provider (first ultrasound between week 10 and 14, and the second between week 20 and 24)</p>
HIV management	<p>Access to HIV treatment, counselling and education.</p> <p>Cover for antiretroviral medicine, multivitamins and supportive medicine, blood tests, X-rays and post-exposure prophylaxis medicine. All HIV-related queries and cases are treated with complete confidentiality</p>
COVID-19 testing	<p>Only when referred by a network GP after a nurse consult</p> <p>For confirmed positive COVID-19 results:</p> <p>Cover for one positive COVID-19 test, with access to out-of-hospital management and appropriate supportive treatment, including diagnostic testing, basic chest X-rays and prescribed medicine</p>

## Procedural treatment

### Medical procedures in doctor's room only

Only in a network GP's rooms when referred by a nurse.  
Cover for a defined list of medical procedures that can be performed in a network doctor's rooms, such as biopsies, wound care and stitching

Code	Description
0206	Intravenous treatment, intravenous infusions, insertion of cannula – chargeable once every 24 hours
0244	Repair of nail bed
0255	Drainage of abscess
0259	Removal of foreign body
0300	Stitching of additional wound
0301	Stitching of additional wound
0307	Excision and repair
0308	Each additional small procedure done at the same time
0316	Fine-needle aspiration for soft tissue (all areas)
0317	Aspiration of cyst or tumour
0321	Biopsy or excision of cyst, benign tumour, aberrant breast tissue, duct papilloma
0887	Limb cast (excluding aftercare)
0922	Removal of foreign bodies requiring incision
1136	Nebulisation (in rooms)
1192	Peak expiratory flow only
1228	General practitioner's fee for taking of an ECG only (without effort:) ½ (item 1232)
1229	General practitioner's fee for taking of an ECG only (with or without effort:) ½ (item 1233)
1232	Electrocardiogram without effort
1233	Electrocardiogram with or without effort
1234	Effort electrocardiogram with the aid of a special bicycle ergometer, monitoring apparatus and availability of associated apparatus
1235	Multi-stage treadmill test
1236	Electrocardiogram without effort: under 4 years old
1996	Bladder catheterisation: male (not at operation)
1997	Bladder catheterisation: female (not at operation)
2133	Circumcision: clamp procedure
2137	Circumcision: surgical excision other than by clamp or dorsal slit, any age
2139	Circumcision: dorsal slit of prepuce (independent procedure)
3615	Routine obstetric ultrasound at 10 to 20 weeks gestational age, preferable at 10 to 14 weeks gestational age to include nuchal translucency assessment
3617	Routine obstetric ultrasound at 20 to 24 weeks to include detailed anatomical assessment

Medicine	
Day-to-day medicine	Only when prescribed by a network GP after a nurse consultation. Cover for medicine on our list if a network doctor prescribes it or gives it to you
Over-the-counter (OTC) medicine	Cover for self-medication on our list, up to R150 per policy per year, up to R75 bi-annual limit, at a network pharmacy
Chronic medicine	Cover for HIV medicine on the defined medicine list at a network pharmacy
Screening and prevention	
Flu vaccine	Cover for a flu vaccine once a year from a network pharmacy
Wellness screening	Cover for one wellness screening per year at a network pharmacy or wellness day. Screening includes blood pressure, blood glucose (blood sugar), cholesterol and body mass index (BMI). You can have an HIV test done at the same time
Emergency benefits	
Ambulance service	Access to emergency medical services through Netcare 911 ambulance services. Transportation to an appropriate state hospital. Limited to road transportation only. You can call Netcare 911 on 0860 999 911 or the Flexicare call centre on 0860 44 47 79

You will not need to pay for approved treatments received from a network provider. However, if you use a provider that is not a part of the network, or if an unapproved treatment is provided, you will be responsible for 100% of the costs.

## OPTIONAL BENEFITS AVAILABLE WITH FLEXICARE

### ACCESS TO FUNERAL BENEFIT | OFFERED BY DISCOVERY GROUP RISK (UNDERWRITTEN BY DISCOVERY LIFE)

If you have the funeral benefit active, there is a R5,000 funeral benefit for you, up to three spouses and five children (up to 21 years old)

- We only cover people who are younger than 70
- The dependants must be active on Discovery Flexicare
- Child dependants who are older than 21 do not have access to funeral cover unless:
  - They are full-time students under the age of 24
  - They are incapacitated and unable to maintain themselves due to disability

Benefit terms and conditions apply

#### Family funeral benefit amount

■ Main member (you)	R5,000
■ Spouse	R5,000
■ Child aged 21 or older	R5,000
■ Child aged 15 to 20	R5,000
■ Child aged 6 to 14 years	R2,500
■ Newborn child to child aged 5	R1,500
■ Stillborn (death of foetus after 26 weeks)	R652

## ACCESS TO THE TRAUMA BENEFIT OFFERED BY DISCOVERY INSURE

If you have the Trauma Benefit active, you have access to emergency private healthcare services at any hospital facility. Please check your cover with your employer or check your membership certificate that we had included in your welcome pack.

### WHAT WE COVER:

- Burns
- Head injuries, chest injuries or severe fractures as a result of a fall
- Loss of an arm, hand, leg or foot
- Near-drowning
- Poisoning or a serious allergic reaction that may cause death
- Injuries resulting from a crime, sexual assault, a car accident or an injury at work.

### MEDICAL EVACUATION AND AMBULANCE SERVICES

You can call Netcare 911 on 0860 999 911 or the Flexicare call centre on 0860 444 779. If you experience a traumatic event, you have cover for medical evacuation services to the most clinically appropriate hospital facility.

