



Human Resources

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Website: <http://www.uct.ac.za/depts/hrm>

9 December 2022

Dear Colleagues

Introduction of Discovery Flexicare Plus Healthcare Solution for Employees in Payclass 2 to 6

The below communication is only applicable to employees in Payclass 2 to 6.

The Memorandum of Agreement for Provision of Healthcare Provider Discovery Primary Care for 2023 has been signed by the Coalition of Unions. This was after an extensive review of providers that offer primary healthcare benefits and on-site primary healthcare clinic services. The Coalition of Unions shortlisted 2 providers and these providers were requested to present their service offering to employees on 16 November 2022.

We are pleased to communicate that the Discovery Flexicare Plus (R400k Trauma) and the half day GP led clinic plus nurse option has been selected with effect from 01 January 2023. Please see attached a summary of the benefits that members will qualify for. All information on the Discovery Flexicare Plus will be on the UCT website: http://www.hr.uct.ac.za/hr/benefits/healthcare/primary_healthcare

Membership to the Discovery Flexicare Plus will be compulsory for all employees on T2 or permanent conditions of service in Payclass 2 to 6. Employees dependants are allowed to join Discovery Flexicare Plus. Premiums are paid by way of a payroll deduction.

Employees currently on registered medical aid scheme as either the main member or spouse/partner may remain on their existing membership. Proof of cover must be provided by no later than 20 January 2023. Proof of cover, a current membership certificate, must be sent to Debra (debra.degouveia-meyer@uct.ac.za) or Gaynor (gaynor.pekeur@uct.ac.za). If no appropriate proof of cover is received, a Discovery Flexicare Plus membership will be automatically activated for the employee on 1 February 2023.

We will be hosting benefit training sessions as per the below and we encourage all members to attend.

DATES	CAMPUS	VENUE	ADDRESS	TIME
Monday 12/12/2022	UPPER CAMPUS	New Lecture Theatre (NLT)	UCT Upper Campus, OA Residence Rd, Rondebosch	09:30 - 10:30
				13:00 - 14:00
				15:00 - 16:00
Monday 12/12/2022	UPPER CAMPUS	Lecture room CS2A	UCT Computer Science Building, 18 University Ave N, Rondebosch	09:30 - 10:30
				13:00 - 14:00
				15:00 - 16:00
Tuesday 13/12/2022	GSB	Lecture Theatre 4	UCT Graduate School of Business, 9 Portwood Rd, Victoria & Alfred Waterfront	11:30
				14:00
Tuesday 13/12/2022	LOWER & MIDDLE CAMPUS	NAB Lecture Theatre 1	Neville Alexander Building, Lover's Walk, Rondebosch	09:30 - 10:30
				13:00 - 14:00
				15:00 - 16:00
Tuesday 13/12/2022	PAARL	3rd Floor, Drakenstein Child Health Study	Paarl Provincial Hospital, Corner of Hospital and Bergriver Boulevard, Paarl	09:00 - 10:30
Tuesday 13/12/2022	SATVI	SATVI Meeting room	SATVI, Brewellskloof Hospital, Haarlem St, Van Riebeeck Park, Worcester	13:00 - 14:30
Wednesday 14/12/2022	FACULTY OF HEALTH SCIENCES	Frances Ames (conference room 4)	UCT Medical School, Barnard Fuller Building, Anzio Rd, Observatory	09:30 - 10:30
				13:00 - 14:00
				15:00 - 16:00
Thursday 15/12/2022	HIDDINGH	Old Medical School Building	Hiddingh Campus, 9 Orange Street, Hiddingh Campus, Gardens	09:00 - 10:30
Thursday 15/12/2022	Presentation with a sign language interpreter	NAB Lecture Theatre 1	Neville Alexander Building, Lover's Walk, Rondebosch	12:00 - 13:00

Employees and their dependants on Kaelo MyHealth Plus will still have access to these benefits up to 31 December 2022.

We will be implementing a digital take on with Discovery Flexicare Plus. All employees and their dependants currently on Kaelo MyHealth Plus will be transferred to Discovery Flexicare Plus with no application forms being completed. Employees who are not on Kaelo MyHealth Plus and want to join the Discovery Flexicare Plus, please contact Debra (debra.degouveia-meyer@uct.ac.za) or Gaynor (gaynor.pekeur@uct.ac.za) for this application form.

