

EMPLOYER NEWS

OCTOBER
**20
24**
EMPLOYER
LAUNCH



 **Discovery**
Health Medical Scheme

 **Discovery**

HEALTH LAUNCH PRODUCT UPDATES

Step into a future of personalised, affordable healthcare solutions for all, while we optimise benefits and contributions for a healthier 2025.

It's the Future of Healthcare. Now.



01

Differentiated value offered by Discovery Health Medical Scheme and Discovery Health in 2025

Discovery Health Medical Scheme and Discovery Health's extensive suite of products are designed to cater to the varied health and financial needs of your employees.

EMPLOYER VALUE PROPOSITION

02

Expanding access to affordable healthcare

In 2025, the Smart Series will be extended to include a new, affordable plan—Active Smart. Active Smart is tailored for young professionals and offers access to high-quality healthcare providers with Scheme-funded day-to-day benefits at the most affordable price point in the industry at only R1,350 per month.

THE NEXT EVOLUTION OF THE SMART SERIES

03

Personalised and precision healthcare for all

Every adult member of Discovery Health Medical Scheme will have access to a Personal Health Pathway that predicts the most important actions they can take to improve their health. Members are also rewarded for engaging in their health.

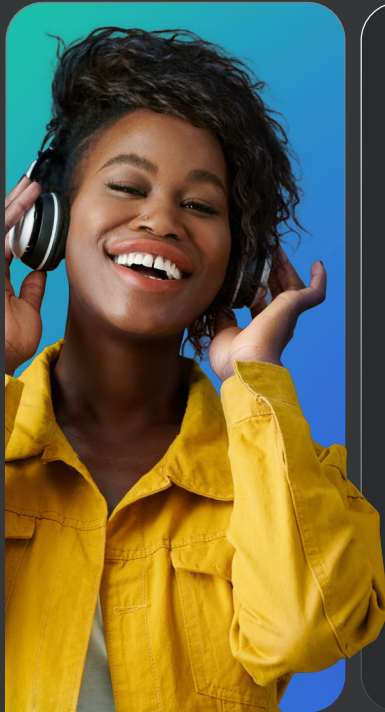
PERSONAL HEALTH PATHWAYS

05

Additional healthcare benefits for managing your health

The Personal Health Fund offers Discovery Health Medical Scheme members additional day-to-day benefits based on their engagement in their Personal Health Pathway.

PERSONAL HEALTH FUND



02

Optimising benefits and contributions for members

Discovery Health Medical Scheme is the leading open scheme in South Africa, offering comprehensive cover and access to the highest-quality healthcare. Contributions for members of the Scheme will increase between 7.4% and 10.9% for 2025 to match the healthcare utilisation experience of its members, while supporting affordability through benefit optimisation and plan updates.

The affordability and access of KeyCare Start and KeyCare Start Regional are enhanced by introducing an additional income band and expanding the regional footprint in 2025.

2025 CONTRIBUTIONS, EXPANDING ACCESS, AND BENEFIT UPDATES

06

Protecting members against financial shortfalls

A new Discovery Gap plan, Gap Active, offers young professionals affordable protection against the most common medical cover shortfalls from only R49 per month.

DISCOVERY GAP COVER

07

Expanding emergency cover access

A new range of medical emergency cover options for Flexicare clients. The series offers a wider range of comprehensive emergency cover, including trauma cover, casualty cover and cover for major medical expenses from R90 per month.

DISCOVERY EMERGENCY COVER



01

Discovery Health Medical Scheme and Discovery Health are offering differentiated value in 2025

From affordable prepaid healthcare options to comprehensive medical aid coverage, Discovery Health Medical Scheme and Discovery Health ensure that your employees have access to the highest quality healthcare at the most competitive rates. Continuous product innovation, supported by a best-in-class servicing and administration platform, guarantees a seamless and state-of-the-art healthcare experience.

Discovery Health Medical Scheme and Discovery Health are offering employers differentiated value in 2025



Prepaid Health, Discovery Emergency Cover, Flexicare, Discovery Gap and Healthy Company are brought to you by Discovery Health (Pty) Ltd. Discovery Vitality is a separate wellness product sold and administered by Discovery Vitality (Pty) Ltd. Discovery Health Medical Scheme is a registered Medical Scheme, administered by Discovery Health (Pty) Ltd. Personal Health Pathways is brought to you by Discovery Health (Pty) Ltd.

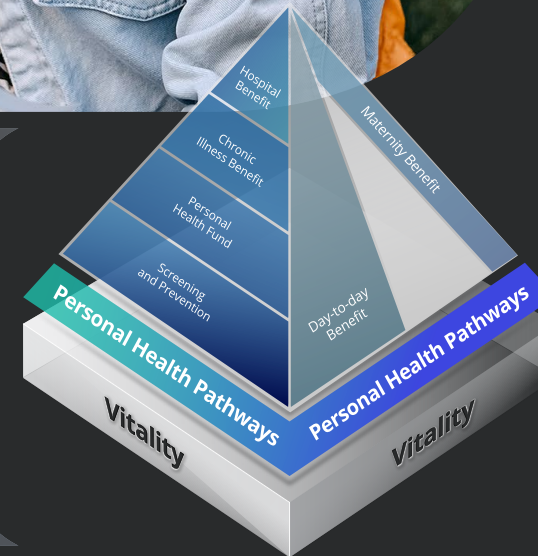


The next evolution of the Smart Series



The Smart Series offers members the best-quality healthcare at the most affordable price points, with greater day-to-day and in-hospital cover unlocked by using digital tools and efficient healthcare networks.

