

# QUALITY CARE IN OUR S HOSPITAL O NETWORK FOR VOLUME AL THE ALL OPTION

FIND A NETWORK FACILITY FOR YOUR HEALTH PLAN OPTION



# **Hospital Networks**

All Discovery Health Medical Scheme health plans offer unlimited hospital cover. You are covered in any facility approved by the Scheme. The funding of newly licensed facilities is subject to approval by the Scheme, on all health plans. There are currently some hospitals which are partially funded. The below listed plans offer cover for planned admissions in a defined network: Classic Smart Comprehensive, Delta options, Smart and KeyCare plans. On the Essential Dynamic Smart and Active Smart plans you must use the Discovery Health app or website to access the Dynamic Smart Network. On the Coastal plans you can go to any approved hospital in the four Coastal regions.

# 附 KeyCare Hospital Network

You must go to a hospital in the KeyCare Hospital Network for planned admissions on the KeyCare Plus and KeyCare Core plans. If you do not use one of these hospitals for a planned admission, you will need to pay for these claims. **This does not apply in an emergency.** 

## KeyCare Casualty Hospitals

On KeyCare Plus you are covered in any network casualty unit at one of the KeyCare network hospitals. You have to pay the first R500 of the consultation and cover is subject to authorisation. On KeyCare Start you have access to after-hours care at your chosen KeyCare Start GP or network provider.

# 💿 KeyCare Start Hospital Network

These hospitals apply to members on the KeyCare Start plan. We cover you in full at the agreed rate in your chosen KeyCare Start Network Hospital. If you do not use your chosen hospital for a planned admission, you will need to pay these claims. Based on your chosen KeyCare Start GP you have access to a KeyCare Start Network Hospital in your region. **This does not apply in an emergency.** 

## KeyCare Start Regional Hospital Network

These hospitals apply to members on the KeyCare Start Regional plan. We cover you in full at the agreed rate in your chosen KeyCare Start Regional Network Hospital. If you do not use these hospitals for a planned hospital admission, you will need to pay these claims. **This does not apply in an emergency**.

# Delta Hospital Network

These hospitals are applicable to Classic Delta Saver, Essential Delta Saver, Classic Delta Core and Essential Delta Core network options. For planned admissions to any other private hospital, you must pay an upfront amount of R10,700 **This does not apply in an emergency.** 

# s Smart Hospital Network

These hospitals apply to members on the Classic Smart Comprehensive, Classic Smart and Essential Smart Plans. For planned admissions to any other private hospital, you must pay an upfront amount of R12,200. **This does not apply in an emergency**.

Members on the Essential Dynamic Smart and Active Smart plans, have access to the Dynamic Smart Hospital Network. For planned admissions you must use our *Medical Provider Search tool* on the Discovery Health app and on our website to be directed to the most appropriate hospital that is conveniently close to your location based on your healthcare needs.

For planned admissions to any other private hospital, you must pay an upfront amount of R14,750. This does not apply in an emergency.

# Coastal Hospital Network

On the Coastal Saver and Coastal Core health plans, you must go to an approved hospital in one of the four coastal provinces (Eastern Cape, KwaZulu-Natal, Northern Cape, Western Cape) for a planned admission. If you use a hospital outside of the coastal regions, we will pay up to a maximum of 70% of the Discovery Health Rate (DHR) for the hospital account. **This does not apply in an emergency.** Visit *www.discovery.co.za* or click on Find a healthcare provider tool on the Discovery Health app to find a hospital on the Coastal Hospital Network.