Members will receive an SMS during the month of December 2022 confirming the activation of their policy and membership number. Therefore, it is critical that we have members correct cellphone numbers.

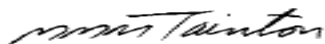
Members will have an opportunity to update their cellphone numbers at the training sessions. If you have not received an SMS by 31 December 2022, please call Discovery on 0860 444 779, provide them with your ID number and they will confirm your member number.

Further information sessions will be held during the week of 16 - 20 January 2023, where members can attend and collect their member packs at the same time. Dates, times, and venues will be confirmed.

The services that will be offered by the new on-site clinic will be enhanced. Members will have access to a nurse and a GP at the clinic in 2023. The additional service does require a review of the clinic infrastructure and minor alterations which will cause a delay to the opening date. Once the opening date of the clinic is confirmed, this will be communicated to all members.

We look forward to seeing you at the training session.

Yours sincerely



Margie Tainton

HR Director | Staff Wellbeing & Reward

Human Resources | University of Cape Town | www.hr.uct.ac.za

Room 221 | Bremner Building Tel: +27 21 650 3028

Flexicare Plus

for University of Cape Town employees 2023

Affordable private day-to-day healthcare cover

What you get from the cover

PRIMARY HEALTHCARE

Consultations and services

Doctor consultations	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
Dentistry	Full mouth examination, preventive treatments, cleaning, scaling, polishing and fluoride treatment, treatment of pain and sepsis, infection control and extractions at a network dentist
Optometry	Cover for one eye test every year in the optometry network and one pair of glasses (no contact lenses) every 24 months
Pathology	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	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	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	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 rooms	Cover for a defined list of medical procedures that can be done in a network doctor's rooms, such as biopsies, wound care and stitching			
	Code	Description	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 and without effort
	0300	Stitching of 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	Multistage 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	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 R105 per claim event – a maximum of R420 per member per year, limited to one claim event per quarter at a network pharmacy
Chronic medicine	Cover for chronic medicine on the defined medicine list for 27 chronic conditions (including HIV) 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 services	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
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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.

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">■ Debt counselling■ Credit reports■ Budget settlement plans■ Insurance reviews	<ul style="list-style-type: none">■ Legal advice■ Tailored document drafting (<i>Last will and testament, property sale and lease, nuptial contracts, title deeds, etc</i>)■ Attorney consultations

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.¹ Discovery Place, Sandton, 2196 | www.discovery.co.za

ACCESSING YOUR BENEFITS

FINDING A HEALTHCARE PROVIDER

Visit 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.

FLEXICARE | UNIVERSITY OF CAPE TOWN PRICING SCHEDULE

FLEXICARE (PER MEMBER PER MONTH)	
	Flexicare Plus
Employee	R398
Spouse	R370
Adult	R415
Child*	R244

*When a child turns 21 they will then pay the adult rate.

The above-mentioned pricing will be fixed for 2023.

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.

CONTACTING US

- USSD service: *120*DISCO# or *120*34726#
- Call: **0860 444 779**
- Email: 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

If you have any complaints, please email flexicareescalations@discovery.co.za.

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

- Email: 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, an authorised 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.

FLEXICARE

Frequently asked questions for
employees of the University of Cape
Town

FREQUENTLY ASKED QUESTIONS

General practitioners (GPs)

Q: How many GP visits are allowed?

A: You are allowed an unlimited number of visits to a network GP.

Q: Can I go to any GP?

A: You must go to a GP in the Flexicare Network. The network is widespread, so there are many options for you. The first GP you visit becomes your chosen GP (allocated GP) and you are allowed to change your GP two times each year.

Q: How can I check if my GP is on the Flexicare GP Network?

A: You can log in to the Discovery website or Flexicare App to find a provider. Alternatively, you can contact the dedicated Flexicare call centre on 0860 44 47 79. Network providers can change at any time without notice. We advise you to contact the healthcare provider in advance and confirm their participation in the Flexicare Network before making an appointment.

Q: How am I covered for GP consultations?