In 2025, the Smart Series is evolving to include a new plan, Active Smart, designed to meet the needs of the next generation of South African healthcare consumers. Coupling the fundamental product design elements that characterise Smart plans with a focus on benefits that resonate most with young professionals entering the medical scheme market, Active Smart offers access to high-quality healthcare providers with Scheme-funded day-to-day benefits at the most affordable price point in the industry for young professionals.



Growth in the Smart Series is a testament to its innovation

Over 220,000 lives are covered on Discovery Health Medical Scheme Smart plans in 2024.

Unlocking medical scheme growth

The Smart Series was designed to resonate with the needs of healthy individuals seeking cost-effective medical scheme benefits.

Frictionless healthcare journeys

Members get guidance through healthcare journeys, from choosing a provider to accessing and booking appointments.

Curated and dynamic networks

Selecting providers to partner with to increase quality and efficiency of care.

Intuitive digital interfaces

Smart plans leverage digital solutions to provide efficient healthcare in the palm of the member's hand.

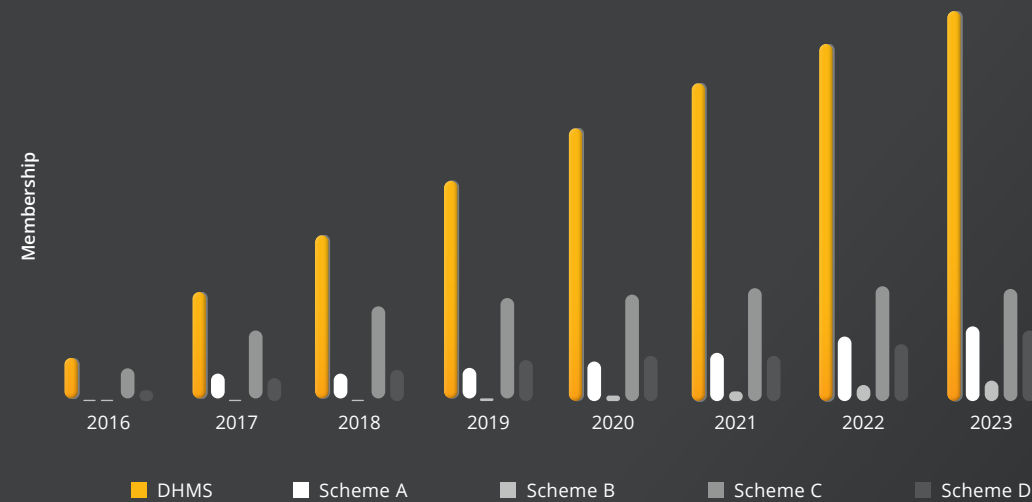
Customised benefits

The Smart plans have a tailored benefit design for healthy individuals seeking cost-effective coverage.

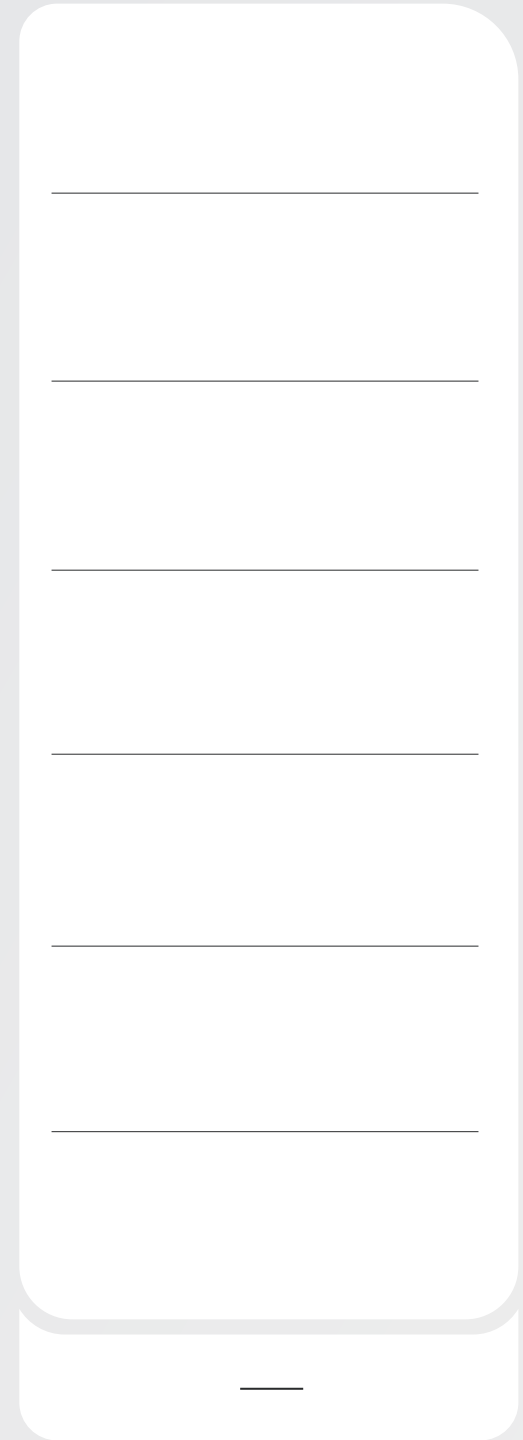
Resonating with the target market since inception

Launched in 2016, Discovery Health Medical Scheme's Smart plans have experienced unprecedented growth. By 2023, the Smart Series accounted for 58% of the membership of similarly priced plans.

MEMBERSHIP OF SMART SERIES AND COMPARABLY PRICED COMPETITOR PLANS



The next evolution of the Smart Series is grounded in the principles that have driven the success of the Smart Series thus far and further enhances the accessibility of private healthcare for the next generation of young professionals.



