

System enhancement - what's changing?

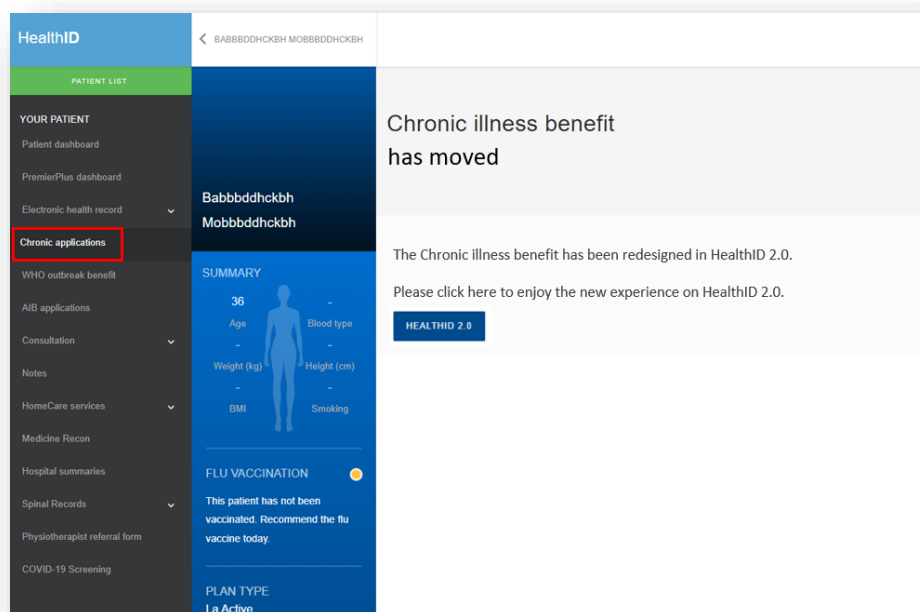
In line with our constant efforts to enhance the service and tools we provide to the healthcare professionals who care for the members of the Discovery Health Medical Scheme, we have migrated to an upgraded benefit management and claims system for the chronic illness benefit (CIB) effective 1st January 2024.

The new benefit and claims management system is best supported by the chronic benefit management capability on the enhanced HealthID web-based platform, HealthID 2.0.