A: Flexicare pays for GP consultations, including virtual consultation and defined medical procedures done in a doctor's rooms, if the doctor is part of the Flexicare Network.

Dentistry

Q: Are there dental services available to members?

A: As a member, you have access to dentist consultations at dentists who are part of our network. You can log in to the Discovery website to find a provider. Alternatively, you can contact the dedicated Flexicare call centre on 0860 44 47 79 for help.

Q: What type of dental services do I have access to?

A: Through the dental services offered, you are covered for the actual consultation and dental services, such as fillings and tooth extractions (tooth removals).

Optometry

Q: Do I have access to optometrists?

A: You have cover for one eye test every year at an optometrist who is part of our network and cover for one pair of glasses every 24 months. You can log in to the Discovery website or Flexicare App to find a provider. Alternatively, you can contact the dedicated Flexicare call centre on 0860 44 47 79 for help.

Q: Am I limited to any types of glasses?

A: There is a defined list of glasses that you can choose from. The list has a wide variety to choose from.

Medicine

Q: Where can I go to get my medicine?

A: You can get your medicine from either your Flexicare Network GP or from a network pharmacy. If the network GP is a dispensing GP (which means the GP can provide medicine prescribed to a patient from the practice's own stock), they will dispense acute medicine in their rooms as part of your consultation. If the GP is a non-dispensing GP, then you can get acute medicine from a network pharmacy. You must always get chronic medicine from a network pharmacy.

Q: How do I get over-the-counter (OTC) medicine?

A: You can get OTC medicine according to a medicine list (formulary) subject to limits from a network pharmacy without a prescription from a network GP.

Q: Can my doctor prescribe any medicine?

A: A Flexicare Network GP can prescribe acute and chronic medicine that is on a defined medicine list.

Q: How broad is the list of medicine covered by Flexicare and will I know if my medicine is covered?

A: The medicine covered is broad and the list of acute medicine covers many medicine categories. The chronic medicine list covers 27 chronic conditions (including HIV). The medicine list is provided to network GPs where the GP will prescribe medicine from the Flexicare medicine list and let you know if any medicine is not covered. The medicine list is available on request from your dedicated Flexicare service team. Simply call 0860 44 47 79.

Q: What is the difference between over-the-counter medicine, acute medicine and chronic medicine?

A: Over-the-counter medicine is medicine that you can buy without a script (prescription) from a medical provider. This medicine can be bought over the counter at pharmacies and retail stores.

Acute medicine is medicine used to treat common acute conditions and includes medicines like pain killers, antihistamines antimicrobials.

Chronic medicine is used to treat a chronic condition or disease that is long lasting, such as asthma, diabetes and epilepsy.

Q: What do I do if my medicine is not covered?

A: If the medicine you need is not part of the Flexicare medicine list, then you will need to pay for it yourself. It is always a good idea to check with your GP during the consultation if the medicine they are prescribing is on the Flexicare medicine list or not.

Pathology and radiology

Q: What is pathology (blood tests) and what is radiology (X-rays)?

A: Pathology is the science that uses laboratory examination to help identify the causes and effects of diseases. For example, when a cardiologist orders blood tests, a pathologist reviews the results for abnormalities.

Radiology is the science that deals with X-ray or other high-energy radiation that helps diagnose and treat diseases.

Q: How will I be able to benefit from the pathology and radiology benefit?

A: We cover basic pathology (blood tests) when a Flexicare GP refers you. As part of this benefit, you will also be covered for X-rays through the Flexicare radiology network if a Flexicare GP refers you.

Q: Is there a rand limit or can I go for any blood test?

A: Blood tests and X-rays that are covered are defined by a set list. The Flexicare GP is aware of the tests that they can refer you for.

Q: Is the benefit unlimited as long as I use a network provider?

A: The benefit is limited to a defined list of blood tests. The Flexicare GP will refer you for blood tests as per the defined list. They will let you know if you need a blood test that is not on the defined list.

Q: Who are the network providers?

A: Flexicare has partnered with Ampath, Lancet and PathCare for pathology as these are established pathology institutes across the country. For radiology network providers, you can log in to the Discovery website to find a provider.

Q: What if a doctor or nurse requests blood tests that are not on the defined list?

