

Dear Pharmacist

## Changes to reference prices and unintended co-payments

As you know, we introduced reference pricing last year and have made some adjustments for 2025. This year, we have identified a few formulary (medicine list) and other items that have unintended co-payments when claimed. This letter aims to guide you in identifying these claims and explain how we will work with you to resolve it.

We sincerely apologise for any inconvenience these unintended co-payments cause and appreciate your understanding as we work to resolve this issue.

### How we solve the problem together

***The system rule attracting unintended copays has been resolved on Friday, 10 January 2025.***

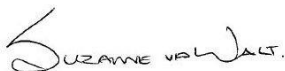
If you have:

1. **Not collected the co-payment**, but have released the prescription items, you'll have this **week** to reverse and resubmit the claims to receive your full payment. Please ensure that you correct any changes in these claims before next **Monday, 20<sup>th</sup> January 2025** when we will.
2. **Collected the co-payment** at the till, we need no action from you. We'll pay the co-payments back directly to your customers on the claims that you have not reversed and resubmitted.

Once again, we apologise for any inconvenience this is causing!

If you have any questions, feel free to contact us by sending an email to [healthpartnerinfo@discovery.co.za](mailto:healthpartnerinfo@discovery.co.za).

Regards



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