Evolving healthcare priorities of the next generation of young professionals

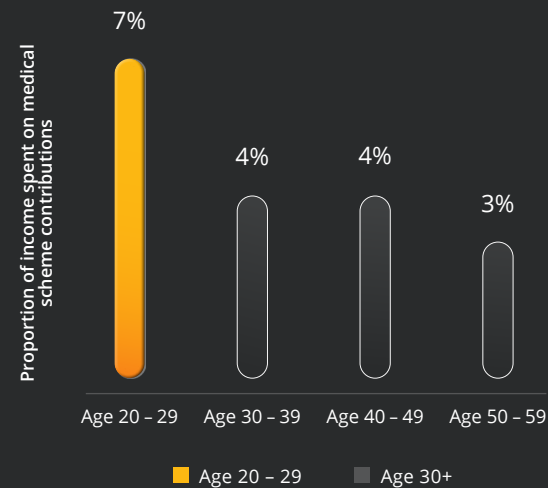
The next generation of young professionals are transforming healthcare with their unique expectations. They prioritise personalised care, healthcare cover customised to their needs, lifestyle and wellness benefits, and affordability. Their desire for flexible solutions that fit their dynamic lifestyles and career goals has driven extensive research to create tailored solutions that offer distinct value.



Affordability

Starting their careers, these individuals have limited disposable income and are more mindful of their spending. Budget constraints may lead some to forgo medical scheme cover. This reflects in the take-up of medical scheme cover being 87% lower amongst adults aged 20-29 compared to the take-up amongst other non-pensioner adults.

PROPORTION OF INCOME SPENT ON MEDICAL SCHEME CONTRIBUTIONS BY AGE BAND



Individuals over the age of 30 earn on average 57% more than those under 30. As a result, medical scheme contributions make up a significantly larger proportion of income for younger employees starting off their careers.

The majority of employees aged between 20 and 29 who have scheme cover, are paying 7% of their income towards medical scheme contributions. On the other hand, the majority of non-pensioner adults over the age of 30 are paying 4% of their income or less in contributions.

If a more affordable scheme option was available, with contributions accounting for roughly 5% of young professionals' income, an estimated 109,000 uncovered lives would take up cover.

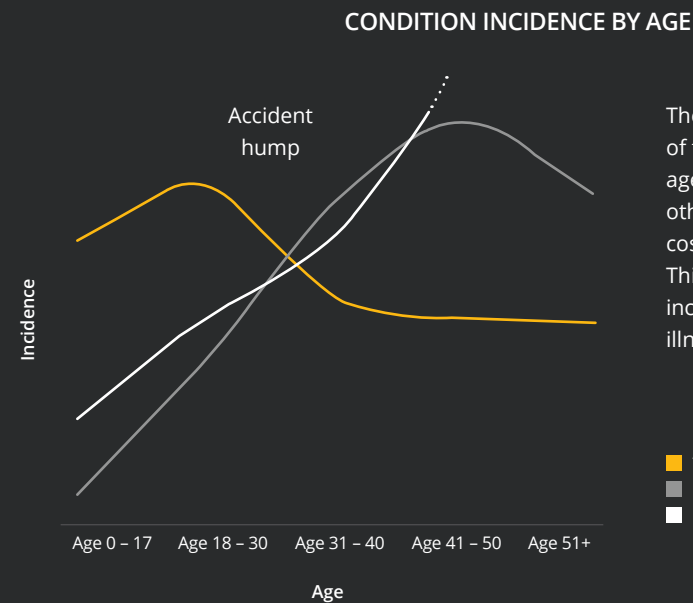
Evolving healthcare priorities of the next generation of young professionals

The next generation of young professionals are transforming healthcare with their unique expectations. They prioritise personalised care, healthcare cover customised to their needs, lifestyle and wellness benefits, and affordability. Their desire for flexible solutions that fit their dynamic lifestyles and career goals has driven extensive research to create tailored solutions that offer distinct value.



Healthcare needs

While adults under 30 are less likely to need advanced healthcare cover, peace of mind through cover for emergencies is essential. The 'accident hump' phenomenon highlights a higher incidence of accidents and injuries in young adults. High-quality healthcare in these potentially life-threatening events is paramount, but can be financially crippling for those without any cover.



Evolving healthcare priorities of the next generation of young professionals

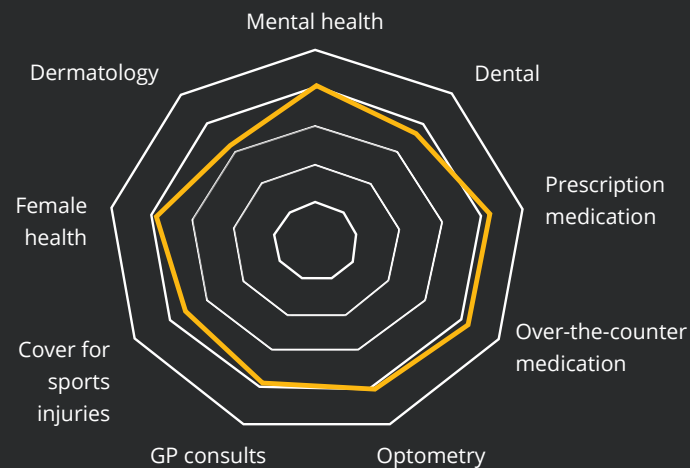
The next generation of young professionals are transforming healthcare with their unique expectations. They prioritise personalised care, healthcare cover customised to their needs, lifestyle and wellness benefits, and affordability. Their desire for flexible solutions that fit their dynamic lifestyles and career goals has driven extensive research to create tailored solutions that offer distinct value.



