

Dear Responsible Pharmacist

Changes in how we interact with your pharmacy from 1 November 2024

As you know, information gathering and sharing must comply with the Protection of Personal Information Act (POPIA). To follow the POPIA requirements, we must share communication containing personal information about the pharmacy, patients or members of the medical schemes we administer, through secure communication channels.

All callers must be verified before we can give them information

Pharmacists and other clinical personnel who need assistance with authorisations, claims or any other information on behalf of the pharmacy, must quote a pharmacy-specific password to verify their relationship to the pharmacy.

For this pharmacy, namely, PHARMACY NAME with practice number <example>, you must give us the following pharmacy-specific password when you call:

- Pharmacy's allocated entity number: <example>
- Pharmacy's allocated supplier number: <example>

The **pharmacy-specific password is the two numbers together**. Please note that your password numbers will change if or when your pharmacy's practice number changes.

This is important as we'll be changing our identification and validation process from **1 November 2024**. We will not be able to service any telephonic queries from personnel who do not verify their identity with the pharmacy-specific password (entity and supplier number) from 1 November 2024 onwards.

Website access for personnel from your pharmacy

Personnel within the pharmacy's financial office, payment bureau or head office who need information about payments or administrative issues, must first get access to our website and be linked to the practice before they will have access to claims statements.

- **These personnel must complete the attached form**

If we don't have it already, please send the completed form to us and include copies of the identity documents of all the persons who need access to the website and the practice information (as included on the form).

- **We'll acknowledge when we've received the information**

Once we acknowledge that we've processed the information you've sent us, you must register on our website to create a Discovery Digital ID (DDID).

Contact us

If you have any questions, please email healthpartnerinfo@discovery.co.za.

Regards



Suzanne van der Walt

Contract and network strategy management

Strategic Risk Management

Discovery Health



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