

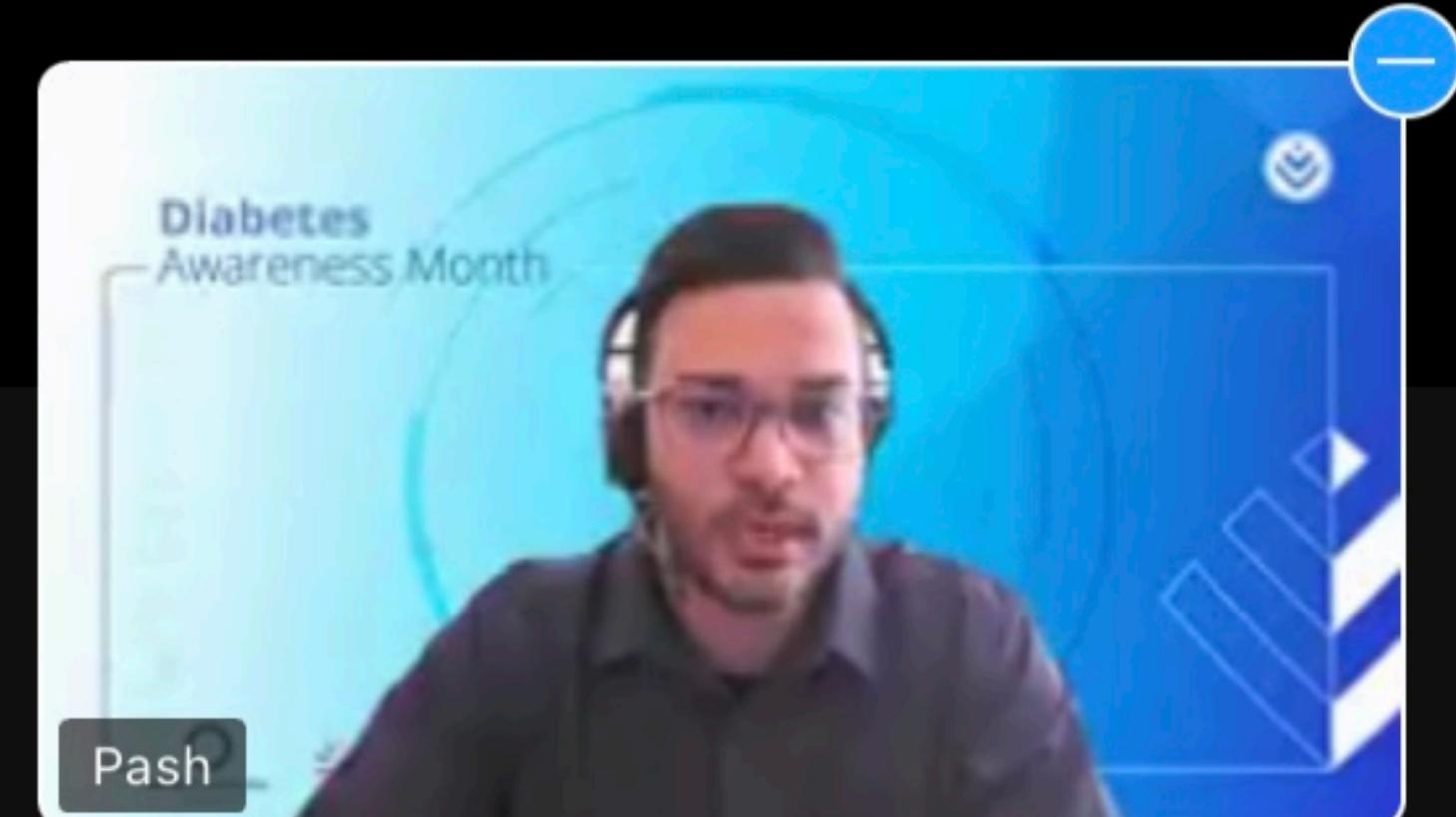


Discovery Health Product Updates



Agenda

1. Home Based Hospital Network
2. Comprehensive Series Update
3. Primary Care Provider
4. KeyCare Changes
5. Mental Wellness Update
6. Personal Health pathways

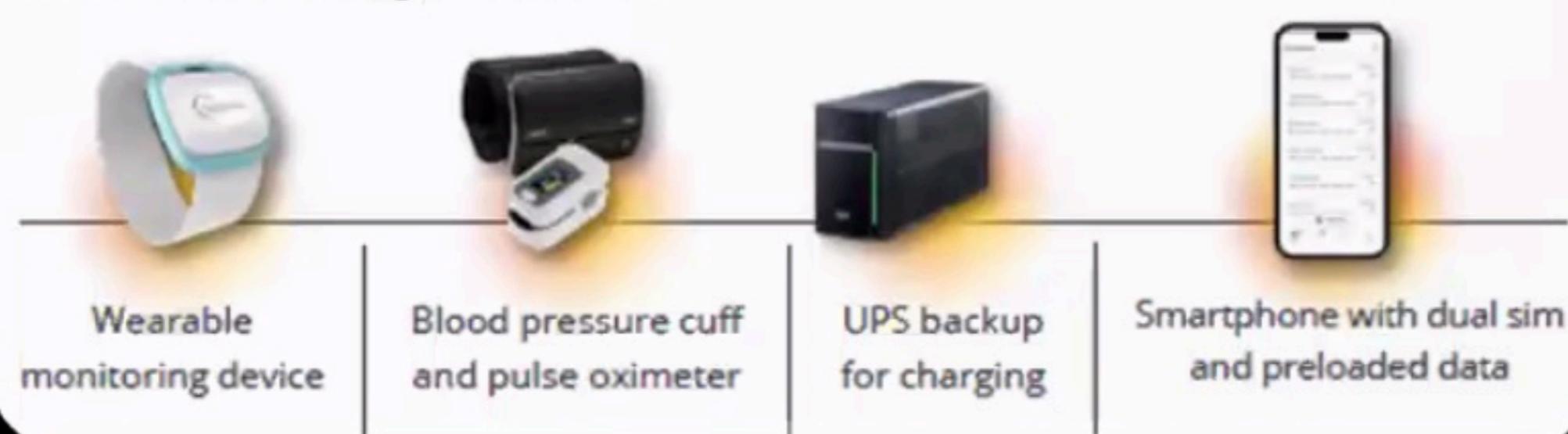


Home-Based Hospital Network



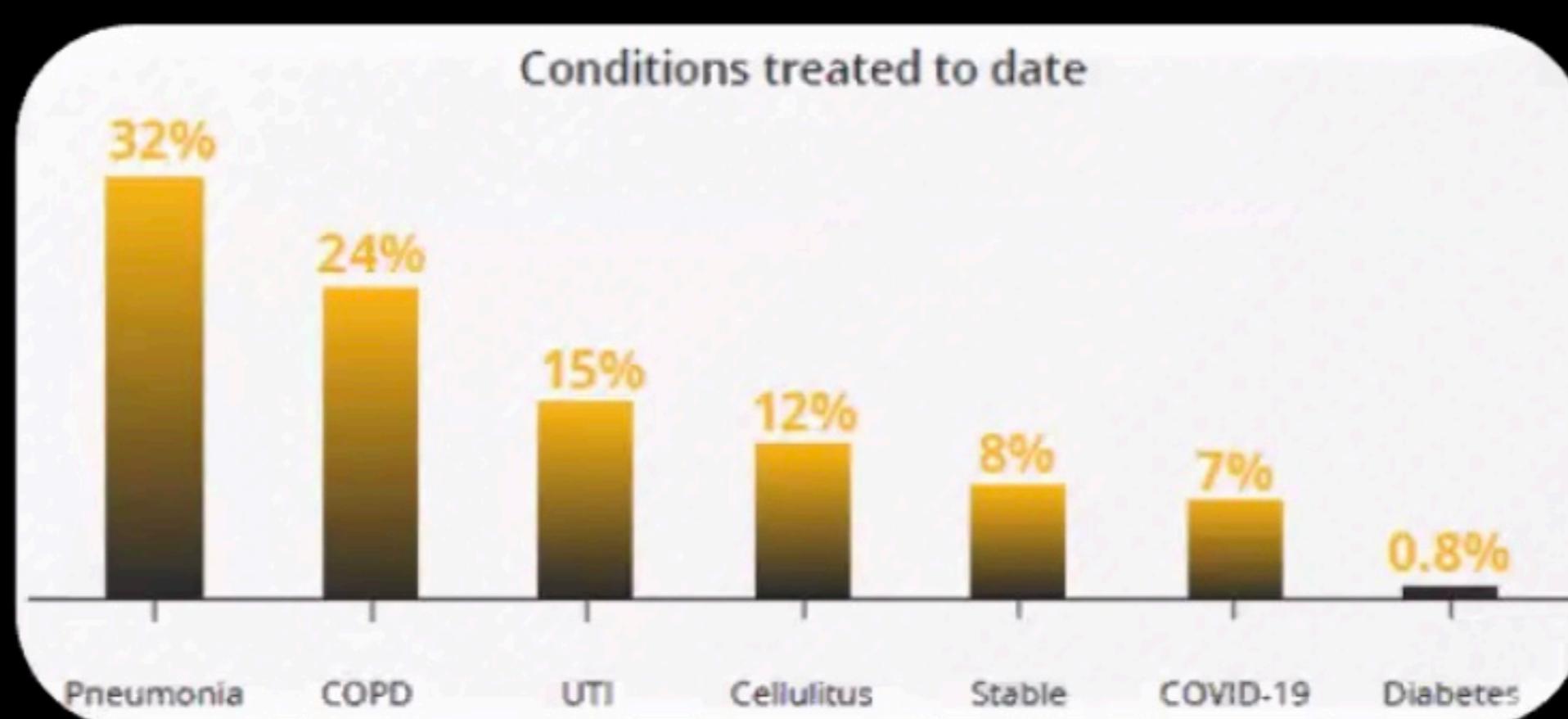
Home Monitoring Kit

The home monitoring kit includes:



Discovery Hospital At Home

Launched 2021



Improved Outcomes

Discovery Hospital at Home is showing **improved clinical outcomes** following discharge compared to traditional hospital admissions

67%
lower probability of readmission to hospital

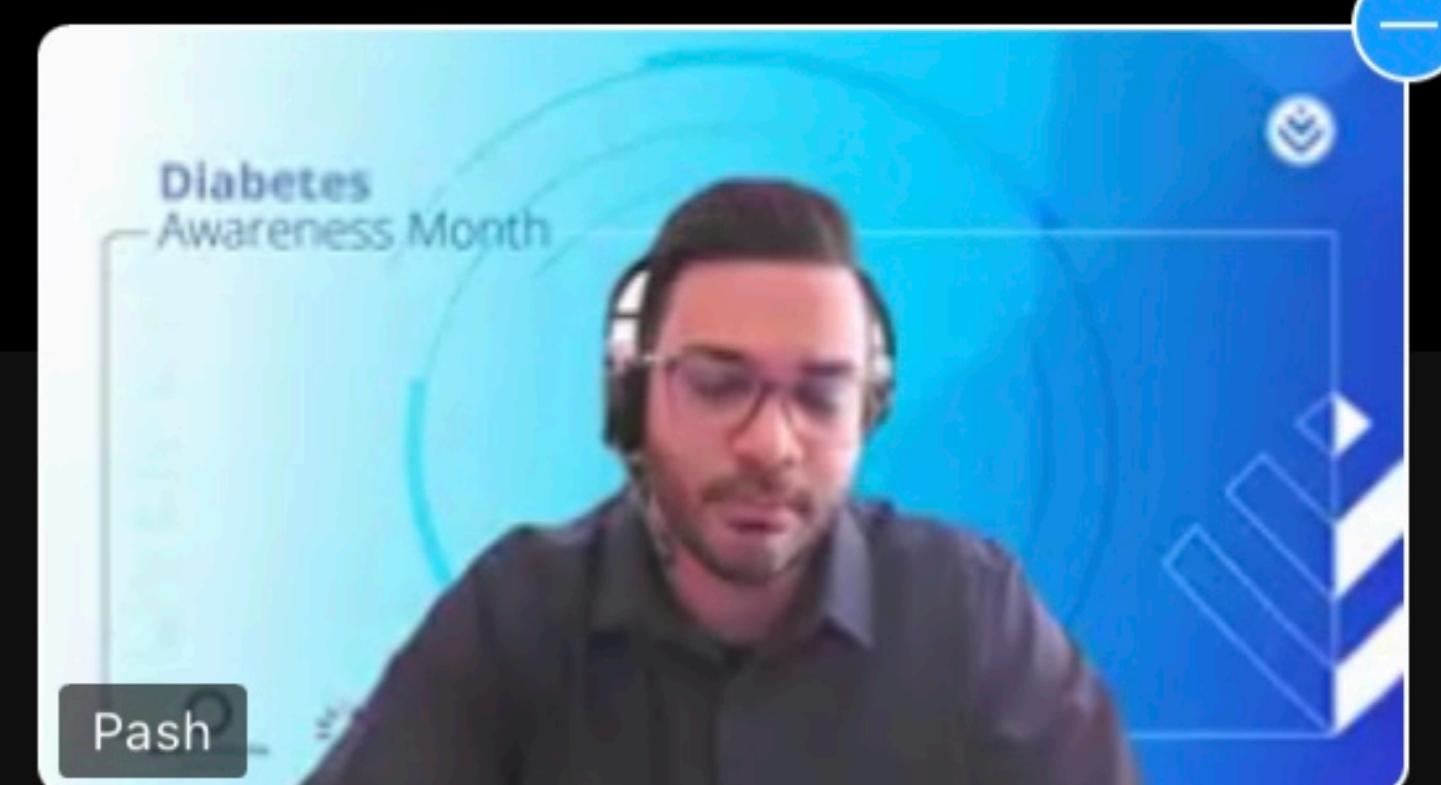
63%
lower probability of visit to emergency department after discharge

When emergency care is required, effective response times ensure **patient health is not adversely affected**