| Alberton     | Netcare Alberton Hospital                              | ///       |    |    |    | D |   |
|--------------|--|-----------|----|----|----|---|---|
|              |  | ///       |    |    |    |   | 5 |
| Benoni       | <ul> <li>Life The Glynnwood Hospital</li> </ul>        | КН        |    |    |    |   | S |
|              | <ul> <li>Sunshine Hospital</li> </ul>                  | KH        |    |    |    |   |   |
| Brakpan      | Life Dalview Hospital                                  | KH        |    |    |    |   |   |
| Centurion    | Mediclinic Midstream                                   |           |    |    |    |   | s |
|              | Netcare Unitas Hospital                                |           |    |    |    | D |   |
| Germiston    | Life Bedford Gardens Hospital                          |           |    |    |    | D |   |
|              | Life Roseacres Hospital                                | KH        | КС |    |    | D | s |
| Heidelberg   | Life Suikerbosrand Hospital                            | КН        |    |    |    |   |   |
| Johannesburg | Clinix Selby Park Hospital                             | KH        |    |    |    |   |   |
|              | Life Brenthurst Hospital                               | <b>KH</b> | кс | KS |    | D |   |
|              | Life Fourways Hospital                                 |           |    |    |    | D | s |
|              | Mediclinic Morningside                                 |           |    |    |    | D | s |
|              | <ul> <li>Nelson Mandela Children's Hospital</li> </ul> | KH        |    |    |    | D | s |
|              | Netcare Garden City Hospital                           | KH        | КС |    |    |   |   |
|              | Netcare Park Lane Hospital                             |           |    |    |    |   | S |
|              | <ul> <li>Wits Donald Gordon Medical Centre</li> </ul>  |           |    |    | KR | D | s |
| Kempton Park | Arwyp Medical Centre                                   | ///       |    |    |    | D |   |
| Krugersdorp  | Netcare Pinehaven                                      | ///       |    |    |    |   | s |
| Lenasia      | Lenmed Ahmed Kathrada Private Hospital                 | KH        | кс |    |    | D |   |
|              | Lenmed Daxina Private Hospital                         | KH        |    |    |    |   |   |
| Mabopane     | Mediclinic Legae                                       | KH        | КС |    |    | D | s |
| Midrand      | Life Carstenhof Hospital                               | KH        | кс |    |    |   |   |
|              | Netcare Waterfall City Hospital                        |           |    |    |    | D | S |
| Pretoria     | <ul> <li>Life Eugene Marais Hospital</li> </ul>        | KH        | кс | К  |    | - |   |
|              | <ul> <li>Life Faerie Glen Hospital</li> </ul>          |           |    |    |    | D |   |
|              | <ul> <li>Life Groenkloof Hospital</li> </ul>           |           |    |    |    | D | S |
|              | Life Wilgers Hospital                                  |           |    |    |    | D | s |
|              | Louis Pasteur Hospital                                 | ///       |    |    |    | • |   |

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🕪 KeyCare

📧 KeyCare Start 🛛 😡 KeyCare Start Regional 🔹 💿 Delta

Smart\*\*

<sup>\*</sup> Hospitals with no casualty unit

<sup>\*\*</sup> Essential Dynamic Smart and Active Smart Plan members must use the Discovery Health app or website to access the Dynamic Smart Network

| Pretoria       | Mediclinic Medforum                                       | КН  | кс | KR |   | s |
|----------------|---|-----|----|----|---|---|
|                | Mediclinic Muelmed  |     |    |    |   | s |
|                | Netcare Femina Hospital                                   |     |    |    | D | - |
|                | Netcare Jakaranda Hospital*                               | КН  |    |    |   |   |
|                | Optimed Eye and Laser Clinic                              | КН  |    |    |   |   |
|                | Pretoria Eye Institute                                    | KH  |    |    |   |   |
|                | Zuid Afrikaans Hospital                                   | KH  |    |    |   |   |
| Randburg       | <ul> <li>Netcare Olivedale Hospital</li> </ul>            | //, |    |    |   | 5 |
| Randfontein    | Lenmed Health Randfontein Private Hospital                | КН  | кс |    |   |   |
|                | Life Robinson Private Hospital                            | KH  | кс |    | D |   |
| Roodepoort     | / Life Flora Hospital                                     | //, |    |    | D |   |
|                | <ul> <li>Life Wilgeheuwel Hospital</li> </ul>             |     |    |    | D | S |
| Saxonwold      | Oxford Maternity Unit                                     | KH  |    |    | D | S |
| Soshanguve     | Botshilu Private Hospital                                 | КН  |    |    |   |   |
| Soweto         | <ul> <li>Clinix Tshepo-Themba Private Hospital</li> </ul> | КН  | кс | KS |   |   |
|                | Dr S K Matseke Memorial Hospital                          | КН  |    |    | D | S |
| Springs        | Life Springs Parkland Hospital                            | КН  | КС |    | D |   |
| Tembisa        | Lenmed Health Zamokuhle Private Hospital                  | КН  | кс | KS |   |   |
| Vanderbijlpark | Mediclinic Emfuleni                                       | КН  | кс |    | D |   |
| Vereeniging    | Clinix Naledi-Nkanyezi Private Hospital                   | KH  |    | KS | D |   |
|                | <ul> <li>Mediclinic Vereeniging</li> </ul>                |     |    |    |   | S |
|                | Midvaal Private Hospital                                  | KH  | кс |    | D |   |
| Vosloorus      | Clinix Botshelong-Empilweni Private Hospital              | KH  |    | KS | D | 5 |
| EASTERN CAPE   |   |     |    |    |   |   |
| East London    | Life Beacon Bay Hospital                                  | KH  | кс | KS | D | s |
|                | Life East London/Private Hospital*                        | КН  |    |    |   |   |
|                | Life St Dominic's Private Hospital                        | KH  | кс |    |   |   |
| Humansdorp     | Life Isivivana Private Hospital                           | KH  |    |    |   |   |