Healthcare wants

The healthcare spending of young adults is primarily focused on day-to-day needs. As a result, they prefer medical scheme plans that cover these healthcare services, demonstrating value to these individuals on a regular basis. Members in this market also seek plans that fit their unique lifestyles, with flexibility to adjust as priorities change.

YOUNG ADULT PREFERENCES FOR DAY-TO-DAY BENEFITS



Discovery Health surveyed young adults in South Africa to determine which day-to-day benefits they value most and which would be the most appealing in a health plan.

The results show that they highly value both over-the-counter and prescription medicine, followed by mental health benefits, GP consults, female healthcare, dentistry and optometry.

Source: Consumer Council Young and Healthy Research 2024

Evolving healthcare priorities of the next generation of young professionals

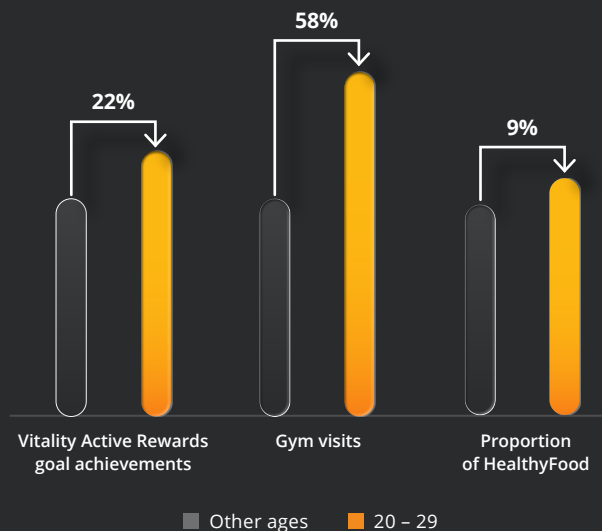
The next generation of young professionals are transforming healthcare with their unique expectations. They prioritise personalised care, healthcare cover customised to their needs, lifestyle and wellness benefits, and affordability. Their desire for flexible solutions that fit their dynamic lifestyles and career goals has driven extensive research to create tailored solutions that offer distinct value.



Lifestyle and wellness

This group is not just concerned with treating illnesses, they are proactive about maintaining their overall wellbeing. They seek holistic wellness solutions that integrate care for physical, mental and emotional health, along with lifestyle benefits. The most popular wellness focus areas are fitness and nutrition.

WELLBEING ENGAGEMENT BY AGE CATEGORY



Vitality data illustrates that members between the ages of 20 and 29 achieve 22% more Vitality Active Rewards exercise goals, visit the gym 58% more regularly and have a 9% healthier grocery shopping basket than the average Vitality member.

Active Smart is the ultimate healthcare solution for the next generation of young professionals

The new Active Smart Plan is the most affordable plan in the open scheme industry with a bespoke benefit offering for young professionals starting out their careers.

Affordability

Active Smart offers the most affordable price point for medical scheme cover in the industry for young professionals. This price optimisation ensures that the contribution accounts for only 5.1% of the average salary of this target market.

R1,350

per main member per month

This presents a new opportunity to expand access to medical scheme cover to young employees who would not have taken up cover due to cost constraints.

Healthcare needs



Full cover for emergencies

Full cover for emergencies in any private hospital.



Hospital cover

Unlimited hospital cover for admissions in the Dynamic Smart Hospital Network, with a standard deductible of R7,500 per admission for elective admissions not related to Prescribed Minimum Benefits. Cover for specialist consultations and services for hospital admissions at 100% of the Discovery Health Rate.

Healthcare wants

Day-to-day benefits are ranked highly by this target market, so we've embedded it in the plan under Scheme benefits.



Unlimited
GP Consults



Dental
Check-up



Eye test

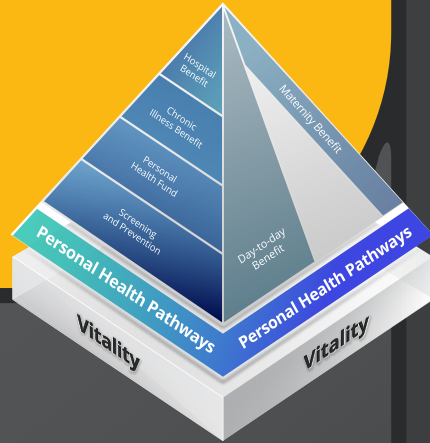


Over-the-counter
medication

Added cover through the Personal Health Fund

Members have access to R1,000 per adult to spend on additional day-to-day benefits at their discretion through the Personal Health Fund, based on their engagement in their Personal Health Pathway. This could be used for a range of day-to-day medical expenses, including contraceptives for females and other prescribed medicine.

Benefit details of Active Smart



R1,350

per member per month

MONTHLY CONTRIBUTIONS FROM 1 JANUARY 2025

Main member	Adult	Child
R1,350	R1,350	R1,350



BENEFIT	DETAILS (INCLUDING 2025 CO-PAYMENTS AND LIMITS)
Virtual GP and nurse consults	Unlimited in the network (no co-payments)
In-person GP consults	Unlimited in the network (co-payment of R125)
Optometry	One eye test per member at a network provider at a cost of R125
Dentistry	One basic dental check-up per member (co-payment of R190)
Over-the-counter medication	Over-the-counter medicine from a pharmacy in the network up to a family limit of R535 per year
GP-prescribed acute medication, radiology and pathology	Covered through the Personal Health Fund
Physiotherapy	Covered through the Personal Health Fund
Specialist consults	Covered through the Personal Health Fund
Preventive care	Covered through the Screening and Prevention Benefit and Personal Health Fund
Contraceptives	Covered through the Personal Health Fund
Mental healthcare	Access to Discovery Health Medical Scheme's Mental Health Care Programme
Hospital care	Full cover for emergencies in any private hospital. Unlimited hospital cover for admissions in the Dynamic Smart Hospital Network, with a standard deductible of R7,500 per admission for elective admissions that are not related to Prescribed Minimum Benefits. Services from doctors and allied healthcare service providers while hospitalised are covered up to a maximum of 100% of the Discovery Health Rate.
Oncology and maternity care	The Oncology and Maternity programmes cover Prescribed Minimum Benefits in full at a network facility.