1 in 30
members required transfer to an acute hospital

6 min
average response time of emergency medical services

0
admissions with adverse outcomes following emergency care



Home-Based Hospital Network



Home-based Hospital Network as the designated service provider

Plans

KeyCare
Smart
Delta

Conditions

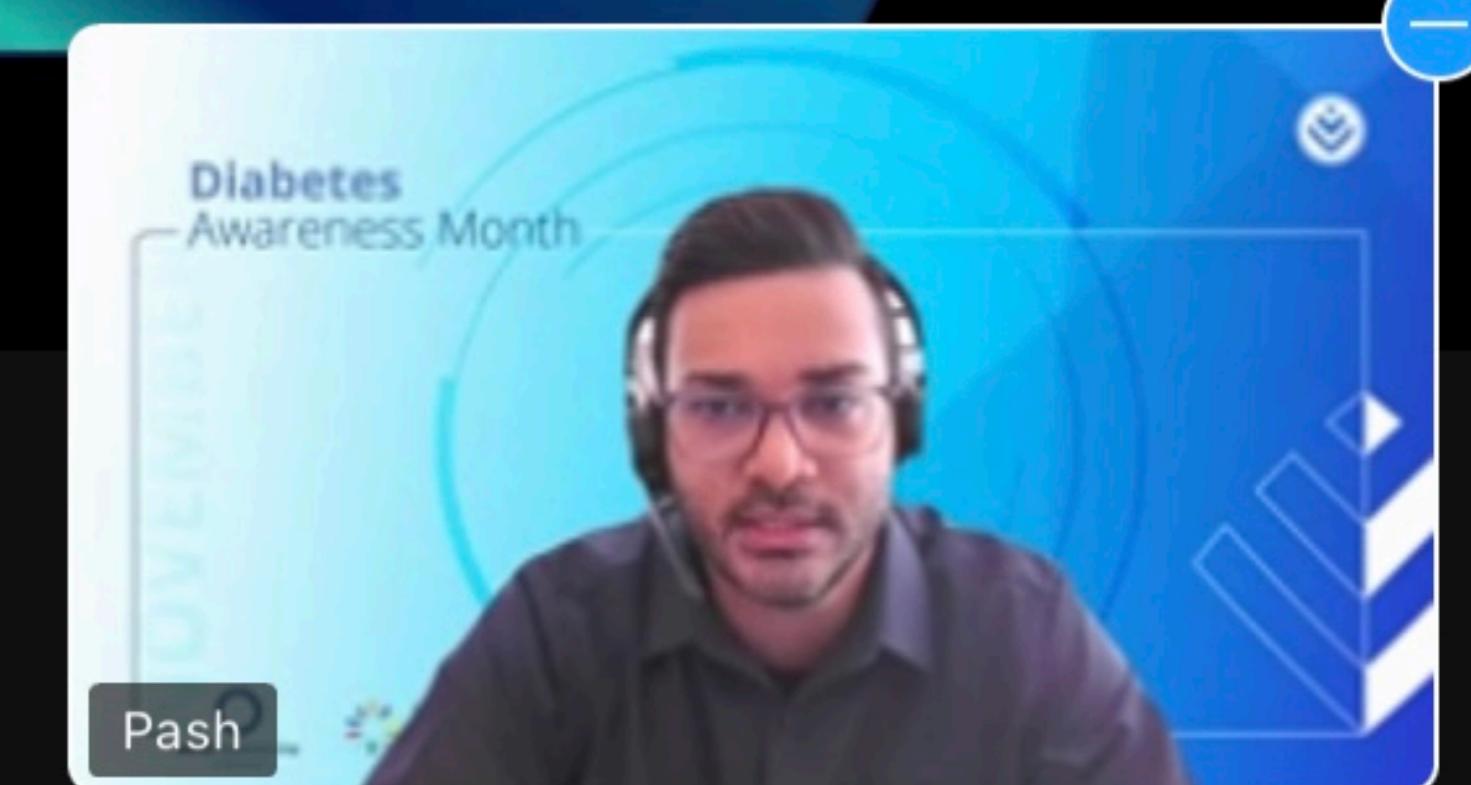
Low-acuity
Pneumonia
COPD
Asthma
Stable Heart Failure
Diabetes
DVT
Cellulitis
UTI

Home-Based Networks

Discovery Hospital at Home
Mediclinic at Home
Quro Medical

Impact

R5000 Deductible for opting out by member or Doctor

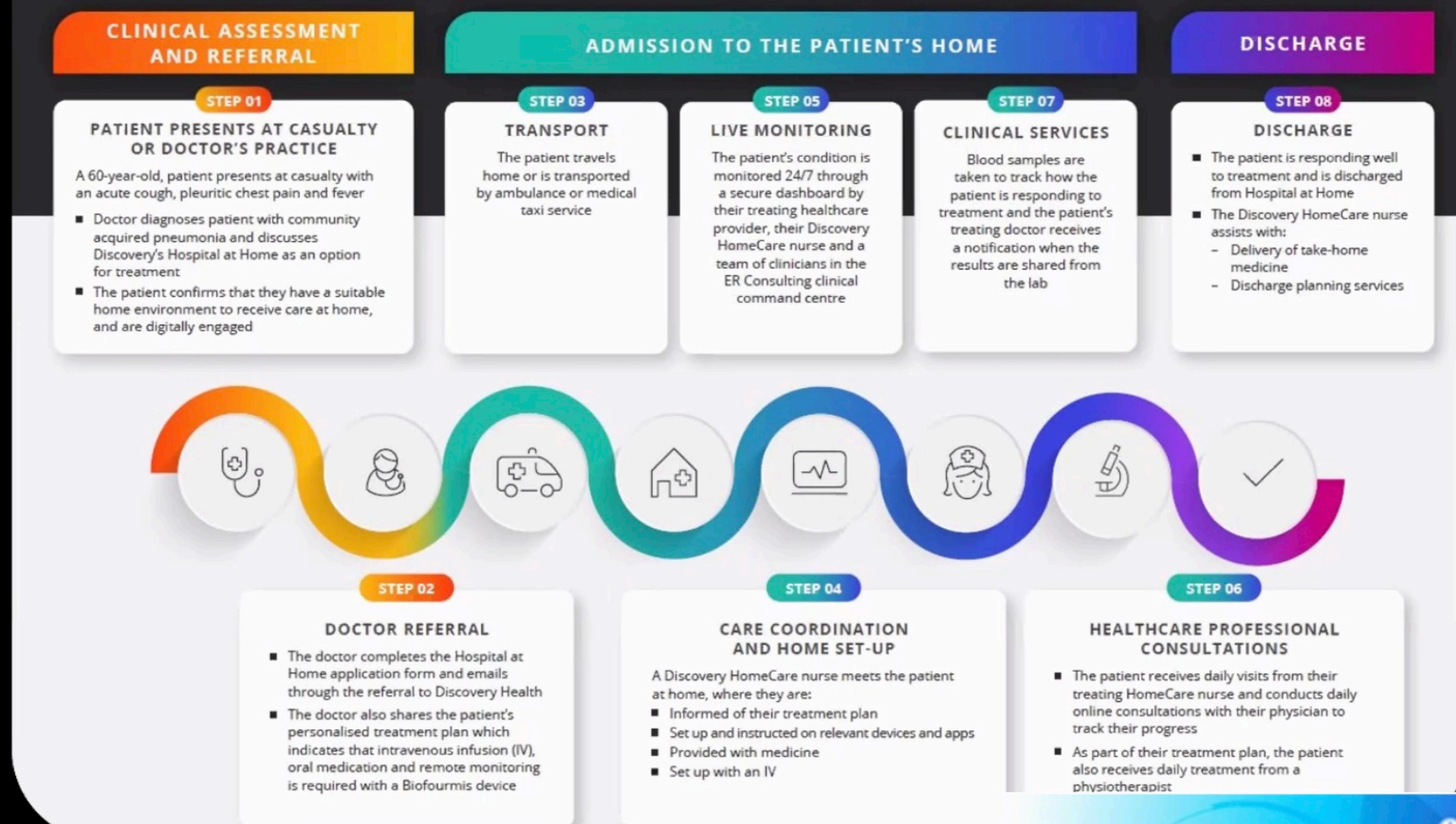


Home-Based Hospital Network

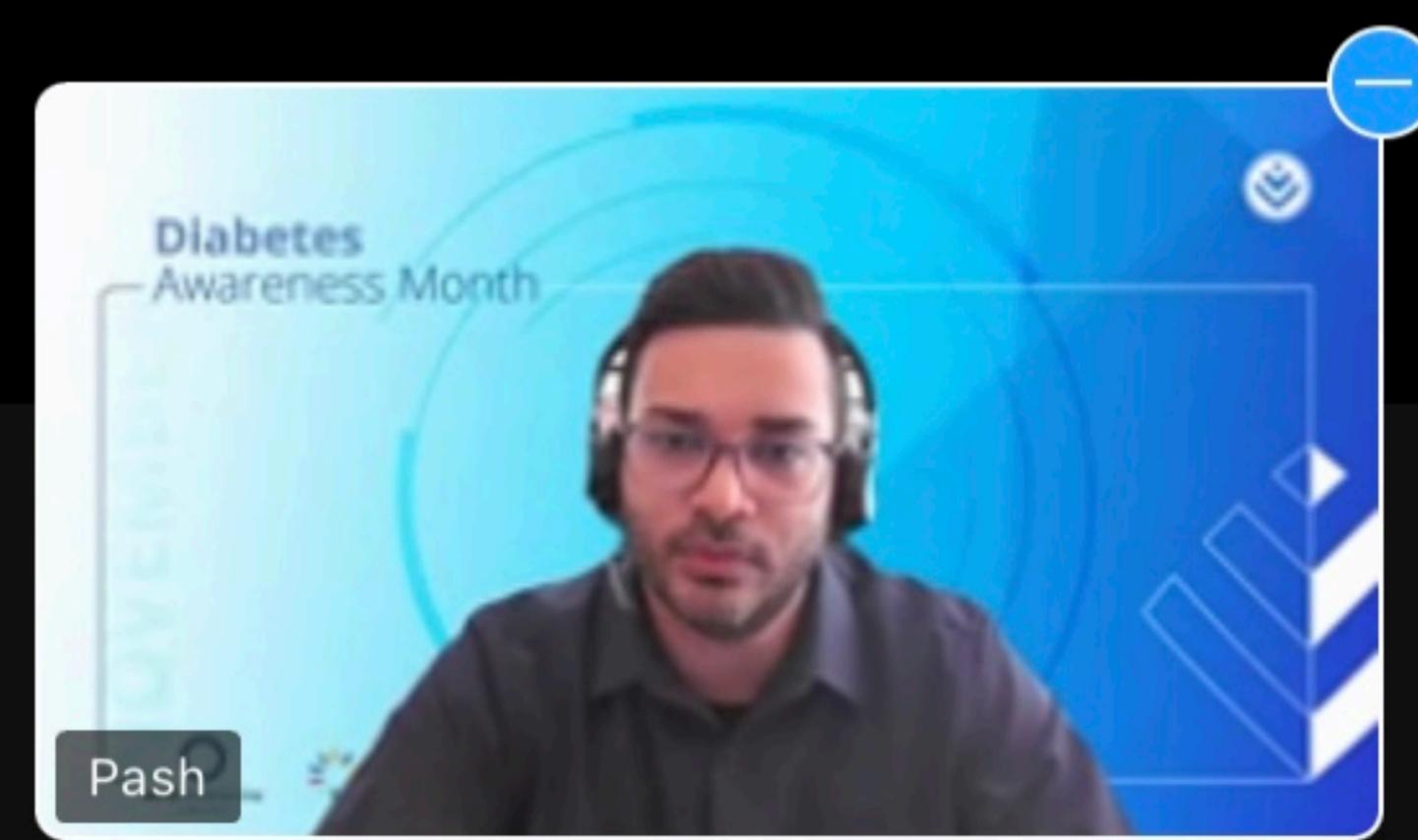


The seamless member journey

Below is an example of the journey a patient can expect with Hospital at Home.



Comprehensive Series



Comprehensive Series Update

The Comprehensive Series in 2024



Simplification of the Comprehensive series



Members on impacted plans will have a default plan if no choice is made

Member communication

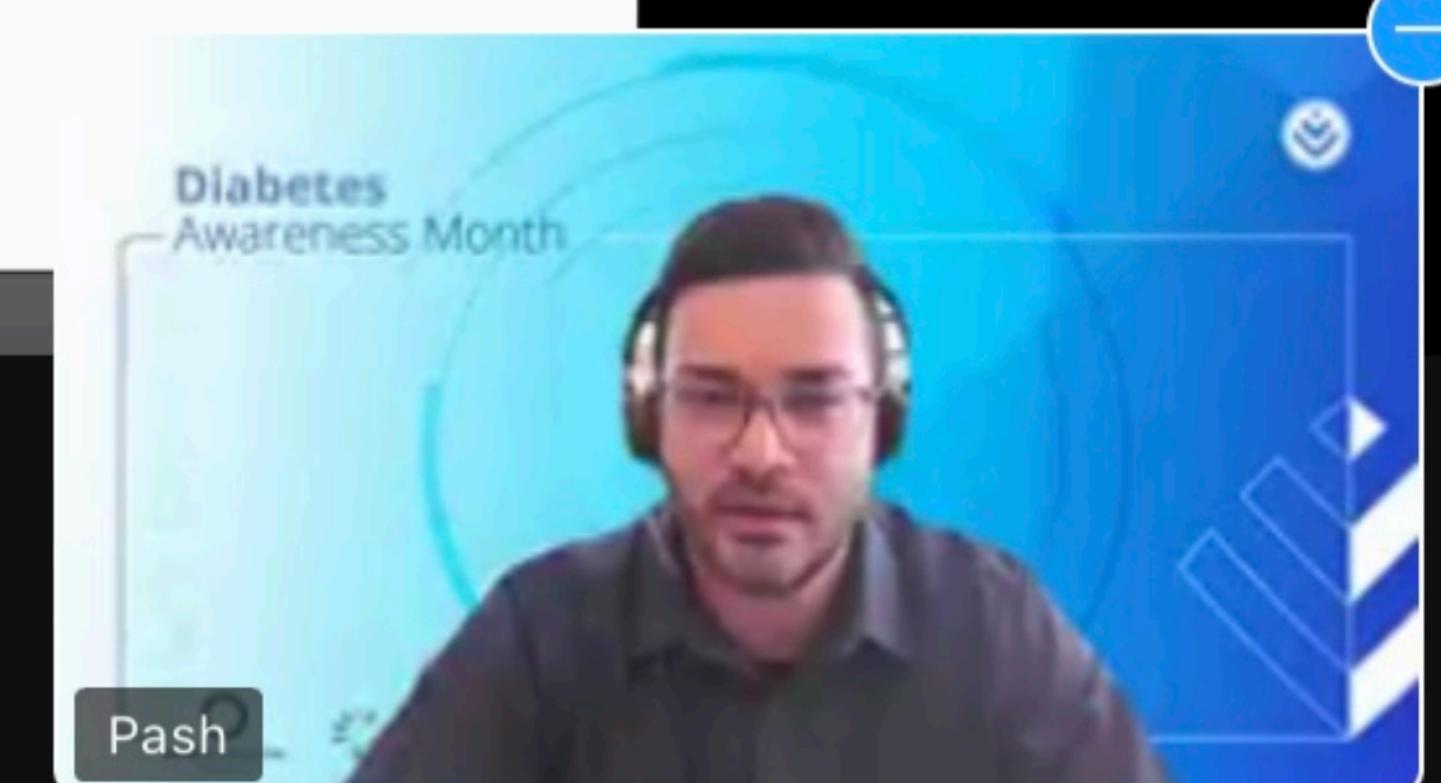
- Communication to inform them of this change and that they have until 31 December 2023 to choose a different plan on Discovery Health Medical Scheme.