A: Any blood tests that are not on the defined list of tests will not be covered. You will need to pay for these yourself.

Q: What if the specialist refers me for more tests?

A: Any following claims referred by a specialist will depend on the specialist benefit rand value limit. For example, if the specialist refers you for pathology, payment of the pathology claim will be from the funds available in your specialist limit.

Trauma Benefit (optional benefit offered by Discovery Insure)**Q: What do I have access to through the Trauma Benefit?**

A: You have access to emergency private healthcare services for a defined range of traumatic events. You will be covered for up to R400 000 or R1 million, depending on the level chosen for these events. You won't have to pay upfront.

Q: What is classified as a traumatic event?

A: We cover the following traumatic events:

- Burns
- Head injuries, chest injuries or severe fractures due to 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.

Q: How will I be transported to hospital if I experience a traumatic event?

A: In the case of a traumatic event, the emergency services Netcare 911 will determine the most clinically appropriate course of action. For life-threatening emergencies, they'll take you to the nearest hospital or casualty facility. For all other traumatic events, one of our preferred providers will be prioritised and you will be transported to that facility.

Flu vaccination

Q: Do I have access to flu vaccinations?

A: You have access to one flu vaccination for each member a year at a network pharmacy.

HIV Management Programme

Q: What is the HIV Management Programme and who can join?

A: The HIV Management Programme, along with the GP, helps members to actively manage their condition and get high-quality, coordinated healthcare. Members who test positive for HIV have access to the programme.

Q: What benefits do I have if I'm part of the Flexicare HIV Management Programme?

A: Members who test positive for HIV have cover for antiretroviral medicine (ARVs), multivitamins and supportive medicine at a network pharmacy when prescribed by a network GP. They also have cover for HIV-specific blood tests and X-rays at a network pathologist or radiologist when referred by a network GP.

Wellness Screening and Prevention Benefit

Q: What is included in the Flexicare Wellness Screening and Prevention Benefit?

A: You have access to the Discovery Wellness Experience, through your employer, which provides you with a holistic set of wellness screenings, including BMI, blood pressure, cholesterol, glucose and HIV testing. You also get a one-on-one session with a wellness specialist and a lifestyle and wellness assessment, or you can have the same tests done once a year at a network pharmacy.

Q: Who can I add to my Flexicare policy?

A: Dependants who qualify to join Flexicare are the spouse and child dependants of the Flexicare member. Once a child turns 21, they will be classified as an adult dependant and you will have to pay the adult dependant contributions for them. Adult blood relatives such as your mother, father, sister, brother, aunt, uncle and so on will not be allowed to join your Flexicare policy. However, we do not restrict the number of spouses and child dependants that can be added to a policy as we charge a contribution for each dependant.

Contact us

USSD service: *120*DISCO# or *120*34726#

Call: 0860 444 779

Email: 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

Digital services info.

Email: Flexicare@discovery.co.za

HIV

Email: hiv_queries_flexicare@discovery.co.za

Hospital preauthorisation

Telephone: 0860 44 47 79

Emergency Services

Members can call the Flexicare call centre on 0860 44 47 79. If you call after hours, the call will be diverted to our Trauma Benefit partner, Netcare 911.

Complaints

Email: Flexicareescalations@discovery.co.za

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

Email: compliance@discovery

Underwritten by

auto  general

Disclaimer

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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.

Digital tools now available on Flexicare

The Discovery website is packed with features to make managing your Flexicare Plus plan and healthcare easier – anywhere, anytime.

How to get started

Register on our website at www.discovery.co.za to create your unique profile. You can then access the website from your phone or computer for a world of digital support. Access the Discovery website and navigate to our Flexicare dashboard. Instantly find Flexicare network healthcare providers near you, view your digital membership card, connect with doctors online to conduct a virtual consultation, and so much more.



