

# Flexicare Core

for individuals

Affordable private day-to-day healthcare cover

## What you get from the cover

### PRIMARY HEALTHCARE

GP consultations and services	Flexicare Core
Nurse consultations	Unlimited cover for network nurse consultations at 100% of the Agreed Rate.
Virtual consultations	Unlimited cover for virtual consultation via the Discovery website covered at 100% of the Agreed Rate. Virtual consultations available through the Online Platform without a nurse referral.
Doctor consultations (via nurse referral or directly when using the Online Intercare Platform - for Flexicare Core members)	Unlimited cover for face-to-face network General Practitioner (GP) consultations at 100% of the Agreed Rate in the following instances: When a referral for a face-to-face visit is requested by the virtual GP during the primary care clinic visit. When you have a virtual GP consultation through the Intercare Online Platform and there is a need for a face-to-face GP refer
Dentistry	No cover
Optometry (eye care)	No cover
Pathology (blood tests)	Only when referred by a network GP after a nurse consultation. 100% of the Agreed Rate. Limited to approved pathology codes. Must be requested by a network doctor (GP) and performed by a network pathologist
Radiology (X-rays)	Only when referred by a network GP after a nurse consultation. 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
Maternity benefits	Only when referred by a network GP after a nurse consultation. Unlimited network doctor visits throughout the pregnancy. 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. 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)
HIV management	Access to HIV treatment, counselling and education. 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
COVID-19 testing	Only when referred by a network GP after a nurse consult For confirmed positive COVID-19 results: 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

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

## Medicine

### Day-to-day medicine

Medication can be prescribed and dispensed by the nurse as part of the primary care clinic consultation. A referral to the network GP will be done by the nurse in instances where the medication can only be prescribed by a GP. The medication must be on the medicine list (formulary) for acute medicine and will be available without a co-payment

### Over-the-counter (OTC) medicine

Cover for self-medication on our list, up to R160 per policy per year, up to R80 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

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.

# Underwriting

## WAITING PERIODS

A waiting period means that you or your dependants cannot claim for the associated healthcare services during the waiting period. Unless otherwise approved the following waiting periods will apply. A 12-month, condition-specific waiting period may be applied for any condition (including chronic illnesses and HIV) that existed before the start date of the membership.

## WAITING PERIOD DESCRIPTIONS

- **General Waiting Period**  
1-month general waiting period on all benefits
- **Radiology and Pathology Waiting Period**  
1-month waiting period
- **Dentistry Waiting Period**  
3-month waiting period
- **Optometry Waiting Period**  
3-month total waiting period
- **Maternity Waiting Period**  
12-month waiting period
- **HIV Waiting Period**  
12-month waiting period
- **Chronic Conditions Waiting Period**  
12-month waiting period
- **Over-The-Counter Medicine Waiting Period**  
1-month waiting period
- **Emergency Cover Waiting Period**  
1-month waiting period

# Your contributions

Flexicare contributions for you and your family with pricing for optional Emergency benefit

	R400,000			R1,000,000		
Role	Principal member	Adult	Child	Principal member	Adult	Child
Emergency Core	R198.00	R198.00	R84.00	R285.00	R285.00	R125.00
Emergency Plus	R285.00	R285.00	R199.00	R400.00	R400.00	R218.00
Emergency Max	R399.00	R399.00	R275.00	R570.00	R570.00	R310.00
Vitality Active	R 145.00	R 145.00	R 145.00			

<sup>1</sup> The Trauma Benefit is optional. If you activate this benefit, it will apply to you and your dependants on Flexicare. You must select a cover limit of either R400,000 or R1 million. The Trauma Benefit applies to you and your registered dependants.

<sup>2</sup> There is no limit to the number of children that will be allowed on the policy. Each child will be charged for separately and can stay on Flexicare if they depend on you financially. Child dependants who turn 21 will be charged adult rates from the month after their birthday.

# ACCESSING YOUR BENEFITS

## FINDING A HEALTHCARE PROVIDER

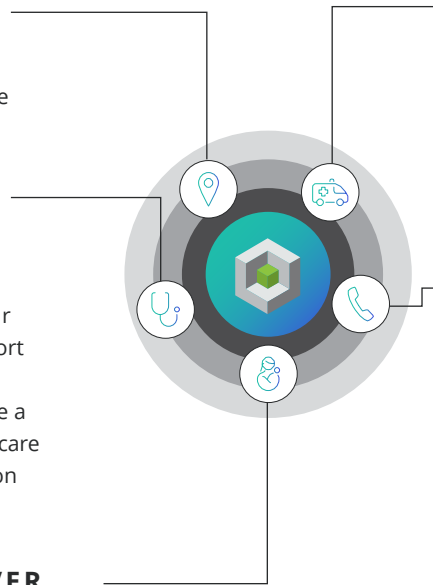
Visit [www.discovery.co.za](http://www.discovery.co.za) to find a healthcare provider in our network.

## VISITING A HEALTHCARE PROVIDER

When you visit your doctor, pharmacy, dentist or optometrist, you need to take your 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 EMERGENCY COVER, OFFERED BY DISCOVERY INSURE

If Trauma cover is selected, please contact us on 0860 44 47 79 for an authorisation for trauma related admission.

## CONTACTING US

- Scan the QR code below to access your Flexicare digital tools and support.



- USSD service: \*120\*DISCO# or \*120\*34726#
- Call: 0860 44 47 79
- Email: [flexicare@discovery.co.za](mailto:flexicare@discovery.co.za)
- WhatsApp 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).



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 Emergency Cover 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 an Emergency Cover 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.