Default strategy

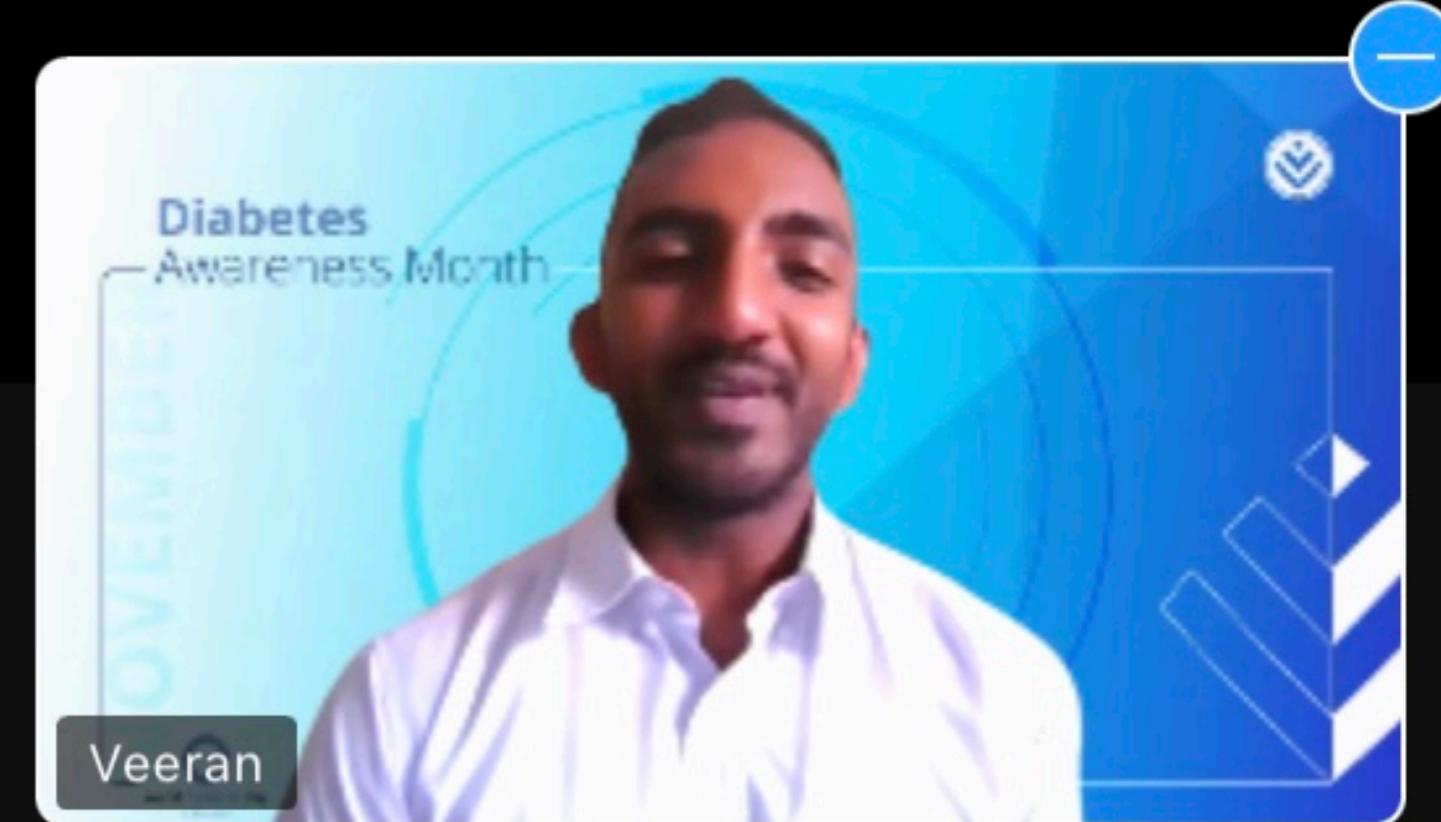
- If a member does not make a plan selection by 31 December 2023 they will be defaulted to the Classic Comprehensive or Classic Smart Comprehensive plan on 1 January 2024, based on the following criteria:
 - The principal for the default strategy is to preserve benefits
 - Members who have utilized benefits that are unique to the Classic Comprehensive plan including the Oncology Benefit, ADL conditions, and the SMTB benefit in 2023 will be defaulted onto the Classic Comprehensive plan to retain the most comprehensive benefits.
 - Members who have not registered for these specific benefits and have utilized the Smart network will be defaulted to the Classic Smart Comprehensive plan.
 - All other members will be defaulted to the Classic Comprehensive plan, effective 1 January 2024.
- Members who are defaulted onto a different plan on 1 January 2024 will have the opportunity to change their plan until the end of March 2024.

Adviser support

- Adviser reports with a list of impacted members



Primary Care Provider



Primary Care Provider



Management by single Primary Care Provider offers opportunity to improve health outcomes

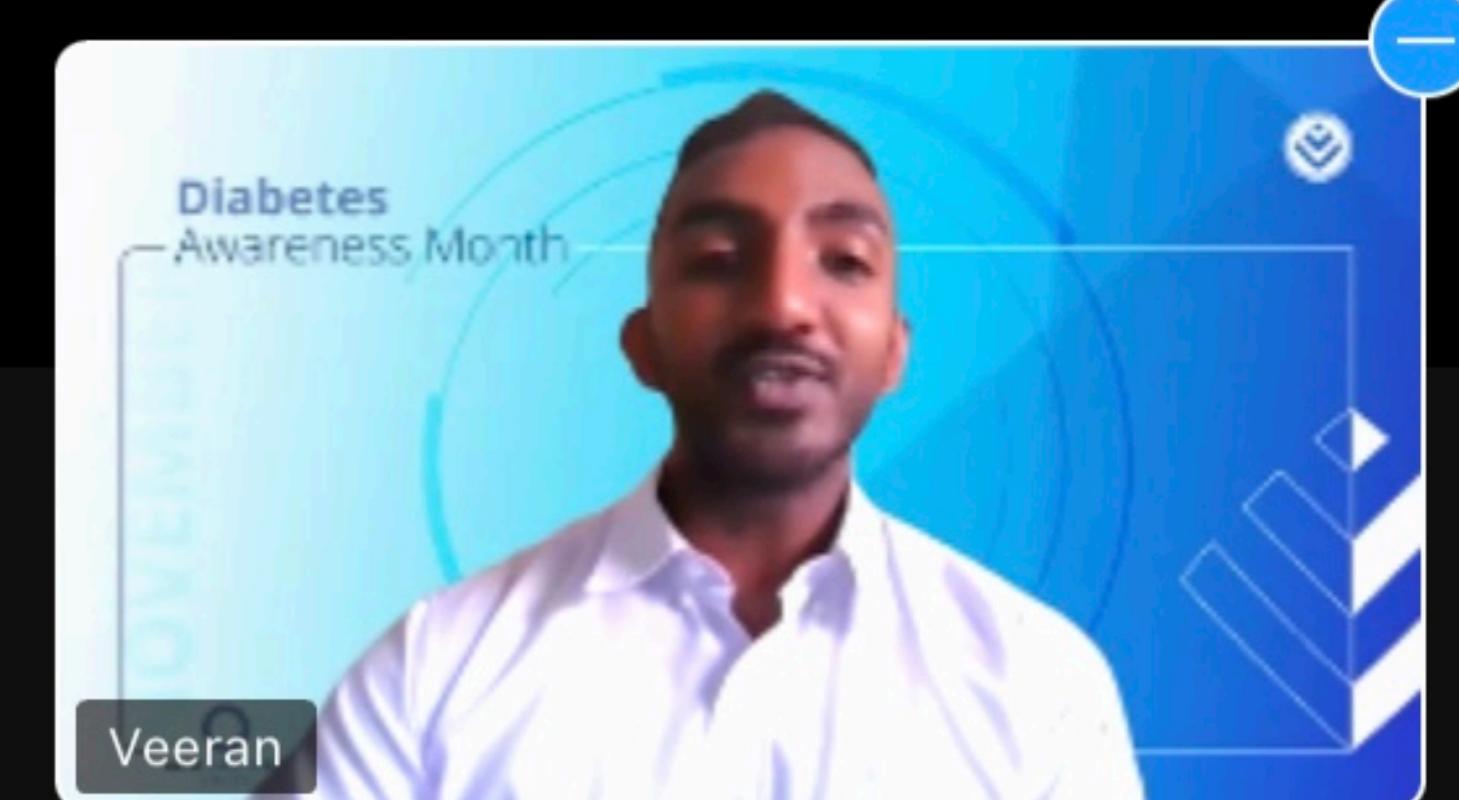
Benefit Change 2024

All members with chronic condition must nominate a GP in the primary care network

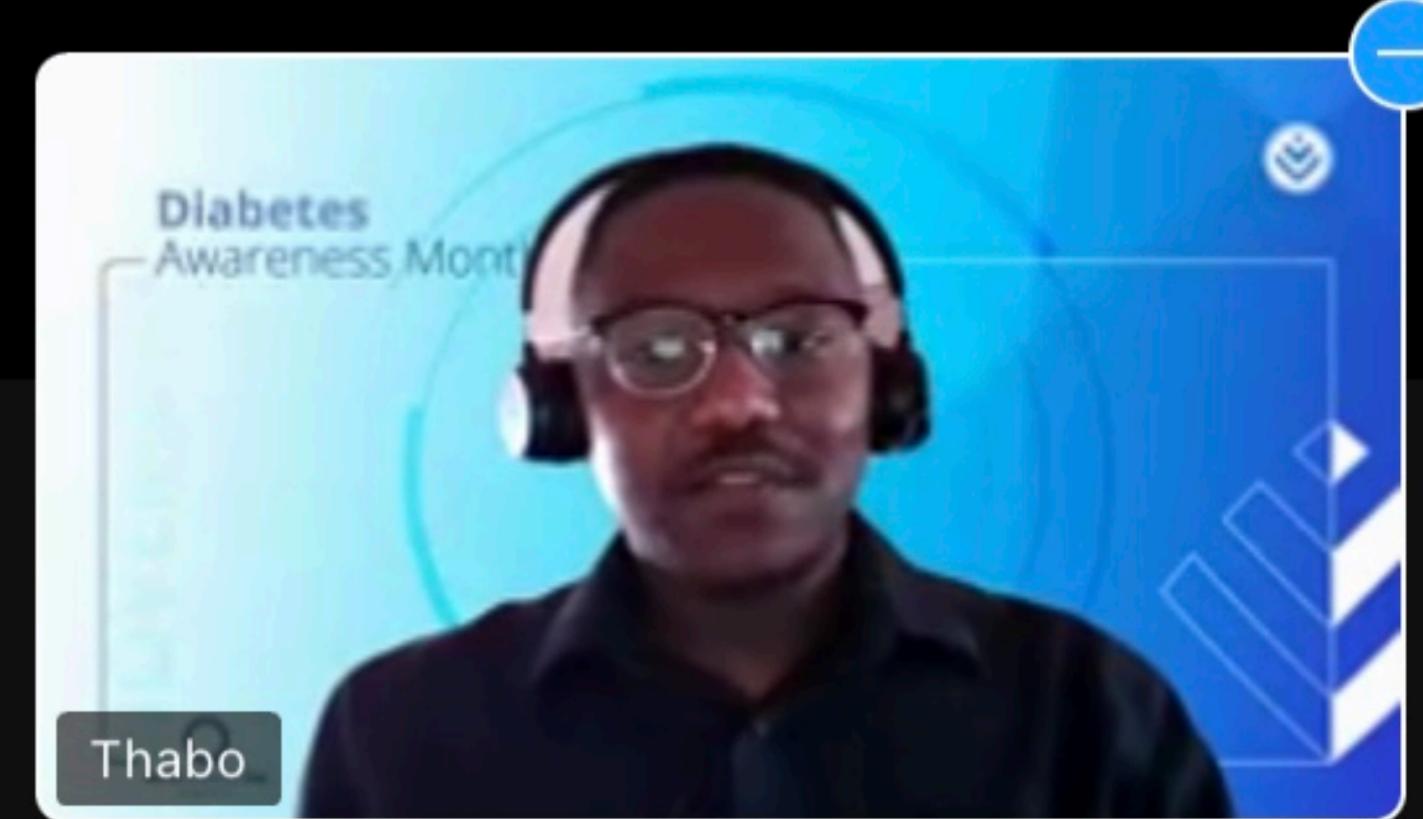
Which Plan Types?

All plans excluding Executive Network Plan rules still applies
In House will be confirmed

For GP's:
Impact **20%** Co-pay
on chronic
consults and
procedures



Mental Wellness



Awareness and Prioritising mental health as an integral part of a healthy and fulfilling life