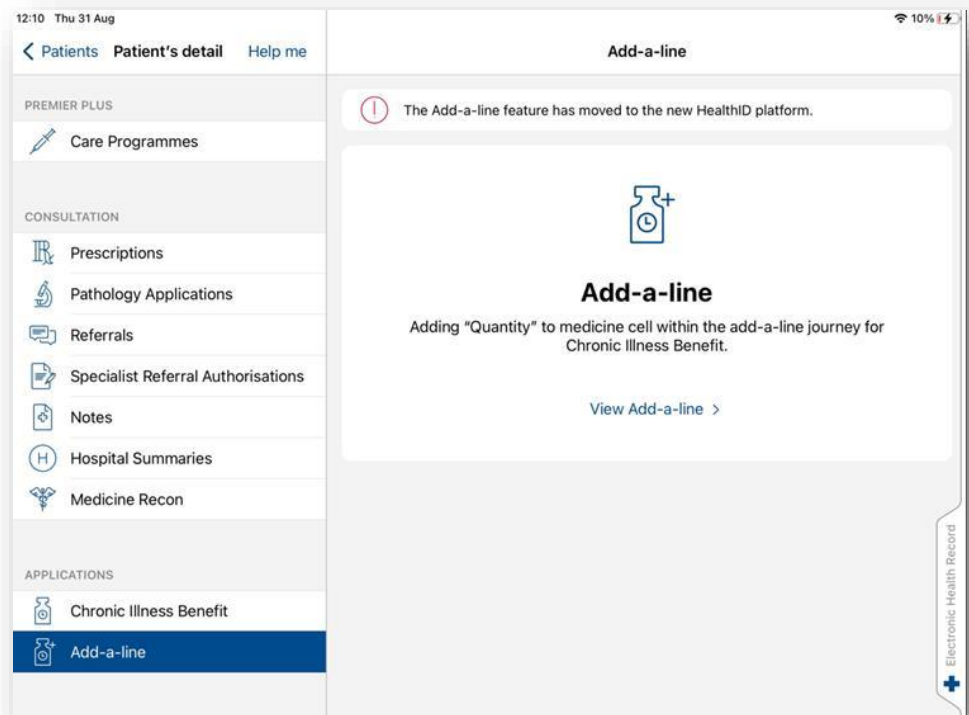
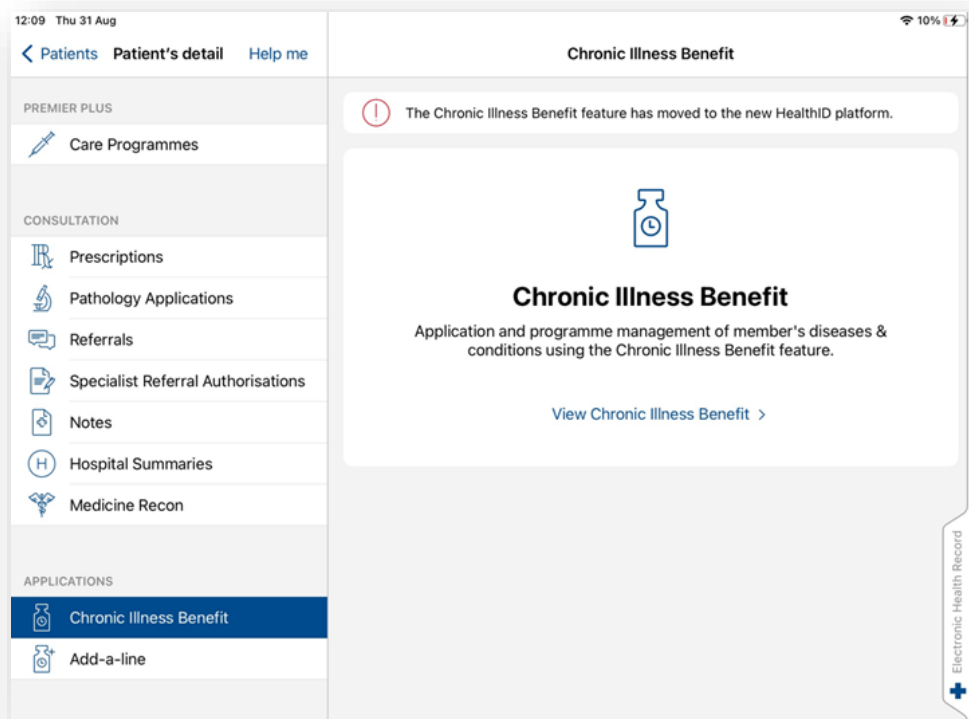
To support this initiative, from 5th January 2024, the CIB application process will no longer be available on HealthID 1.0 and the iOS application. This process will only be accessible via HealthID 2.0.

Please note, if you continue using HealthID 1.0 and the IOS application for CIB applications post this date, you will receive the alert messages below displayed on the CIB home screens to help redirect you via a link to the correct HealthID platform for the function.

HealthID 1.0



IOS Application



How will this benefit you?

This initiative forms part of the journey to shift our digital platforms to newer architecture and create a single digital platform for the healthcare professional community. The migration of the CIB application process from HealthID 1.0 and the iOS application to the HealthID 2.0 web platform, will provide a seamless registration journey for patients on the Chronic Illness Benefit and eligible Care Programmes.

We are pleased to announce that HealthID 2.0 has a new look and feel and provides access to new features that were not available on the iOS application. You will still have access to HealthID 2.0 through your iOS device by accessing the Progressive Web app (PWA) through your preferred web browser (Safari or Chrome).

To ensure continuity of patient care, the manual CIB application process through the completion of a form will be available should you experience any technical difficulties over the next few days.

We expect a slight delay in the processing of the paper CIB applications and Care Programme registrations during this transition period.

Thank you for your ongoing support and understanding.

Kind Regards

Healthcare Professional Team