REGISTER YOUR PROFILE

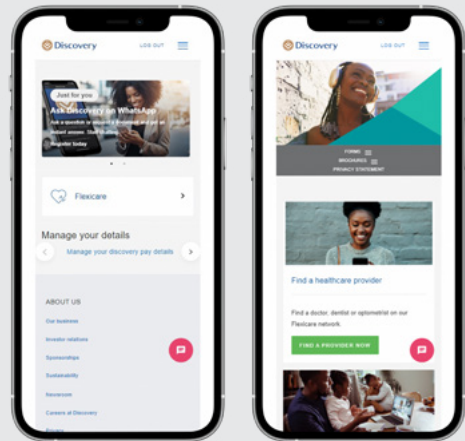
Enter your details to receive a one-time password (OTP). You can choose to receive the OTP via SMS or email. Once received, create your username and password.

To register the details entered (ID number, cell number, email) must match the information we have on record.
To update your details contact us 0860 444 779



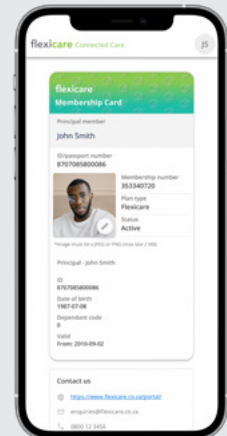
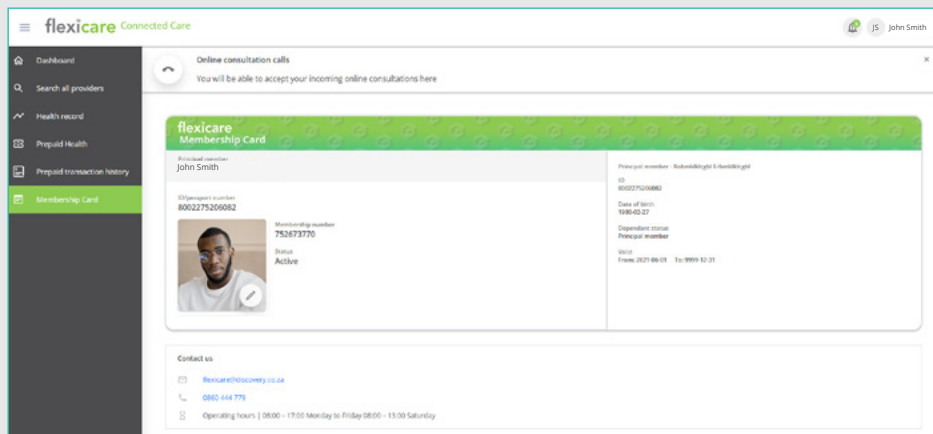
NAVIGATE TO YOUR FLEXICARE DASHBOARD

Once you have logged in, select 'Flexicare'. You will then be taken to the Flexicare dashboard where you can access all our tools.



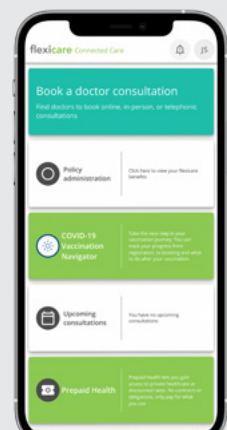
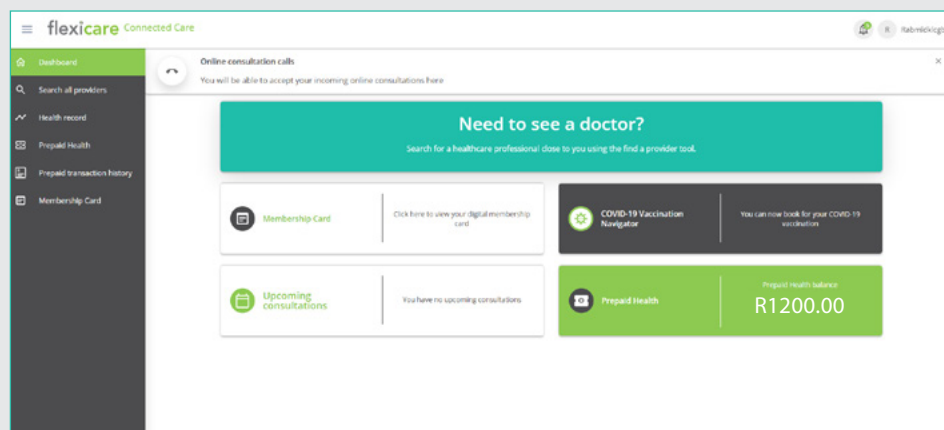
ACCESS YOUR DIGITAL MEMBERSHIP CARD

To view your digital membership card, log in to the Discovery website and navigate to our Flexicare dashboard. Click on 'Membership Card'.