Mental Health Assessment

Resilience
Wellbeing
Anxiety

Depression
Sleep
Drinking

Funding

Low Risk Retake at any time

Moderate Risk funded virtual Consult Premier Plus GP or Psychologist

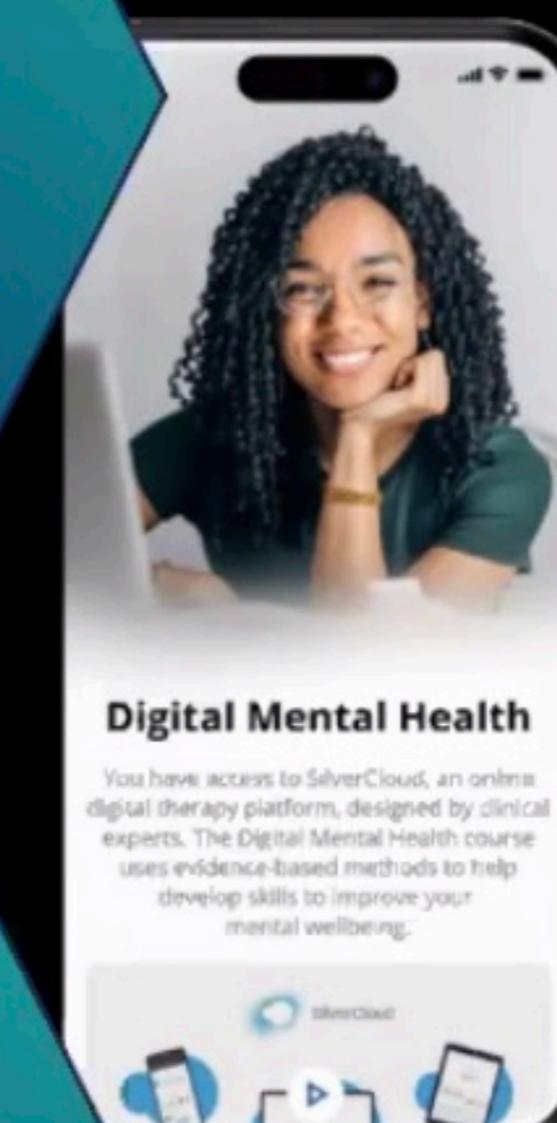
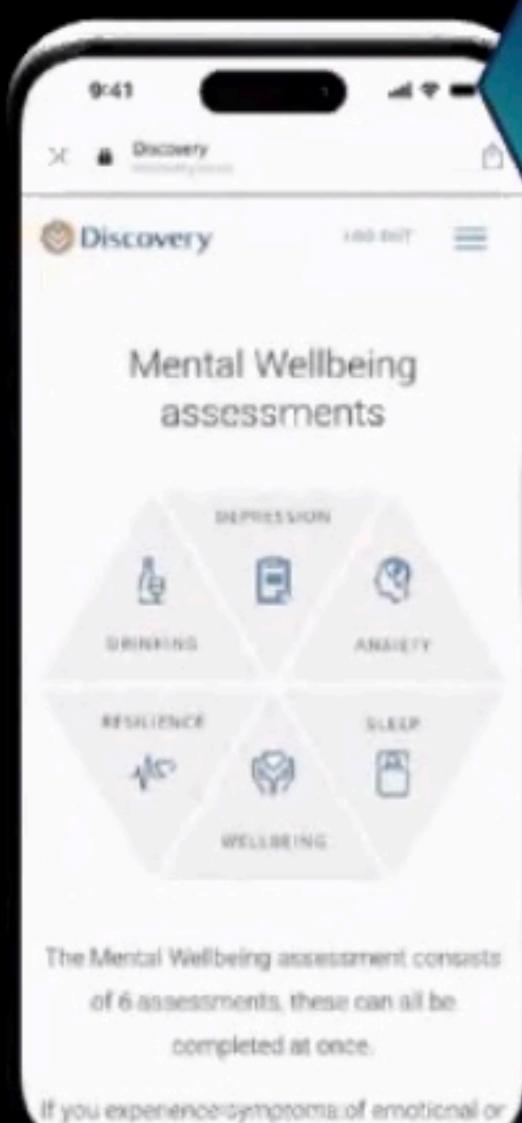
Severe Risk Funded proactive virtual session or face to face

Digital Therapeutics for Mental Health

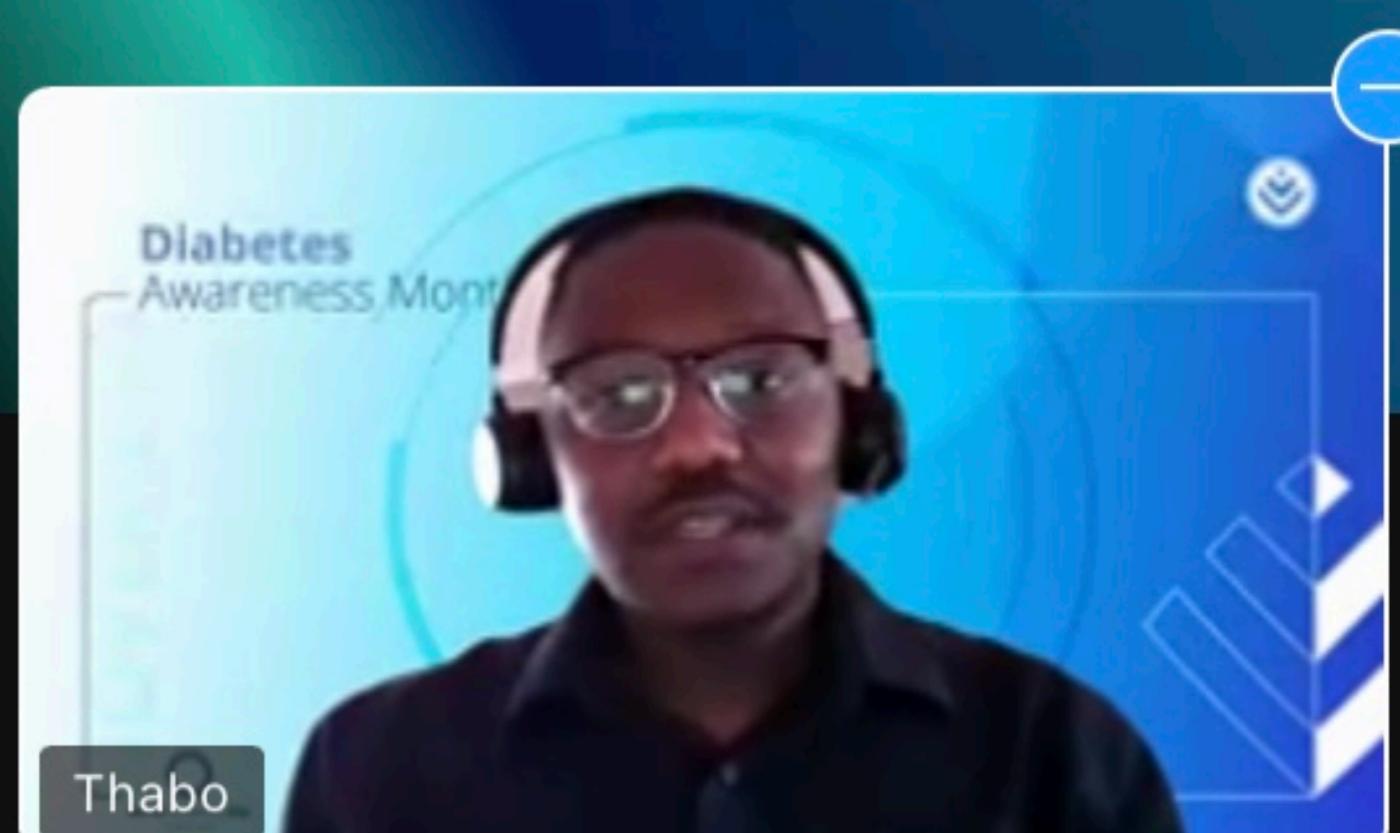
Partnered with SilverCloud
Activated when enrolled via
HealthID
24/7 support

Funding

Available
Paid from:
All Discovery Health members not on Mental Health Programme
Funded from day-to-day benefits



Mental Wellness



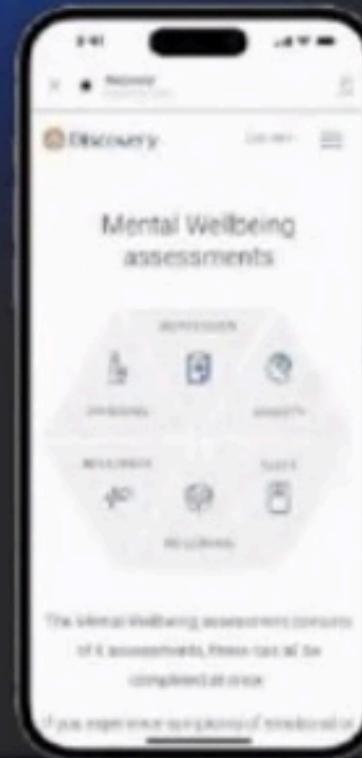
Mental Health Journey

Comprehensive support along the full mental health journey

The introduction of the Mental Wellbeing Assessment for all Discovery Health Medical Scheme members, as well as the addition of Silvercloud's iCBT platform has reinforced the comprehensive and proactive support for mental health, from early identification to clinically relevant treatment and ongoing management of more severe conditions.

Assessment

Access to mental wellbeing assessment



Available to all Discovery Health Medical Scheme members.

Evaluation

Ongoing evaluation of depression risk



Mental health risks are evaluated through re-assessment and clinical data.

Intervention

Scheme-funded proactive interventions for those at risk



Members at-risk of depression have access to risk-funded interventions.

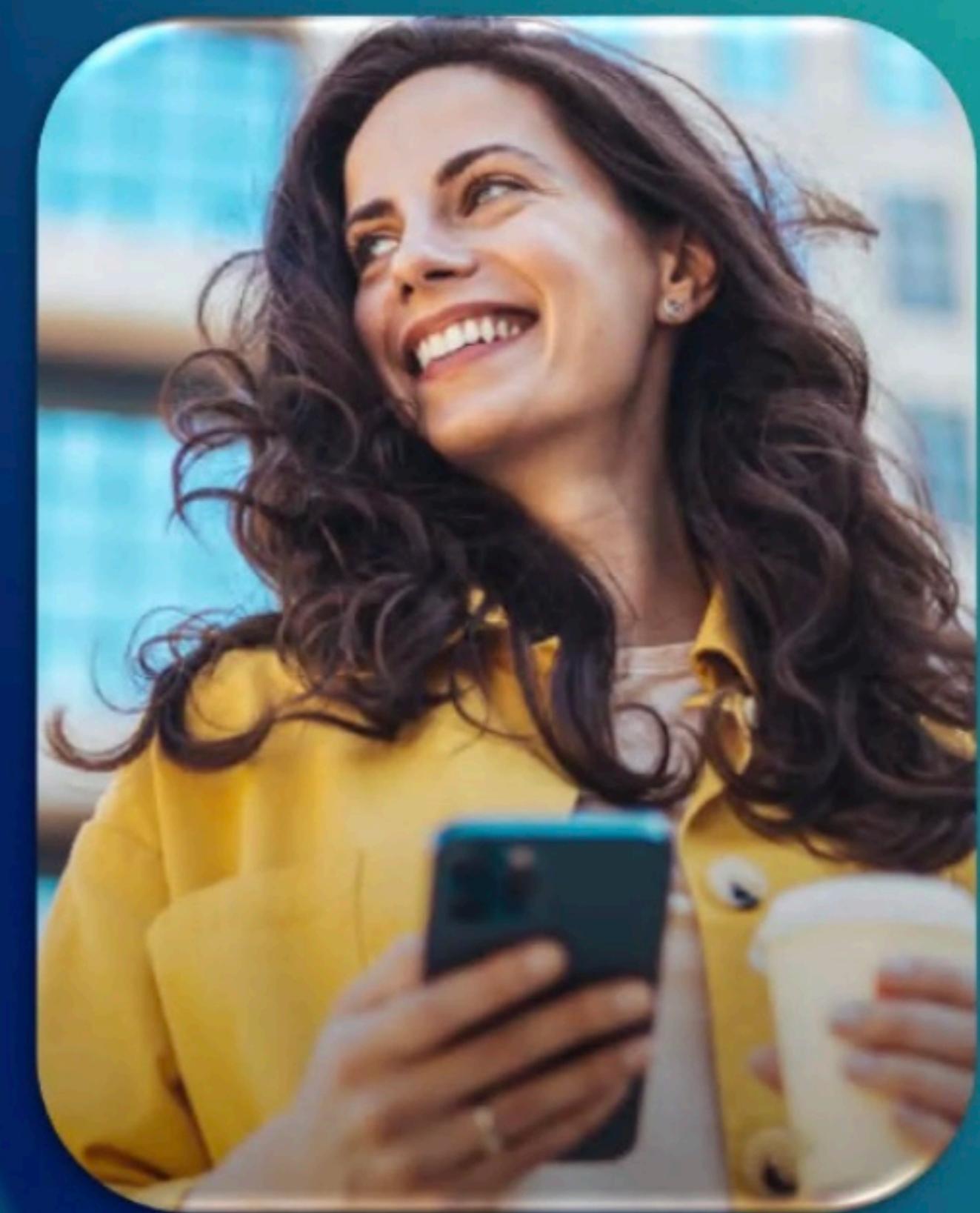
Management

Scheme-funded management and support

- Mental Health Care Programme**
 - GP consults and/or psychotherapy
 - Medicine
 - iCBT
- Access to digital therapeutics for mental health** for any Discovery Health Medical Scheme member referred outside of the Mental Health Care Programme.



Mental Wellness



Personal Pathways

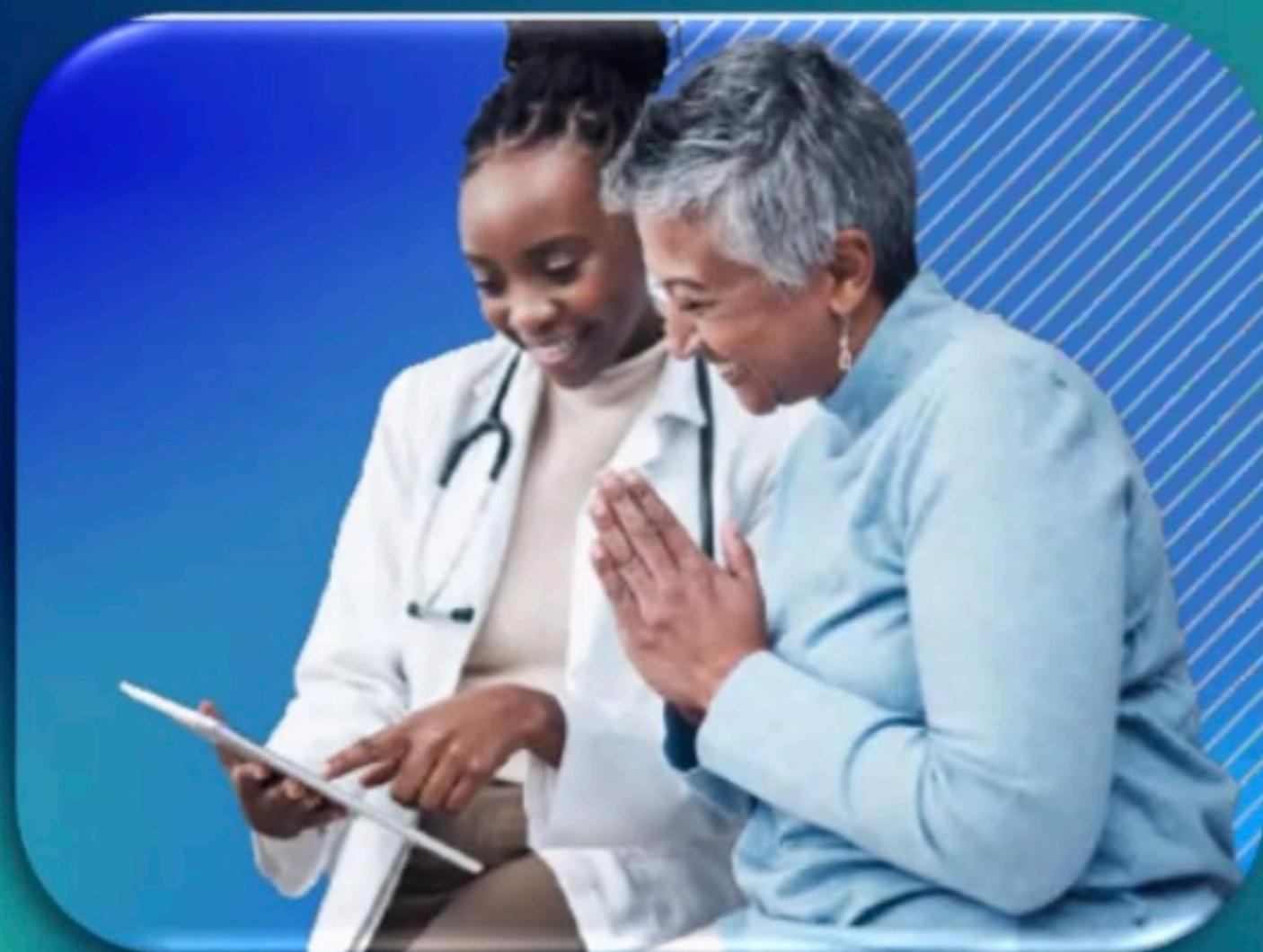


Diabetes Awareness Month

Thabo

Elisha's screen

Personal Pathways



Creating Personal Health Pathways

Who

All members of Discovery Health Medical Scheme aged 18 years and older.