### CASUALTY TREATMENT

At the casualty facility or hospital, you have access to medical treatment in the casualty unit for the defined list of trauma conditions.

### TREATMENT IN HOSPITAL

You will have cover for in-patient hospital stabilisation and treatment. Depending on the cover selected, you are covered up to R400 000 or R1 million per admission for hospital and related accounts. If the hospital and related accounts reach the Trauma Benefit cover limit, you will be transferred to a state facility or discharged if stabilised. If your treatment costs more than the selected cover amount, you will need to pay the rest.

### TO-TAKE-OUT MEDICATION

Medicine prescribed after treatment in the casualty unit or in the hospital must be collected from a pharmacy. Take-home medicine is covered up to the Trauma Benefit limit, per event.

## VALUE-ADDED BENEFITS OFFERED BY DISCOVERY HEALTH WITH FLEXICARE

### WELLNESS PROGRAMME

You have access to the Discovery Wellness Experience through campaigns at your employer.

This measures your overall wellness by measuring your blood pressure, blood glucose (blood sugar), cholesterol and your body mass index (BMI).

You can have an HIV test done at the same time. You also get a one-on-one session with a wellness specialist who will explain what your test results mean and how you can take care of yourself.

### EMPLOYEE SUPPORT

Employee support	Financial wellbeing	Legal support
Flexicare members, who belong to compulsory employers and voluntary employers with over 250 employees, have access to benefits offered through Healthy Company, Discovery's employee assistance programme and wellness solution	<ul style="list-style-type: none"><li>■ Debt counselling</li><li>■ Credit reports</li><li>■ Budget settlement plans</li><li>■ Insurance reviews</li></ul>	<ul style="list-style-type: none"><li>■ Legal advice</li><li>■ Tailored document drafting (<i>Last will and testament, property sale and lease, nuptial contracts, title deeds, etc</i>)</li><li>■ Attorney consultations</li></ul>

Discovery Wellness Support and Healthy Company are offered by Discovery Health (Pty) Ltd, registration number: 1997/013480/07, an authorised financial services provider and administrator of medical schemes.<sup>1</sup> Discovery Place, Sandton, 2196 | [www.discovery.co.za](http://www.discovery.co.za)

## ACCESSING YOUR BENEFITS

### FINDING A HEALTHCARE PROVIDER

Visit [www.discovery.co.za](http://www.discovery.co.za) to find a healthcare provider in our network.

### VISITING A HEALTHCARE PROVIDER

When you visit your doctor, pharmacy, dentist or optometrist, you need to take your digital or physical membership card and either your ID, passport or driving licence with you so that your healthcare provider can confirm that you are a Flexicare member. Confirm with your healthcare provider that your treatment or medicine is on our list of benefits.

### ACCESSING MATERNITY COVER

To access your maternity benefits you need to visit your doctor (GP) first, they will refer for the necessary blood tests or scans and will be able to prescribe your day-to-day medicine.



### ACCESSING TRAUMA BENEFIT COVER, OFFERED BY DISCOVERY INSURE

If your employer has selected Trauma cover for you, please contact us on **0860 44 47 79** for an authorisation for a trauma-related admission.

### ACCESSING FUNERAL BENEFIT, OFFERED BY DISCOVERY GROUP RISK (UNDERWRITTEN BY DISCOVERY LIFE)

For any funeral benefit queries, please contact Discovery Group Risk on **0860 54 33 22** or email [groupriskclaims@discovery.co.za](mailto:groupriskclaims@discovery.co.za).

### CONTACTING US

- USSD service: \*120\*DISCO# or \*120\*34726#
- Call: **0860 444 779**
- Email: [flexicare@discovery.co.za](mailto:flexicare@discovery.co.za)
- WhatsApp: Add us on **0860 444 779** and get in touch whenever you need information or have questions on Flexicare
- Claims can be submitted to: [claims@discovery.co.za](mailto:claims@discovery.co.za)

If you have any complaints, please email [flexicareescalations@discovery.co.za](mailto:flexicareescalations@discovery.co.za).

If you still have concerns, you can contact Discovery's Group Compliance.

- Email: [compliance@discovery.co.za](mailto:compliance@discovery.co.za)
- Scan this code below to access your Flexicare digital tools and support



Underwritten by  
auto  general

Flexicare is not a medical scheme. The cover is not the same as that of a medical scheme and is not intended to be a substitute for medical scheme membership. Flexicare and Auto & General Accident Cover is administered by Discovery Health (Pty) Ltd, registration number 1997/013480/07 an authorised financial services provider and underwritten by Auto & General Insurance Company Limited, registration number 1973/016880/06, a licensed non-life insurer and financial services provider. Terms, conditions and limits apply.

Discovery Vitality (Proprietary) Limited, registration number: 1999/007736/07. Terms, conditions and limits apply.

The Trauma Benefit is a non-life insurance policy, underwritten by Discovery Insure Ltd, registration number 2009/011882/06, a licensed non-life insurer and an authorised financial services provider. Flexicare is a separate non-life insurance policy and is not conditional on the purchase of a Trauma Benefit policy.

The Funeral Benefit is a life insurance policy, underwritten by Discovery Life Limited. Registration number 1966/003901/06, a licensed life insurer and an authorised financial services and registered credit provider, NCR Reg. No. NCRCP3555. Flexicare is a separate non-life insurance policy and is not conditional on the purchase of a Funeral Benefit policy.