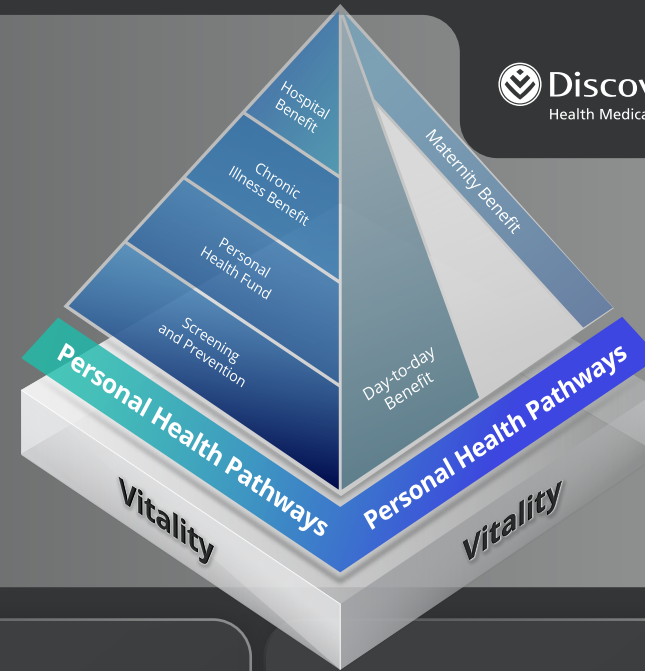


Enabled through the Dynamic Smart Network

The Dynamic Smart Hospital Network is built on a highly integrated hospital network solution, which dynamically refers members to the most appropriate healthcare provider and Smart network hospital within the member's preferred region. This dynamic pathway leverages artificial intelligence (AI) technology to help guide members along their healthcare journey and achieve efficiency and precision in care.

The expanded Smart Series tailored for the digitally savvy

The Smart Series was an industry-first innovation that made the prospect of access to private healthcare a tangible reality for hundreds of thousands of South Africans. The Smart Series consists of four plans: Essential Dynamic Smart, Essential Smart, Classic Smart and Active Smart. Each plan is designed to provide the best healthcare solutions for its target market.



NEW

Active Smart

Active Smart has been designed considering the healthcare needs of young professionals starting out their careers, while keeping affordability at the forefront. The plan offers customised day-to-day benefits that are most relevant to young professionals, financial protection for medical emergencies and access to care through the Dynamic Smart Network.



R1,350
PER PRINCIPAL
MEMBER PER MONTH

Essential Dynamic Smart

Essential Dynamic Smart has been optimised for the needs of more established young professionals. The plan offers a step up in hospital cover through the Dynamic Smart Network, and richer cover for extra healthcare needs, such as maternity and oncology.



R1,681
PER PRINCIPAL
MEMBER PER MONTH

Essential Smart

Essential Smart is the best fit for health-conscious singles. Members get the certainty of greater provider choice within the Smart Network and richer cover for extra healthcare needs, such as maternity and oncology.



R2,021
PER PRINCIPAL
MEMBER PER MONTH

Classic Smart

Classic Smart is best suited to the needs of young families, demonstrated by its family pricing structure. Members get comprehensive hospital cover of 200% of the Discovery Health Rate as well as other rich benefits.