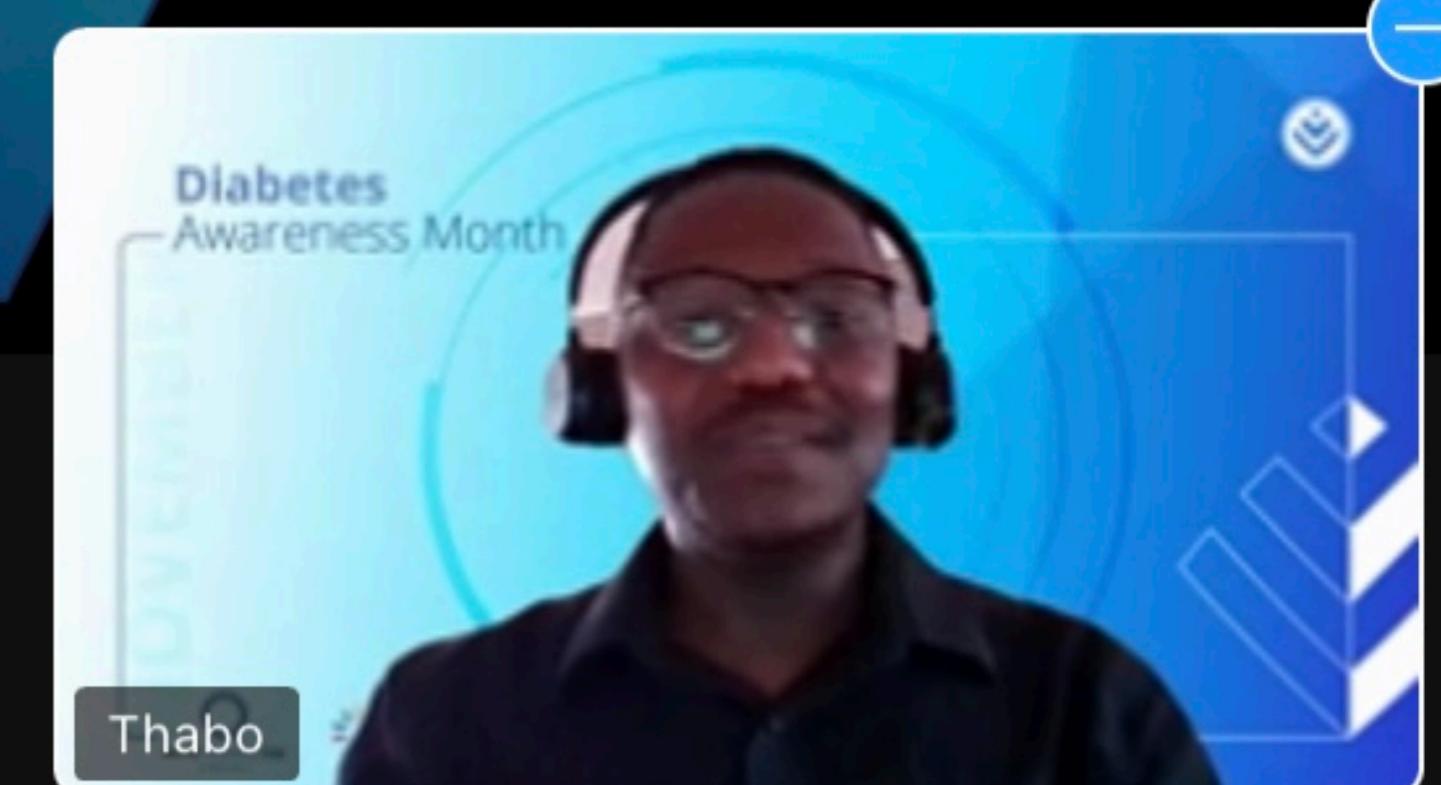
Access

Available on the Discovery website, the New Discovery Health APP and the Discovery WhatsApp channel



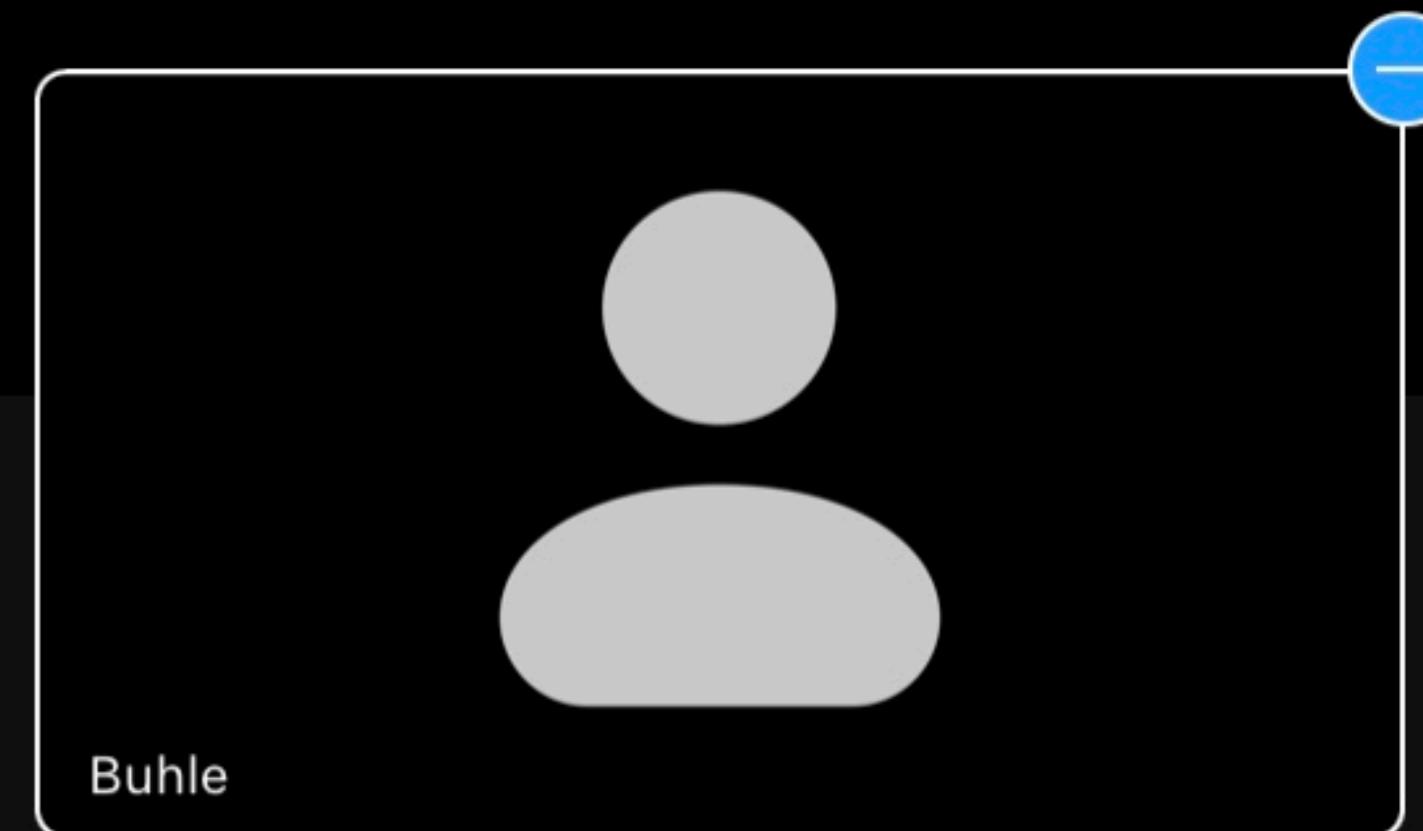
Go-Live

Q1 – All existing disease management patients
Q2- Gamification platform will be available



KeyCare Update

1



Aligning with Discovery Health Strategy of Single Primary Care Provider for improved Health Outcomes

Benefit Change

2024

Primary Care Provider

KeyCare Plus Members **only** have access to select **Primary Care GP**

No Secondary GP

Out of Network Consultations

Out of network consult **replaced** with **network nurse** or provider at network **pharmacy clinic**.

Virtual consultation or in person consultation **referral** if **required**

Impact Removal
Secondary GP
Nominated
GP changes
3x per annum

KeyCare Changes



KeyCare Hospital Network Changes – ensuring efficient healthcare delivery and value

Removals

Netcare Christiaan Barnard Hospital
Netcare Kuils River Hospital
Mediclinic Muelmed
NHN Louis Pasteur Hospital
NHN Arwyp Hospital

Additions

NHN Zuid-Afrikaans Hospital
Lenmed Shifa Hospital
Midlands Medical Centre

Exclusions

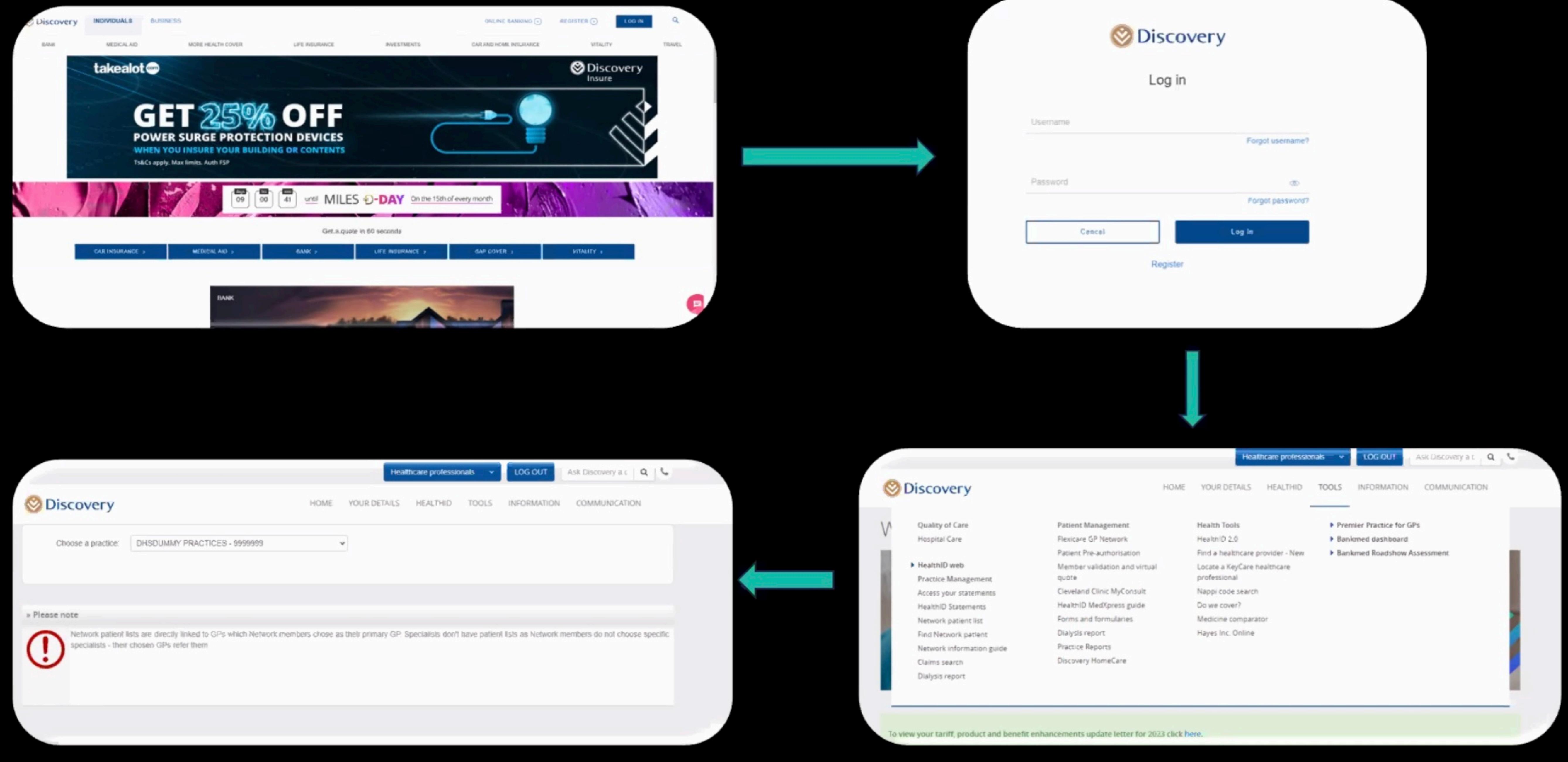
- Tonsillectomies
- Myringotomies
- Adenoidectomies