🕪 KeyCare

🤨 KeyCare Casualty 🛛 💿 KeyCare Start 🔹 🔞 KeyCare Start Regional 🔹 💿 Delta

<sup>\*</sup> Hospitals with no casualty unit

<sup>\*\*</sup> Essential Dynamic Smart and Active Smart Plan members must use the Discovery Health app or website to access the Dynamic Smart Network

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| EASTERN CAPE   |  |     |    |    |   |   |
|----------------|--|-----|----|----|---|---|
| Port Elizabeth | Life Mercantile Hospital                             | KH  | КС | KS |   |   |
|                | Life St George's Hospital                            | KH  | КС | KS | D |   |
|                | Netcare Greenacres Hospital                          |     |    |    |   | S |
| Queenstown     | <ul> <li>Life Queenstown Private Hospital</li> </ul> | KH  |    |    |   | s |
| Uitenhage      | <ul> <li>Netcare Cuyler Hospital</li> </ul>          | KH  | КС |    |   |   |
| Umthatha       | St Mary's Private Hospital                           | KH  | кс |    |   | s |
| FREE STATE     |  |     |    |    |   |   |
| Bethlehem      | Mediclinic Hoogland                                  | KH  |    |    |   |   |
| Bloemfontein   | <ul> <li>Life Rosepark Hospital</li> </ul>           | KH  | кс | KS | D |   |
|                | Mediclínic Bloemfontein                              | //  |    |    |   | s |
|                | Netcare Pelonomi Private Hospital                    | КН  |    |    |   |   |
|                | Netcare Universitas Private Hospital*                | KH  |    |    | D |   |
|                | Pasteur Eye Hospital                                 | KH  |    |    | D |   |
| Harrismith     | <ul> <li>Busamed Harrismith Hospital</li> </ul>      | KH  |    | KS |   |   |
| Kroonstad      | Netcare Kroon Hospital                               | KH  |    |    |   |   |
| Sasolburg      | Netcare Vaalpark Hospital                            | KH  | кс |    |   |   |
| Welkom         | Mediclinic Welkom                                    | КН  |    |    |   | s |
| KWAZULU-NATAL  |  |     |    |    |   |   |
| Amanzimtoti    | <ul> <li>Netcare Kingsway Hospital</li> </ul>        | KH  | кс |    |   |   |
| Ballito        | Netcare Alberlito Hospital                           | //. |    |    |   | s |
| Chatsworth     | Life Chatsmed Garden Hospital                        | KI  | кс |    | D |   |
| Durban         | JMH Ascot Park Hospital                              | KI  |    |    |   |   |
|                | JMH City Hospital                                    | KI  | кс | KS |   |   |
|                | Lenmed Ethekwini Hospital and Heart Centre           | //  |    |    | D |   |
|                | <ul> <li>Life Entabeni Hospital</li> </ul>           | KI  | кс | KS | D |   |
|                | Life Westville Hospital                              |     |    |    | D | 5 |
|                | Netcare St Augustine's Hospital                      | 1   |    |    |   | s |
|                | Netcare Umhlanga Hospital                            | //  |    |    |   | s |
| Empangeni      | <ul> <li>Life Empangeni Private Hospital</li> </ul>  | КН  |    |    |   |   |
| Isipingo       | JMH Isipingo Hospital                                | КН  | кс |    |   | s |
| Kokstad        | Netcare Kokstad Private Hospital                     | КН  |    |    |   |   |
| Ladysmith      | Lenmed La Verna Hospital                             | КН  |    |    |   |   |