R2,822
PER PRINCIPAL
MEMBER PER MONTH

2025 CONTRIBUTIONS

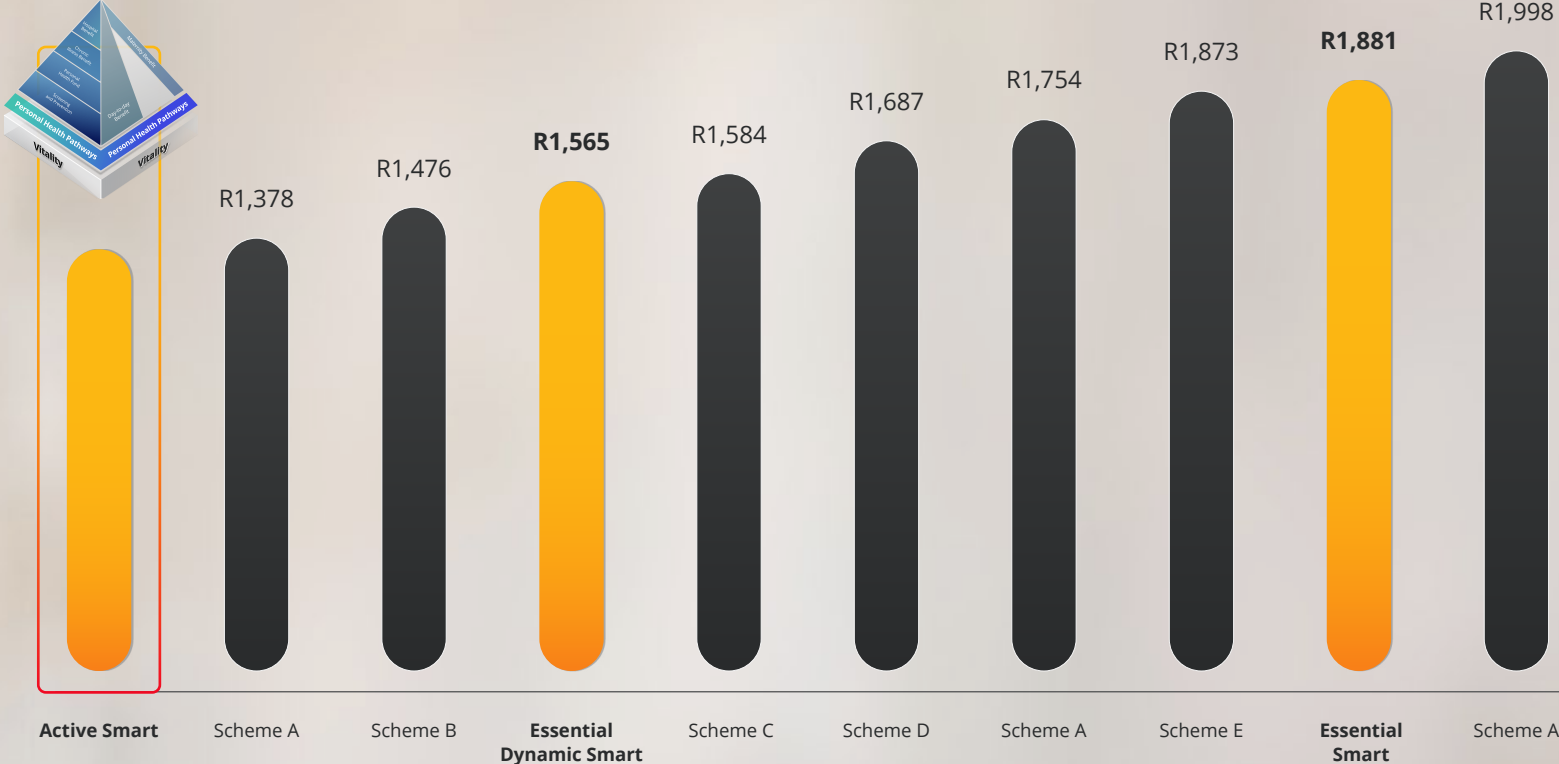
Exceptional value at the lowest price point



Discovery Health Medical Scheme’s latest innovation, namely the Active Smart plan, offers value for cost-conscious young professionals entering the market for medical scheme cover at the most affordable contribution in the industry.

R1,350
IN 2025

2024 main member contributions



Personal Health Pathways is brought to Discovery Health Medical Scheme members by Discovery Health (Pty) Ltd, registration number 1997/013480/07, an authorised financial services provider and administrator of medical schemes. Discovery Health Medical Scheme, registration number 1125, is an independent non-profit entity governed by the Medical Schemes Act, and regulated by the Council for Medical Schemes. Vitality is a separate wellness product, sold and administered by Discovery Vitality (Pty) Ltd, registration number 1999/007736/07. Limits, terms and conditions apply.

nr

2025

contribution and benefit updates

Discovery Health Medical Scheme is the leading open scheme in South Africa, offering comprehensive cover and access to the highest-quality care. Contributions for members of the Scheme will increase between 7.4% and 10.9% for 2025 to match the healthcare utilisation experience of its members, while supporting affordability through other benefit optimisation and plan updates.

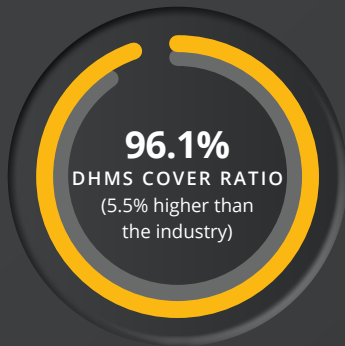
Affordability and access to KeyCare Start and KeyCare Start Regional is enhanced by introducing an additional income band and expanding the Regional footprint in 2025.



Discovery Health Medical Scheme provides industry-leading cover and service levels

Members of Discovery Health Medical Scheme have peace of mind that they have access to the highest-quality healthcare with plan options that offer the highest levels of cover in the industry. This is supported by industry-leading service. Discovery Health and Discovery Health Medical Scheme are committed to pushing the industry forward and ensuring members continue to get the best-value medical scheme cover in the industry in 2025.

Members are financially protected through greater levels of cover



+R2.4bn
in additional cover for Discovery Health Medical Scheme (DHMS) members in 2023

■ DHMS
■ Industry

Discovery Health Medical Scheme is focused on delivering industry-leading healthcare cover for its members. Standardised industry analysis shows that Discovery Health Medical Scheme members have had higher levels of hospital cover when compared to other medical schemes. On average, 96.1% of all costs for hospitalisation is covered by the Scheme, compared to 90.6% covered by the rest of the industry.

This higher cover ratio was worth more than R2.4 billion in additional cover for members of Discovery Health Medical Scheme in 2023.

This advantage arises from Discovery Health's extensive provider network agreements, with members receiving full cover at over 93% of all specialists across the country.

Members receive a wider range of cover when they need it most

DHMS CLAIMS EXPERIENCE (2023)



6.6m
GP visits for acute conditions



800k
Members accessing care for a chronic condition



400k
Members claiming for a mental health condition



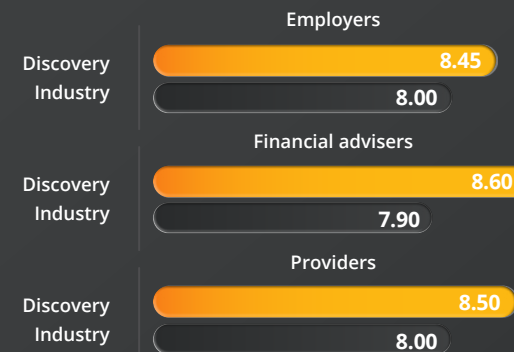
29,900
Babies born in the last 12 months

Discovery Health Medical Scheme continues to offer the highest levels of cover across a wide range of benefits, particularly complex conditions.