KeyCare Hospital Changes

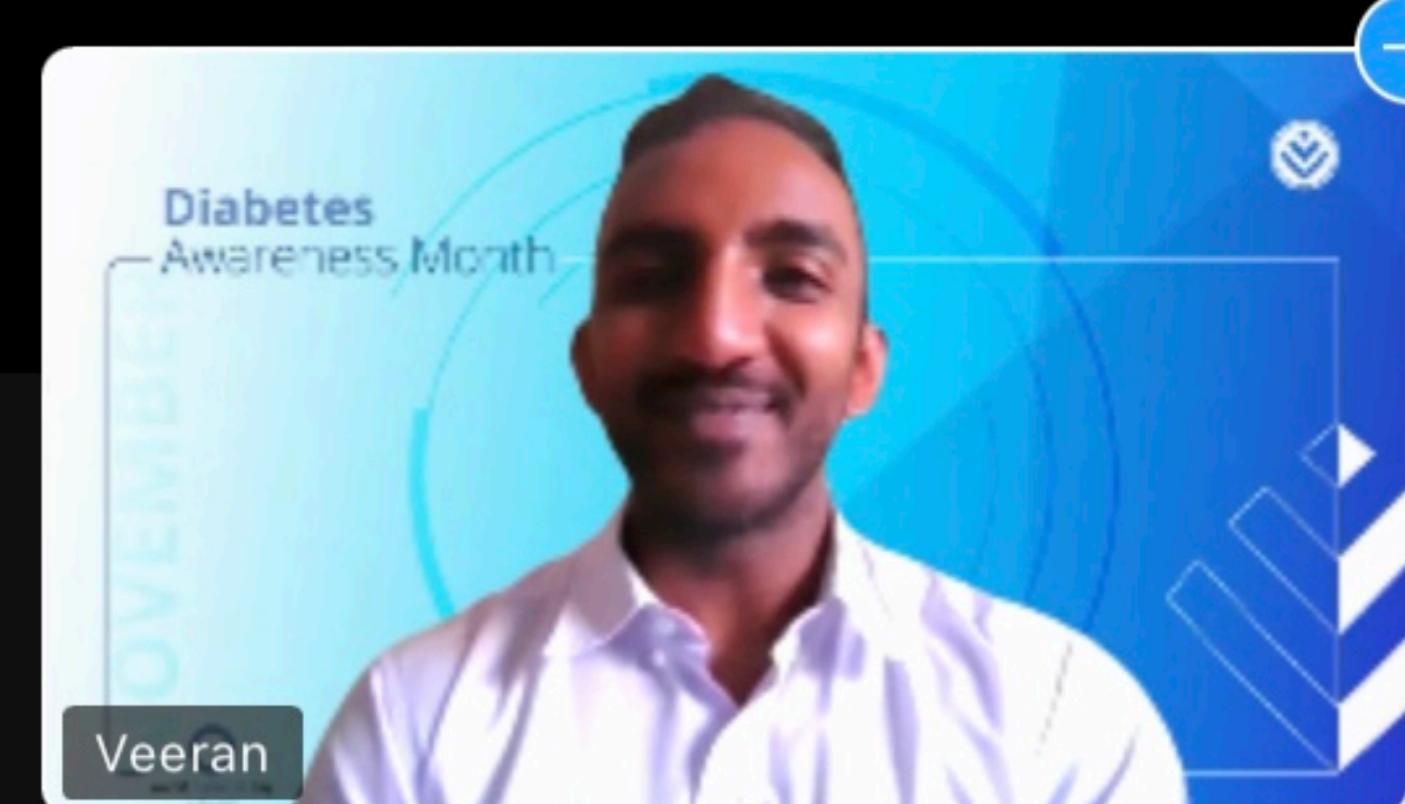


REO

Discovery Website | Network List



Primary Care Provider



Primary Care Provider



Management by single Primary Care Provider offers opportunity to improve health outcomes

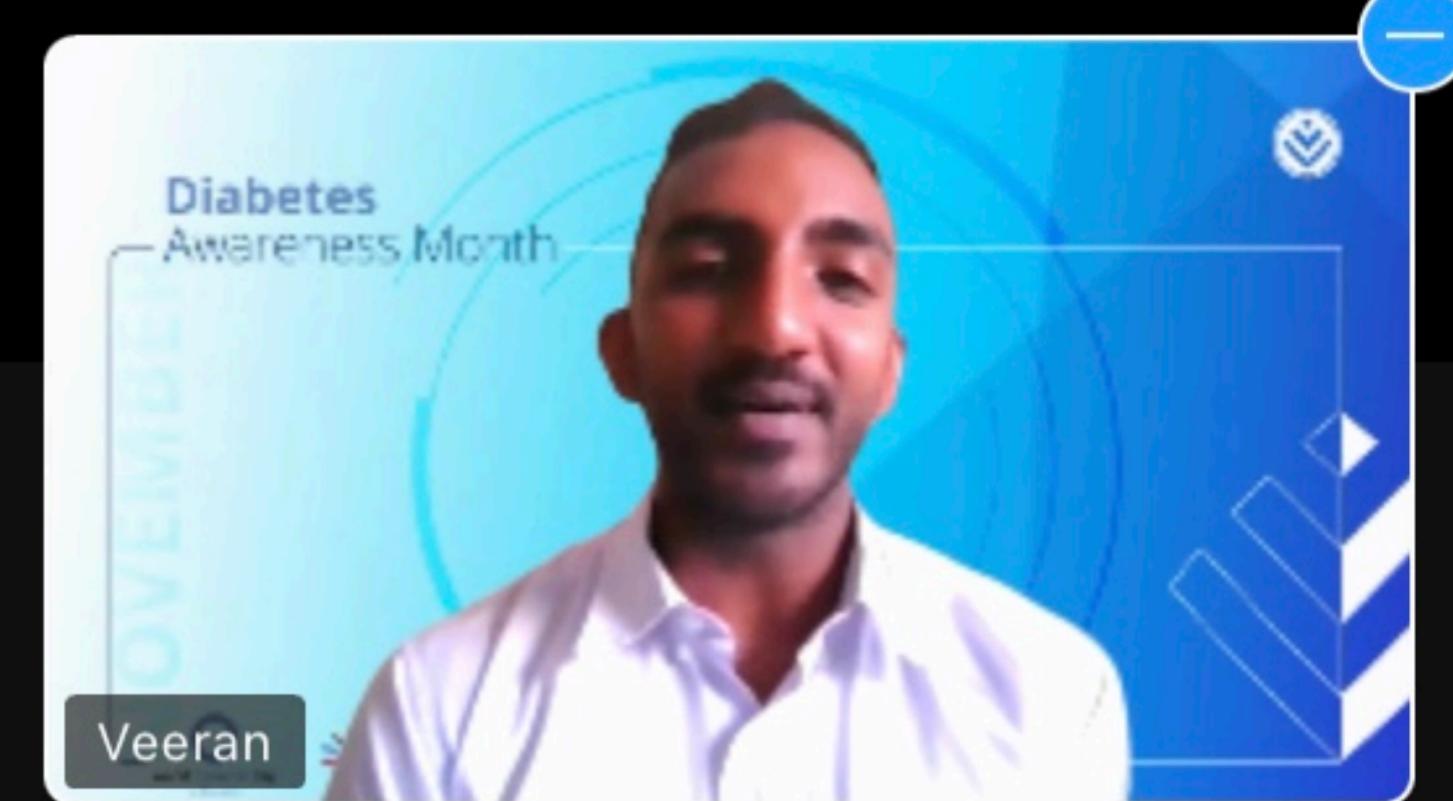
Benefit Change 2024

All members with chronic condition must nominate a GP in the primary care network

Which Plan Types?

All plans excluding Executive Network Plan rules still applies
In House will be confirmed

For GP's:
Impact **20%** Co-pay on chronic consults and procedures



Primary Care Provider Selection



Simple Nomination Process

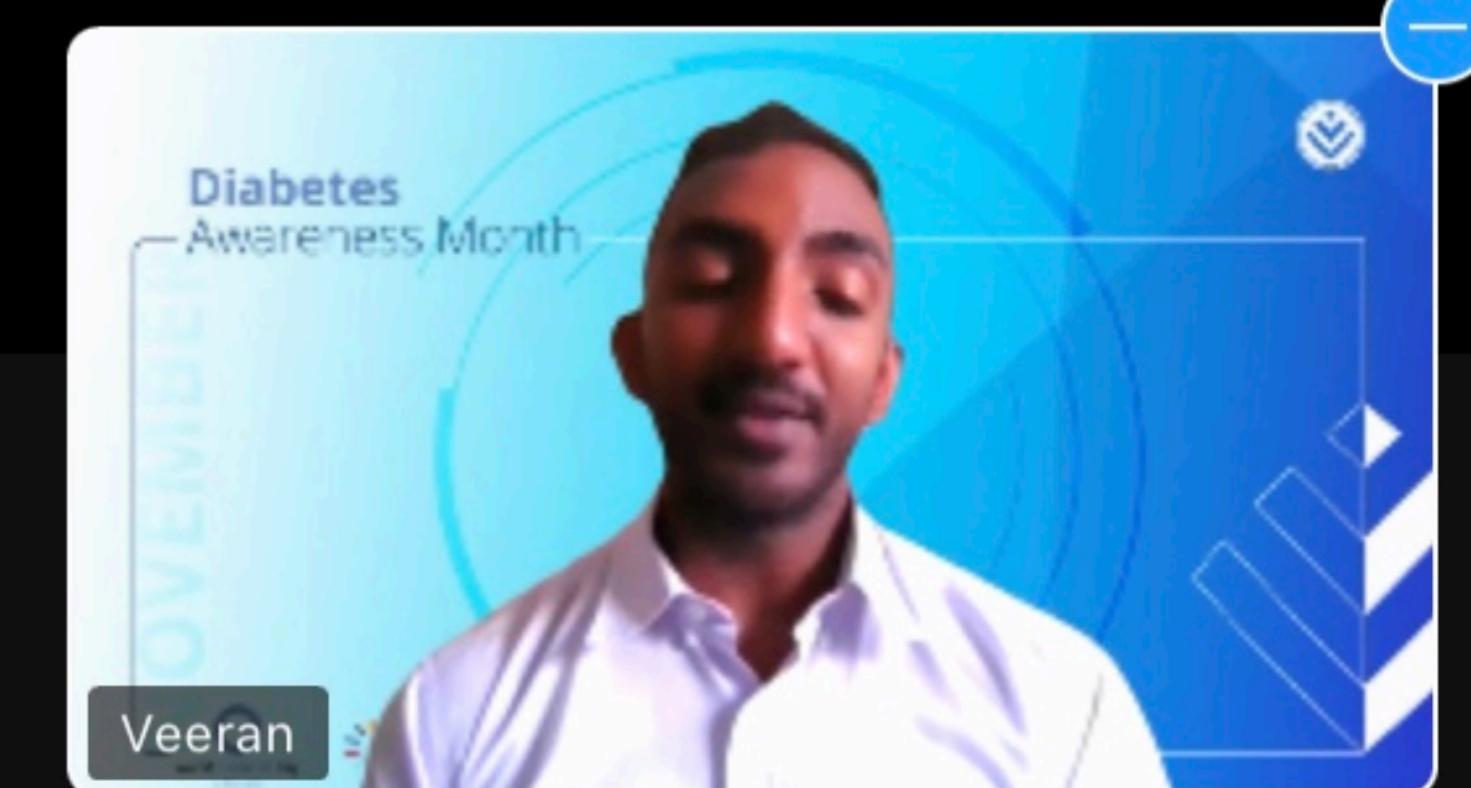
Call Center

Member can call
0860 99 88 77



Visit a network GP

Discovery Member App



HealthID Landing Page

The screenshot shows the HealthID Landing Page. At the top, there is a navigation bar with icons for Home, Calendar, Patients, and Practice, followed by the 'HealthID' logo and a search bar labeled 'Search patient'. Below the search bar is a 'Patient search' section with a search input field, a 'Search by' dropdown menu (set to 'All members/My patients'), and a message stating 'No matching results'. The main content area features three large buttons: 'Calendar' (with a calendar icon), 'Patients' (with a two-person icon), and 'Practice' (with a clipboard icon). Below these are four notifications: 'HealthID System Stability' (with a blue exclamation mark icon), 'Doctor signature' (with a signature icon), 'Get started with your Practice Management' (with a briefcase icon), and 'Microphone and camera permissions' (with a microphone and camera icon). At the bottom, there is a footer with various icons and a video call interface featuring a man named 'Veeran'.

HealthID

Search patient

Patient search

Search patient

Search by

All members/My patients

No matching results

Calendar

Patients

Practice

Notifications

HealthID System Stability

Dear Healthcare Professional. We are pleased to report that custom updates

Doctor signature

Upload your signature in order to generate a valid prescription, referral or

Get started with your Practice Management

Select your default billing practice and

Microphone and camera permissions

Enable your browser permissions for

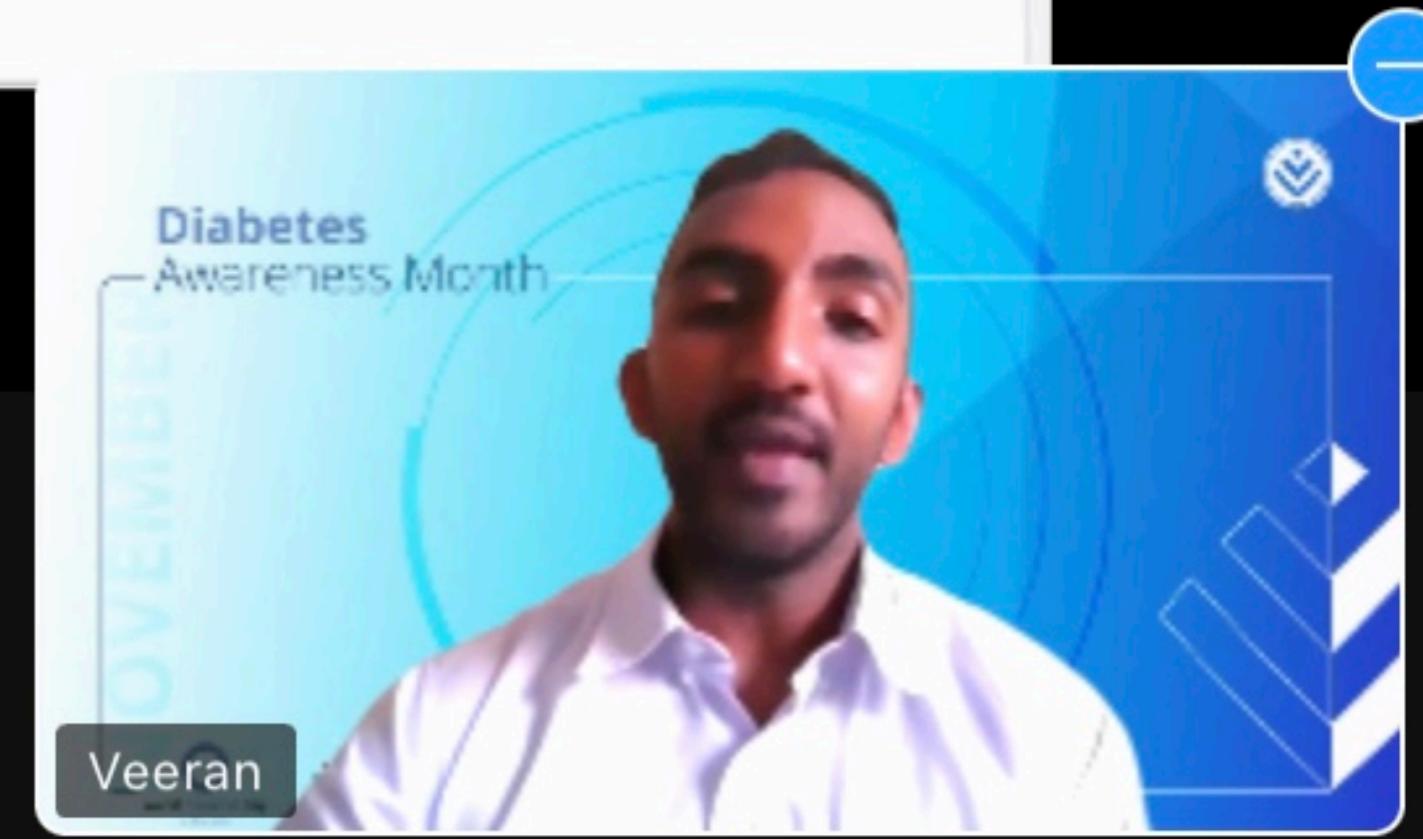
Diabetes Awareness Month

Veeran

Nomination Process

The screenshot shows a medical software interface with a navigation bar at the top. The top bar includes icons for a patient's file, calendar, and users, followed by the text "HealthID". On the right side of the top bar are icons for a search patient, a grid, a bell, and a gear. The main content area has a sidebar on the left with a blue background and white text, listing various clinical and administrative sections: Patient's file, Overview (which is selected), Clinical (Consultations, Medical history, Sick notes, Prescriptions), Scheme admin (Scheme info, Hospital authorisations, Chronic application, Care at home), and a row of small icons at the bottom.