\* Hospitals with no casualty unit

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🕪 KeyCare

📧 KeyCare Start 🛛 🕼 KeyCare Start Regional 🔹 💿 Delta

| Newcastle        | <ul> <li>Mediclinic Newcastle</li> </ul>                  | КН  | кс |    |    |   | G |
|------------------|---|-----|----|----|----|---|---|
| Phoenix          |   |     |    |    |    |   |   |
|                  | Life Mount Edgecombe Hospital                             | KH  | КС |    |    |   |   |
| Pietermaritzburg | Life Hilton Private Hospital                              | //  |    |    |    |   | 5 |
|                  | <ul> <li>Mediclinic Pietermaritzburg</li> </ul>           |     |    |    |    |   | 5 |
|                  | <ul> <li>Midlands Medical Centre</li> </ul>               | КН  |    | KS |    | D |   |
| Pinetown         | <ul> <li>Busamed Hillcrest Private Hospital</li> </ul>    | /// |    |    |    | D |   |
|                  | <ul> <li>Life Crompton Hospital</li> </ul>                | КН  | КС |    |    |   |   |
| Port Shepstone   | <ul> <li>Hibiscus Hospital</li> </ul>                     | КН  | КС |    |    |   |   |
| Richards Bay     | <ul> <li>Melomed Richards Bay Private Hospital</li> </ul> |     | КС | KS |    | D | S |
|                  | Netcare The Bay Hospital                                  | KH  | КС |    |    | D |   |
| Sydenham         | <ul> <li>Lenmed Shifa Private Hospital</li> </ul>         | KH  |    |    |    |   |   |
| Tongaat          | Mediclinic Victoria                                       | KH  |    |    |    |   |   |
| LIMPOPO          |   |     |    |    |    |   |   |
| Polokwane        | <ul> <li>Mediclinic Limpopo</li> </ul>                    | KH  |    | KS | KR | D |   |
|                  | <ul> <li>Netcare Pholoso Hospital</li> </ul>              | /// |    |    |    |   | S |
| Lephalale        | <ul> <li>Mediclinic Lephalale</li> </ul>                  | KH  |    |    |    |   |   |
| Thabazimbi       | <ul> <li>Mediclinic Thabazimbi</li> </ul>                 | KH  | кс |    |    |   |   |
| Tzaneen          | <ul> <li>Mediclinic Tzaneen</li> </ul>                    | KH  |    |    | KR |   | 5 |
| MPUMALANGA       |   |     |    |    |    |   |   |
| Barberton        | <ul> <li>RH Phodiclinic</li> </ul>                        | KH  |    |    |    |   |   |
| Emalahleni       | <ul> <li>Life Cosmos Hospital</li> </ul>                  | KH  | кс |    |    | D | 5 |
| Ermelo           | <ul> <li>Mediclinic Ermelo</li> </ul>                     | KH  |    |    |    |   |   |
| Mbombela         | <ul> <li>Mediclinic Nelspruit</li> </ul>                  | KH  | кс | KS | KR |   | S |
| Middelburg       | <ul> <li>Life Midmed Hospital</li> </ul>                  | KH  | кс | KS |    |   |   |
| Piet Retief      | RH Piet Retief Private Hospital                           | KH  |    |    |    |   |   |
| Trichardt        | <ul> <li>Mediclinic Highveld</li> </ul>                   | KH  | КС |    | KR |   |   |
| NORTH WEST       |   |     | -  |    |    |   |   |
| Brits            | Mediclinic Brits  | KH  |    |    |    |   |   |
| Carletonville    | The Fountain Private Hospital                             | KH  | кс |    |    |   |   |
| Klerksdorp       | Life Anncron Hospital                                     | КН  | кс |    |    |   | S |
| Mafikeng         | <ul> <li>Clinix Victoria Private Hospital*</li> </ul>     | КН  |    |    |    |   |   |

\* Hospitals with no casualty unit

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🔞 KeyCare 🛛 📧 KeyCare Casualty 🛛 💿 KeyCare Start 🛛 🔞 KeyCare Start Regional 🔹 💿 Delta