The Scheme is committed to being there for members when they need it most. The Discovery Health high-touch care team has been there for over 6,000 members in 2024. The team offers members going through a life-changing medical condition or traumatic event extensive support, guiding members through a complex healthcare ecosystem to make sure that they get the best quality healthcare during the most challenging times of their lives.

Members experience industry-leading service levels

Discovery Health's award-winning service is independently recognised by the industry for being exceptional. This includes the service it gives to members, employers, doctors and financial advisers.



Product Supplier of the Year
FIA Experience Awards 2023



Best Domestic Contact Centre
CCMG Awards 2022



Best Contact Centre
Customer Experience Awards 2021

Understanding utilisation trends to maintain industry leading cover

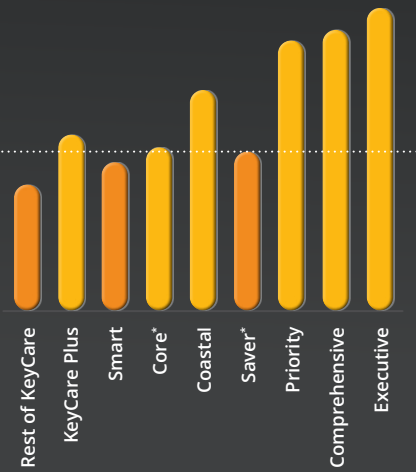
Each year, every medical scheme is faced with finding the right balance for their members between affordability of contributions and sustainability of benefits.

To maintain benefits for members, their contributions must increase in-line with the increase in member claims. Understanding utilisation trends is essential to determine the rate at which healthcare claims are expected to increase in the following year.

The demand for healthcare services correlates with the health of members. If health deteriorates, demand for healthcare services increases. Each benefit option on Discovery Health Medical Scheme has a unique demand experience in 2024. As a result, projected medical inflation is differentiated by plan.

Membership ageing differs by plan

CHANGE IN AVERAGE AGE
(2018 – 2023)



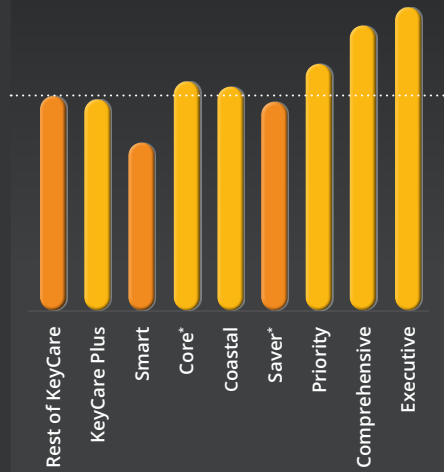
As members age, their demand for healthcare services increases.

The Executive, Comprehensive, Priority and Coastal plans are ageing 1.4 times faster than the rest of the benefit options.

The Saver, Smart and KeyCare (excluding KeyCare Plus) plans see an outlying ageing experience with less than 3 years of ageing in a 5-year period.

Unique chronic disease burden levels by plan

PROPORTION OF MEMBERS WITH MULTIPLE CHRONIC CONDITIONS (2023)

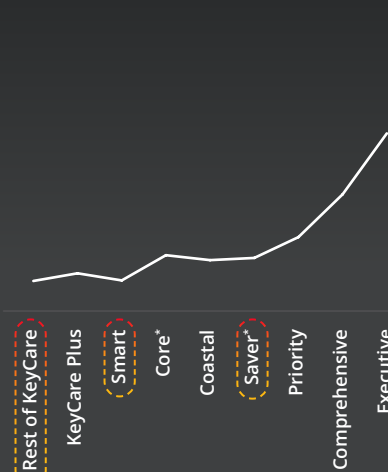


Similarly, members who have chronic conditions or multiple chronic conditions have a greater demand for healthcare.

The Saver, Smart and KeyCare plans experience 14.9% lower levels of chronicity with a lower proportion of their members having multiple chronic conditions.

More high-cost claimants on richer benefit options

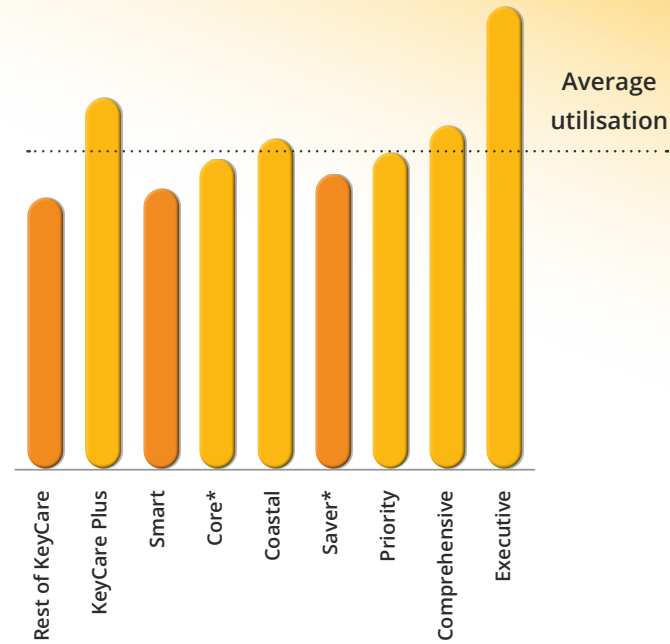
DISTRIBUTION OF CLAIMS IN EXCESS OF R250,000 (2023)



The proportion of high-cost claimants is directly associated with the increases in claims expected on a particular plan.