The main content area displays a "Nominated practice" section with a message: "Member is nominated to another practice". There is a "Change nomination" button with a pencil icon. Below this is a "Medical history" section with a heart icon, showing "ICD-10 AND CONDITIONS" and "APPROVED MEDICINE". At the bottom of this section are "DOCTOR/HOSPITAL VISITS" and "DATE".



Select Practice



Patient's file

Overview

Clinical

Consultations

Medical history

Sick notes

Prescriptions

Scheme admin

Scheme info

Hospital
authorisations

Chronic application

Care at home

Become the primary care doctor

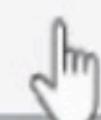
You have requested to become the primary care doctor for

Select your default practice details

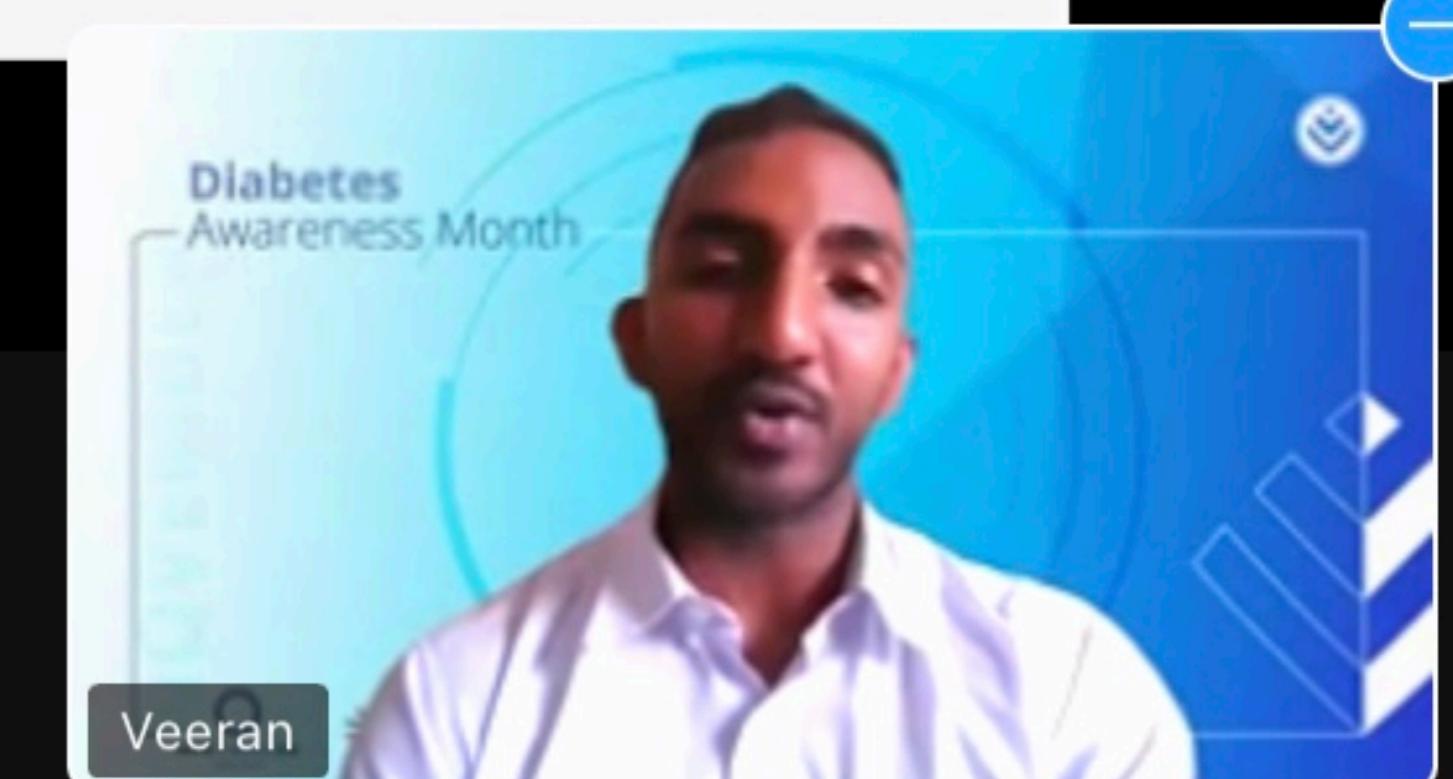
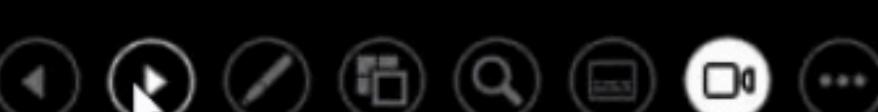
Billing practice

Dhsdummy Practices (9999999)

Rectangular S



By nominating your practice you accept the responsibility of managing this patient's chronic condition(s).
An OTP or patient signature is required to confirm this nomination.

[Request nomination](#)

Consent

Become the primary care doctor

You have requested to become the primary care doctor for [REDACTED]

Select your details

Billing practice: Dhsdummy Practice

Practice Name: Dhsdummy Practice

Practice Type: General Practice

Practice Number: 1234567890

Contact Number: 01234567890

Location: 16 Fred...

Change nomination

Choose preferred nomination method:

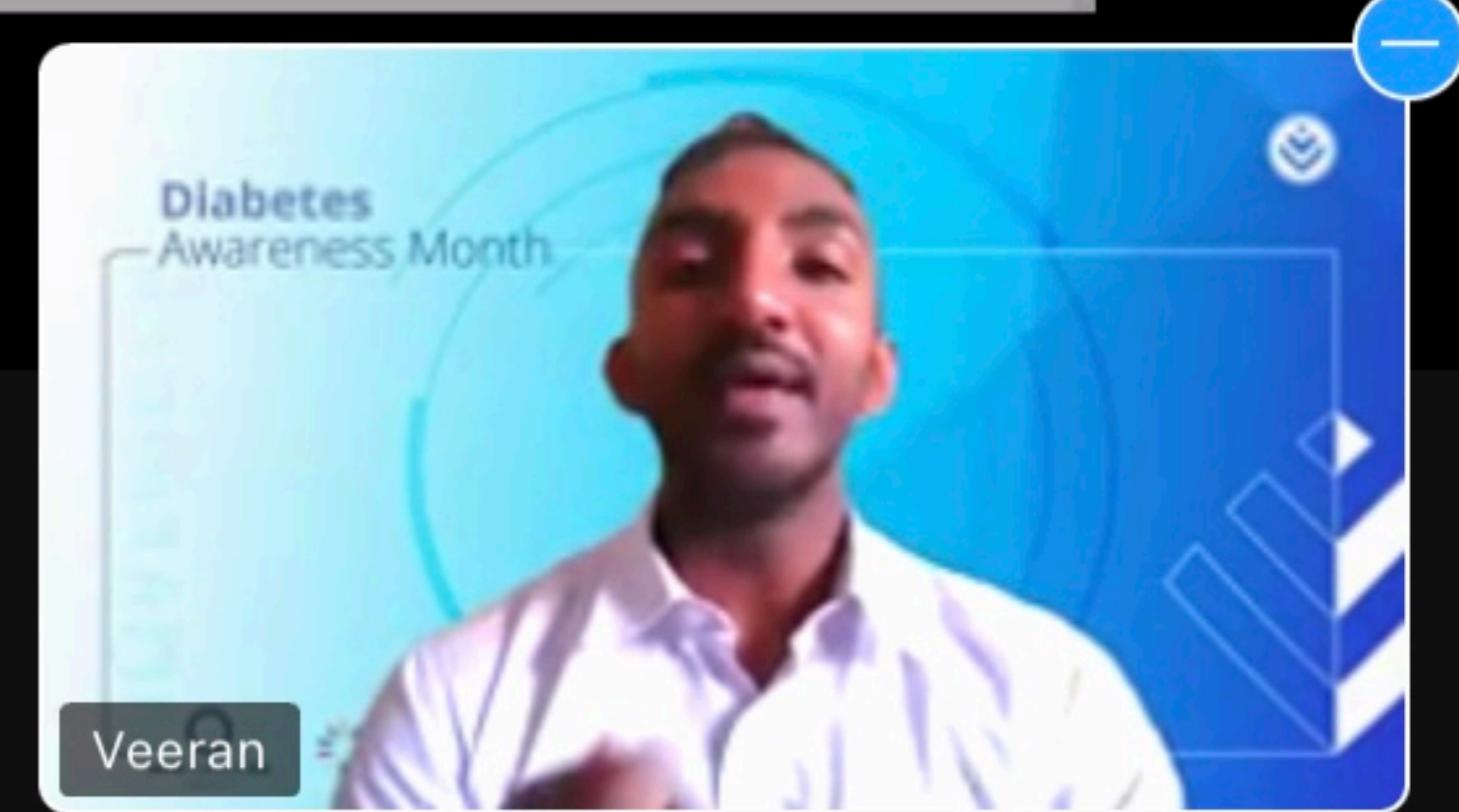
A one-time PIN (OTP) will be sent via SMS.

Patient signs for consent

Request nomination

By nominating your practice you accept the responsibility of managing this patient's chronic condition(s). An OTP or patient signature is required to confirm this nomination.

Request nomination



Consent Options

Patient's file

- Overview
- Clinical**
- Consultations
- Medical history
- Sick notes
- Prescriptions
- Scheme admin**
- Scheme info
- Hospital authorisations
- Chronic application
- Care at home

Request nomination

Become the patient's representative

You have requested nomination for:

Select your desired nomination method

Billing practice: Dhsdummy Practice

Practice Name: Dhsdummy Practice

Practice Type: General practice

Practice Number: 1234567890

Contact Number: 01234567890

Location: 16 Fredriksgatan, 111 55 Stockholm, Sweden

By nominating your representative, you agree to the nomination. An OTP or patient signature will be required to complete the nomination.

Change nomination

Choose preferred nomination method:

A one-time PIN (OTP) will be sent via SMS.

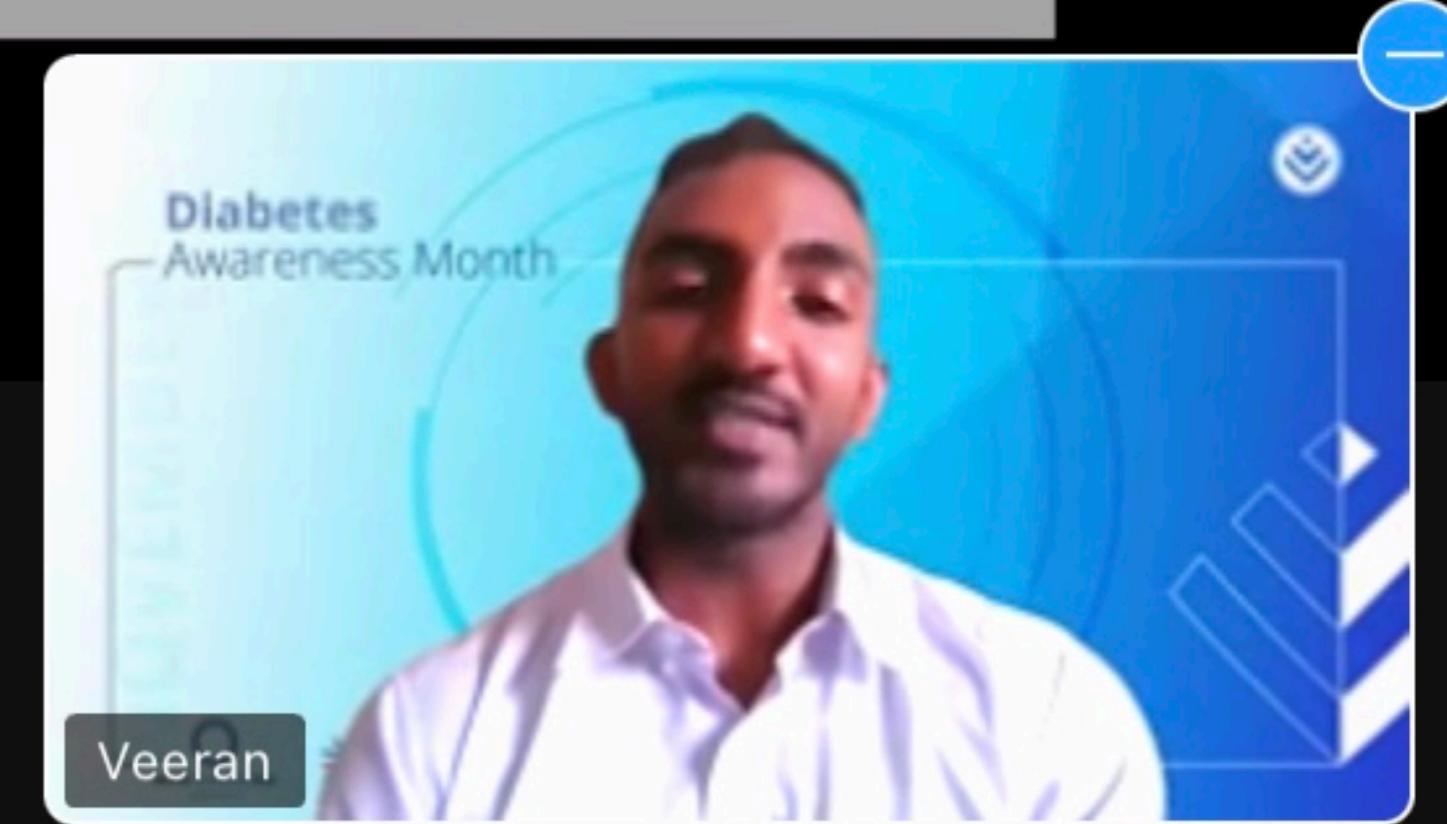
Patient signs for consent

 A handwritten signature is shown in a box. To the right of the box is a blue link labeled "Clear signature".