| NORTH WEST    |   |     |    |    |    |   |   |
|---------------|---|-----|----|----|----|---|---|
| Potchefstroom | <ul> <li>Mediclinic Potchefstroom</li> </ul>    | KH  | кс |    |    |   |   |
| Rustenburg    | <ul> <li>Life Peglerae Hospital</li> </ul>      | KH  | кс | KS |    |   |   |
|               | Netcare Ferncrest Hospital                      |     |    |    |    | D | S |
| Vryburg       | <ul> <li>Vryburg Private Hospital</li> </ul>    | KH  |    |    |    |   |   |
| NORTHERN CAPE |   |     |    |    |    |   |   |
| Kathu         | Lenmed Health Kathu Private Hospital            | KH  | кс |    |    |   |   |
| Kimberley     | Finsch Mine Hospital*                           | КН  |    |    |    |   |   |
|               | Lenmed Royal Hospital and Heart Centre          |     |    |    |    |   | S |
|               | Mediclinic Kimberley                            | КН  |    |    |    |   |   |
| Upington      | Mediclinic Upington                             | КН  |    |    |    |   |   |
| WESTERN CAPE  |   |     |    |    |    |   |   |
| Bellville     | <ul> <li>Cape Eye Hospital</li> </ul>           | KH  |    |    |    |   |   |
|               | <ul> <li>Mediclinic Louis Leipoldt</li> </ul>   | KH  | кс |    | KR |   |   |
|               | Melomed Bellville                               | KH  | кс | К  |    |   |   |
| Blouberg      | <ul> <li>Netcare Blaauwberg</li> </ul>          |     |    |    |    |   | S |
| Cape Town     | Life Vincent Pallotti Hospital                  |     |    |    |    | D |   |
|               | Mediclinic Cape Gate                            | 11, |    |    |    |   | S |
|               | <ul> <li>Mediclinic Cape Town</li> </ul>        | /// |    |    |    | D | S |
|               | Mediclinic Constantiaberg                       | /// |    |    |    |   | S |
|               | Mediclinic Panorama                             |     |    |    |    | D | S |
|               | Netcare UCT Medical Centre*                     | КН  |    |    |    |   |   |
|               | Rondebosch Heart Centre                         | KH  |    | KS |    |   |   |
|               | Rondebosch Medical Centre                       | KH  |    | KS |    |   |   |
| Claremont     | Life Kingsbury Hospital                         | /// |    |    |    |   | 5 |
|               | Life Peninsula Eye Hospital                     |     |    |    |    | D | S |
| Gatesville    | Melomed Gatesville                              | KH  | кс | к  |    | D | S |
| George        | <ul> <li>Mediclinic Geneva*</li> </ul>          | KH  |    | KS | KR |   | 5 |
|               | <ul> <li>Mediclinic George</li> </ul>           | KH  |    | KS | KR |   | S |
| Hermanus      | Mediclinic Hermanus                             | KH  | кс |    |    |   |   |
| Kuils River   | <ul> <li>Netcare Kuilsriver Hospital</li> </ul> | //, |    |    |    | D |   |
| Milnerton     | Mediclinic Milnerton                            | KH  |    |    | KR |   | S |

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| Mitchells Plain | <ul> <li>Melomed Mitchells Plain</li> </ul>                   | KC D     | S |
|-----------------|---|----------|---|
| Mossel Bay      | Life Bay View Private Hospital                                | D        | s |
| Oudtshoorn      | Mediclinic Klein Karoo  |          |   |
| Paarl           | Mediclinic Paarl  | <b>©</b> |   |
| Somerset West   | Mediclinic Vergelegen   | D        |   |
| Stellenbosch    | Mediclinic Stellenbosch                                       | D        | s |
|                 | <ul> <li>Mediclinic Winelands Orthopaedic Hospital</li> </ul> | D        | s |
| Tokai           | <ul> <li>Melomed Tokai Hospital</li> </ul>                    | R        |   |
| West Coast      | Life West Coast Private Hospital                              | ĸ        |   |
| Worcester       | Mediclinic Worcester  | <b>©</b> |   |
| LESOTHO         |   |          |   |
|                 | ■ Wilies Hospital <sup>*</sup> 🔫                              |          |   |
|                 | Maseru Private Hospital                                       | D        |   |

### **Exception hospitals**

We cover defined procedures at these non-network facilities as an exception. The out-of-network upfront payments that are usually applicable, will not apply for planned hospital admissions to one of these facilities.

| GAUTENG      |  |   |   |
|--------------|--|---|---|
| Johannesburg | <ul> <li>Netcare Milpark (Cardiac electrophysiology<br/>centre – arrhythmia conditions only)</li> </ul>              | D | 5 |
|              | <ul> <li>Netcare Sunninghill hospital (Cardiac electrophysiology<br/>centre – arrhythmia conditions only)</li> </ul> | D | 5 |
| Pretoria     | <ul> <li>Mediclinic Medforum (Maternity related)</li> </ul>  | D |   |
|              | <ul> <li>Mediclinic Midstream (Cardiac electrophysiology<br/>centre – arrhythmia conditions only)</li> </ul>         | D |   |
|              | <ul> <li>Zuid-Afrikaans hospital (Cardiac electrophysiology<br/>centre – arrhythmia conditions only)</li> </ul>      | D | 5 |
| FREE STATE   |  |   |   |
| Bloemfontein | <ul> <li>Pasteur Eye Hospital (Cataract related procedures only)</li> </ul>  |   | 5 |