HOW TO BOOK A VIRTUAL OR IN-PERSON CONSULTATION

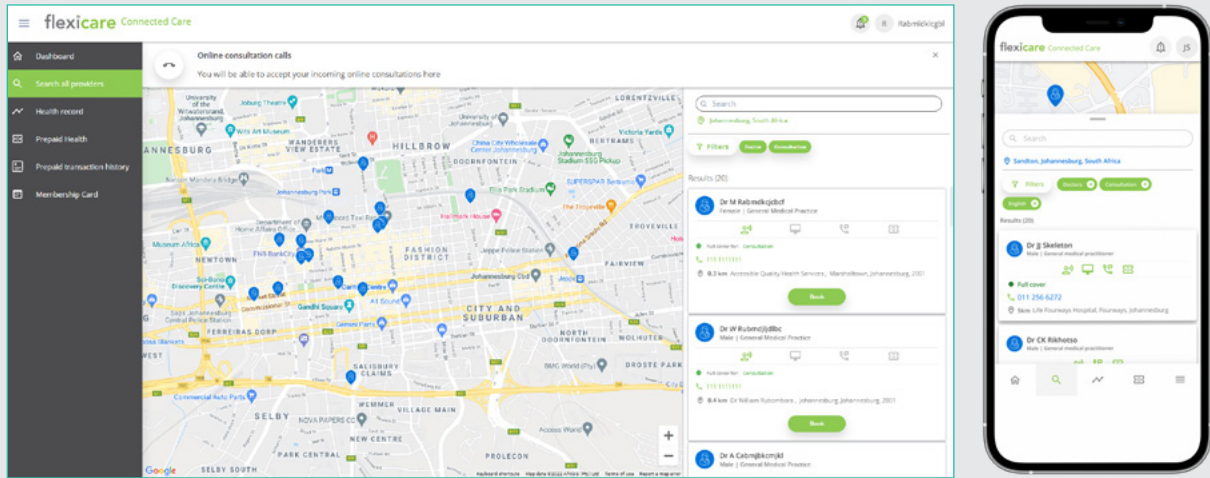
Use the filter options to select the type of consultation you intend to have (virtual or in-person). You can then select from the list of filtered doctors by checking the availability and proximity that suits you. Members can select a timeslot, capture the reason for the consultation and then confirm their booking.





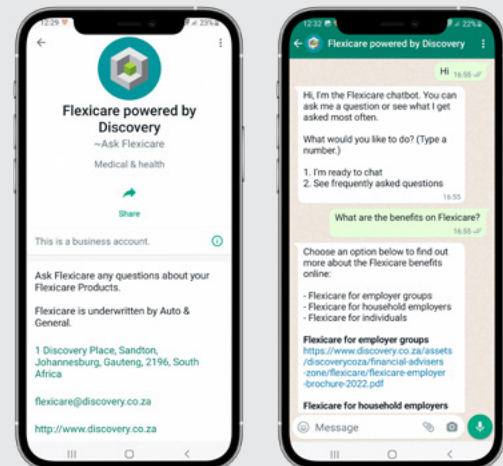
HOW TO FIND A FLEXICARE NETWORK DOCTOR

Access the Discovery website and navigate to our Flexicare dashboard. You can use the 'Find a healthcare provider' tool to locate your closest network healthcare provider.



WHATSAPP

Feel free to add us on **0860 44 47 79** and get in touch whenever you need information or have questions on Flexicare. Our friendly chatbot will provide responses with ease.



FLEXICARE SERVICING TEAM

Call centre

0860 44 47 79

General queries

flexicare@discovery.co.za

Escalations

flexicareescalations@discovery.co.za

WEBSITE SUPPORT

For all internet-related questions, such as registration problems, security, compatibility issues, login problems, a forgotten password and trouble with navigating the site, call **0860 10 06 96**. This contact number is available weekdays only, from 07:00 to 18:00.

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.