(Patient) By signing, I agree to the terms and conditions for the above selected consent information

 A small hand icon is positioned next to the signature box, pointing towards the "Request nomination" button.

Cancel **Request nomination**



• REC

Nomination Granted

The screenshot shows the HealthID patient dashboard. The left sidebar is blue and contains the following navigation items:

- Patient's file
- Overview** (selected)
- Clinical
- Consultations
- Medical history
- Sick notes
- Prescriptions
- Scheme admin
- Scheme info
- Hospital authorisations
- Chronic application
- Care at home

At the top, there are several icons: a gold arrow, a blue calendar, a blue user, a blue clipboard, a search bar with the placeholder "Search patient", and three circular icons with blue symbols (grid, bell, gear).

The main content area displays the following information:

- Practice:** Dhsdummy Practices
- Doctor:** Dr. Ferny Lesego Setagisa
- Location:** Sandown, Sandton, 0
- Nomination effective from:** 13/11/2023

Medical history

ICD-10 AND CONDITIONS	APPROVED MEDICINE
I10 - Hypertension	None

DOCTOR/HOSPITAL VISITS

DATE

A video call overlay is visible in the bottom right corner, featuring a doctor named Veeran. The overlay has a blue theme with the text "Diabetes Awareness Month".

Primary Care Provider Selection

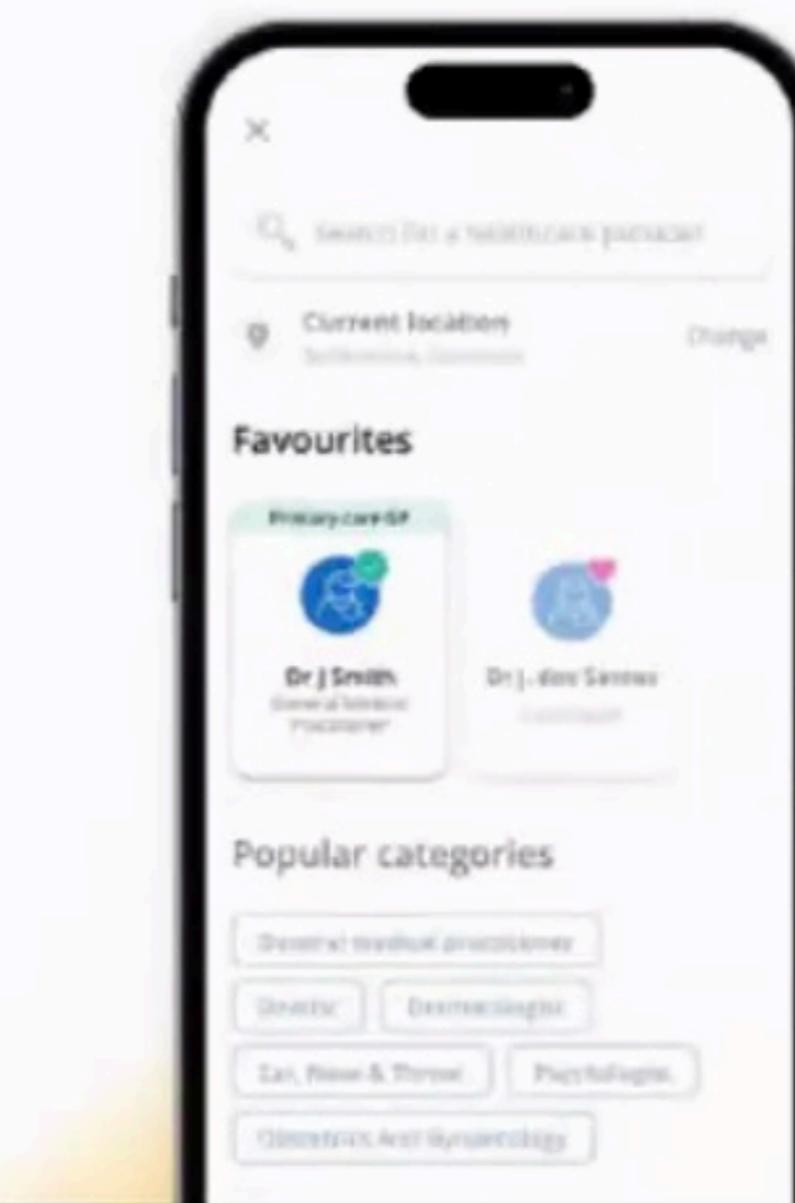
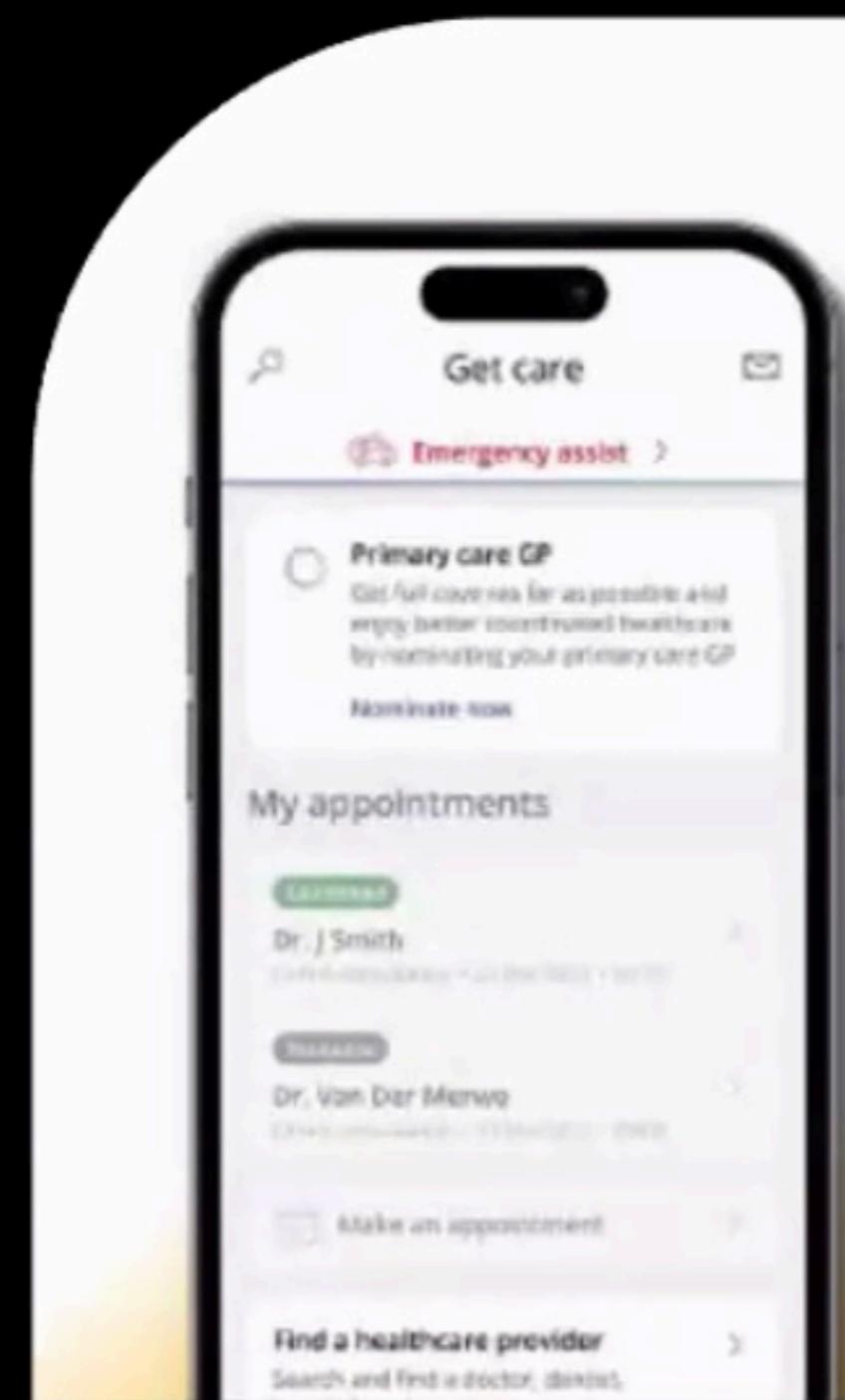


Discovery Health App

01

Discover Health App

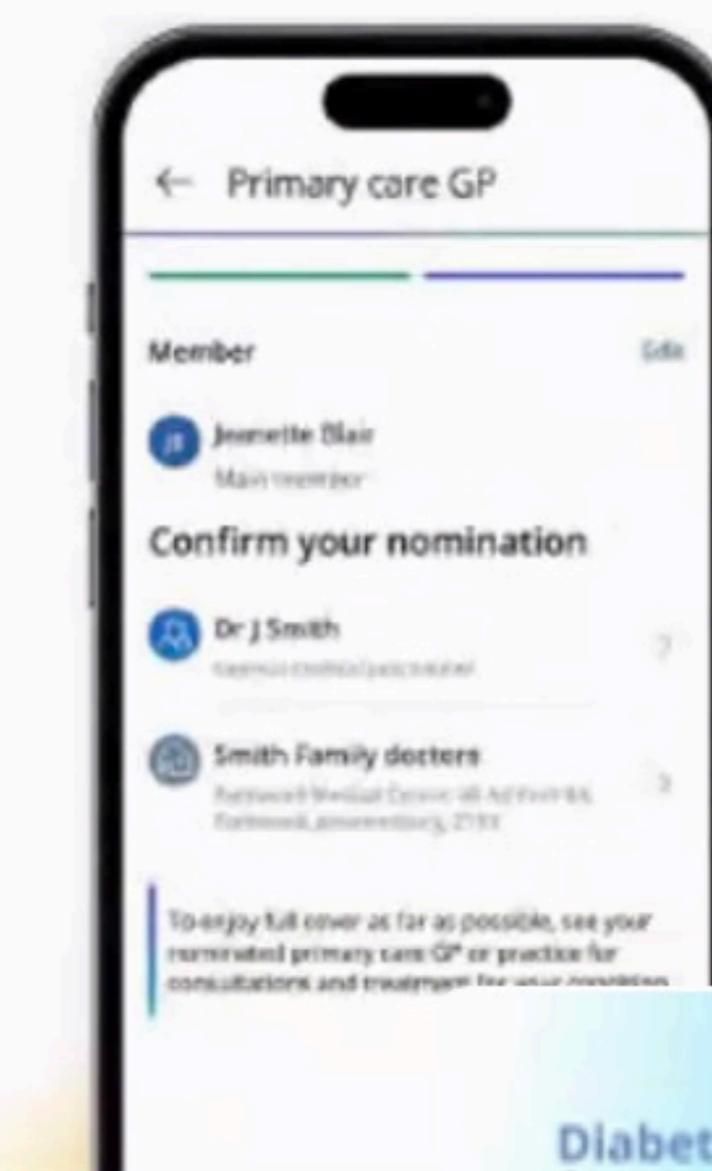
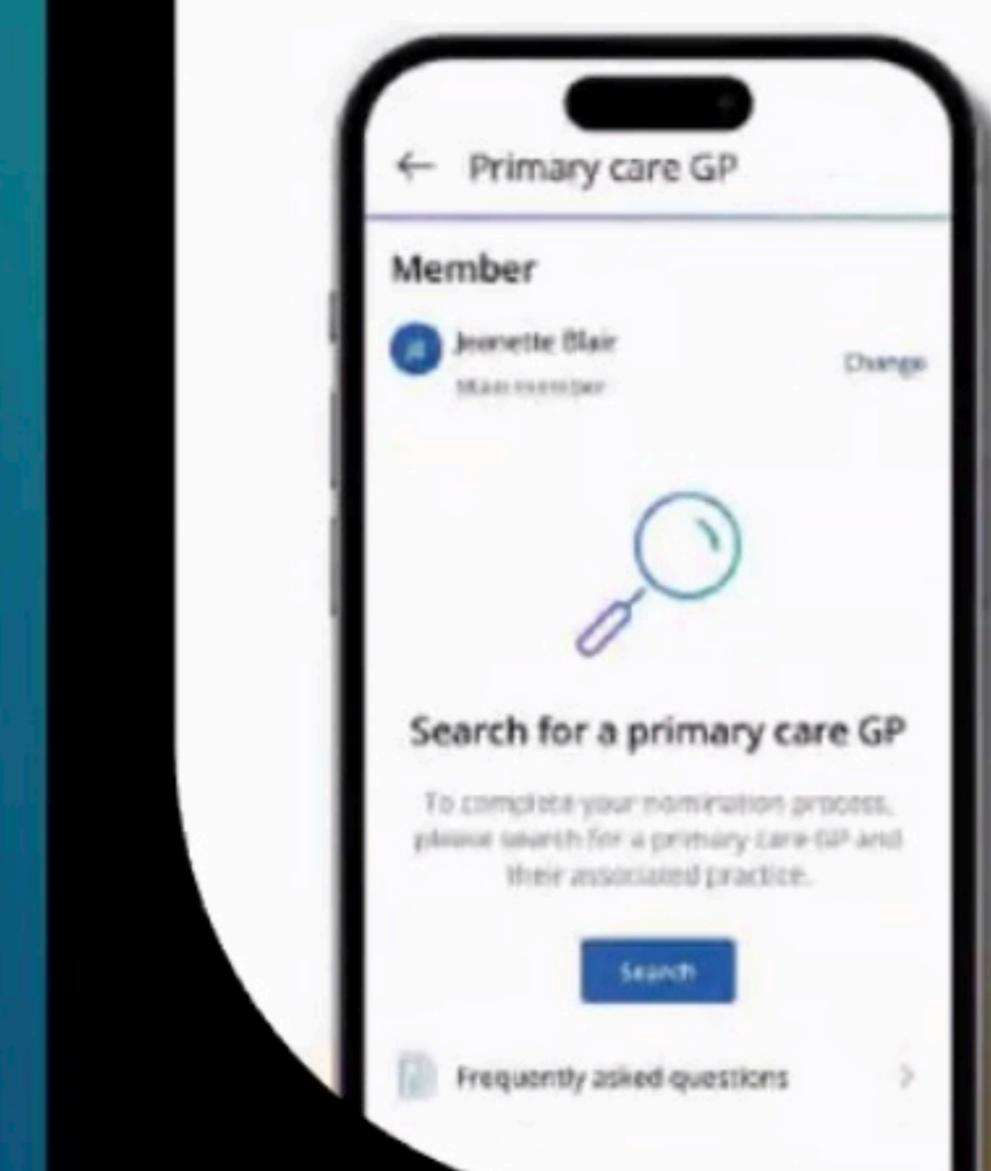
Click on the Primary care GP option on the Get Care tab.



02

Search for a GP in your area

Members that have not visited a Discovery Health network GP before or want to choose a different GP can search for a GP in their area.



03

Nominate your Primary Care Provider

Members that have not visited a Discovery Health network GP before or want to choose a different GP can search for a GP in their area.