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🛯 KeyCare

📧 KeyCare Start 🛛 🔞 KeyCare Start Regional 🔹 💿 Delta

<sup>\*</sup>Hospitals with no casualty unit

| WESTERN CAPE  |  |   |   |
|---------------|--|---|---|
| Bellville     | <ul> <li>Melomed Bellville (Cardiac electrophysiology<br/>centre – arrhythmia conditions only)</li> </ul>                                | D | S |
| Claremont     | <ul> <li>Life Kingsbury Hospital (Ophthalmology and<br/>peripheral vascular surgery only)</li> </ul>                                     | D |   |
| Cape Town     | <ul> <li>Life Vincent Pallotti Hospital (Cardiac electrophysiology<br/>centre – arrhythmia conditions only)</li> </ul>                   |   | S |
|               | <ul> <li>Melomed Tokai (Cardiac electrophysiology<br/>centre – arrhythmia conditions only)</li> </ul>                                    | D | S |
|               | <ul> <li>Netcare Christiaan Barnard Memorial hospital<br/>(Cardiac electrophysiology centre – arrhythmia<br/>conditions only)</li> </ul> | D | S |
| KWAZULU-NATAL |  |   |   |
| Durban        | <ul> <li>Ethekwini Hospital and Heart Centre (Cardiac<br/>electrophysiology centre – arrhythmia conditions only)</li> </ul>              |   | S |
|               | <ul> <li>Netcare St Augustine's (Cardiac electrophysiology centre<br/>– arrhythmia conditions only)</li> </ul>                           | D |   |
| Umhlanga      | <ul> <li>Busamed Gateway Private Hospital (Cardiac<br/>electrophysiology centre – arrhythmia conditions only)</li> </ul>                 | D | S |

#### Partially funded hospitals - All plans

At these hospitals we only fund Prescribed Minimum Benefit (PMB) admissions. For non-emergencies, we will pay up to 80% of the Discovery Health Rate, you must pay the balance of the admission costs.

| WESTERN CAPE |   |
|--------------|---|
| Cape Town    | <ul> <li>Faircape Health Tokai (acute beds only)</li> </ul> |
|              | At Specialist Hospital                                      |

View other network providers using find a healthcare provider on the **Discovery Health app** 

Find a healthcare provider and the Discovery Health app is brought to you by Discovery Health (Pty) Ltd; registration number 1997/013480/07, an authorised financial services provider and administrator of medical schemes.

\*Hospitals with no casualty unit

KeyCare Casualty

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📧 KeyCare Start

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😡 KeyCare Start Regional

Delta

Smart\*\*



# Contact us

Discovery Health Medical Scheme is committed to providing you with the highest standard of service and your feedback is important to us. The following channels are available for your complaints and we encourage you to follow the process:

#### 01 | To take your query further:

If you have already contacted the Discovery Health Medical Scheme and feel that your query has still not been resolved, please complete our online complaints form on www.discovery.co.za. We would also love to hear from you if we have exceeded your expectations.

#### 02 | To contact the Principal Officer:

If you are still not satisfied with the resolution of your complaint after following the process in Step 1 you are able to escalate your complaint to the Principal Officer of the Discovery Health Medical Scheme. You may lodge a query or complaint with Discovery Health Medical Scheme by completing the online form on www.discovery.co.za or by emailing principalofficer@discovery.co.za.

#### 03 | To lodge a dispute:

If you have received a final decision from Discovery Health Medical Scheme and want to challenge it, you may lodge a formal dispute. You can find more information of the Scheme's dispute process on the **website**.

#### 04 | To contact the Council for Medical Schemes:

Discovery Health Medical Scheme is regulated by the Council for Medical Schemes. You may contact the Council at any stage of the complaints process, but we encourage you to first follow the steps above to resolve your complaint before contacting the Council. Contact details for the Council for Medical Schemes: Council for Medical Schemes Complaints Unit, Block A, Eco Glades 2 Office Park, 420 Witch-Hazel Avenue, Eco Park, Centurion 0157 | complaints@medicalschemes.co.za | 0861 123 267 | www.medicalschemes.co.za

The hospital network lists can change at any time. Please go to **www.discovery.co.za** > Medical aid > Find documents and certificates > Health plan guides > Network lists to see the latest list before any planned admissions.