While the proportion of high-cost claimants correlates with the benefit richness of each plan, there are far fewer high-cost claimants on the Saver, Smart and KeyCare (excluding KeyCare Plus) plans. Therefore, these plans experience lower claims inflation than others.

Varying levels of utilisation across the DHMS benefit options



The utilisation index represents the net outcome of ageing, chronicity and high-cost claimants into one measure to illustrate the total utilisation of healthcare on a particular plan. The utilisation index highlights the varying claims experience across the Discovery Health Medical Scheme plan range. A higher utilisation index indicates higher demand-driven utilisation and higher medical inflation.

The higher utilisation index of KeyCare Plus is driven by the increased ageing and increasing disease burden on the plan with chronic ratios increasing at a faster pace than other plans in the range.

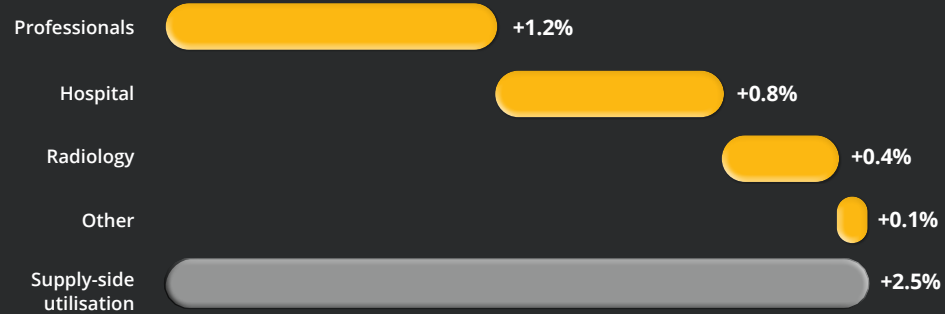
2025 contribution increases are informed by the unique utilisation experience per plan option.

* Excluding Coastal plans

Supply-side utilisation managed through risk saving initiatives

In addition to increases in the demand for healthcare services due to ageing and chronicity, healthcare claims also increase annually due to supply-related factors. These factors include, supplier induced demand - increases in utilisation due to over-supply or advances in medicines, medical procedures and medical technology, at higher costs than the medicine, procedure or technology it replaces.

Key components of supply-side utilisation (adjusted for demographic impact)



After accounting for the additional healthcare utilisation as a result of ageing, chronicity and other demand-side factors, the key drivers of healthcare utilisation by suppliers include:

- Professionals: Due to the increased involvement of allied professionals, the additional number of doctors consulted per episode and an increase in the number of consultations per member for out-of-hospital care.
- Hospitals: Due to the increased number of emergency admissions, increased theatre time as well as the increased number of cases in ICU and high care.
- Radiology: Due to the shift to MRI and CT scans, more imaging is done in-hospital. There is also an increase in imaging requested for oncology members.
- Other practice types: This makes up 0.1% of supply-side utilisation largely due to members having greater access to healthcare.
- These components require a 2.5% increase in healthcare claims for 2025.

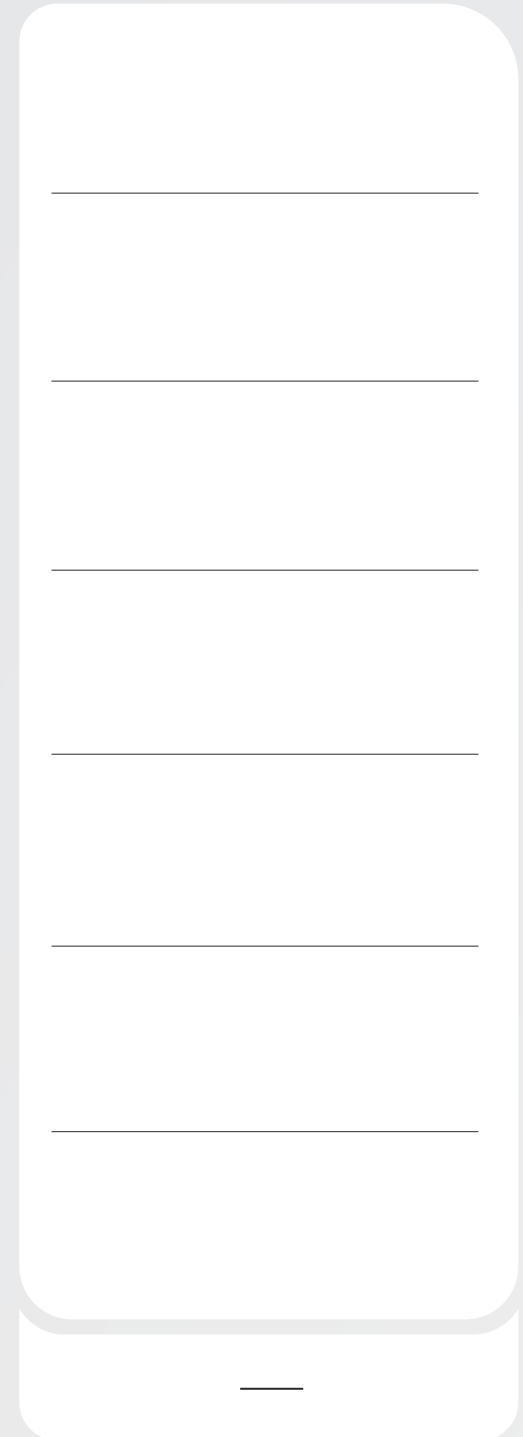
Optimising quality and cost to manage supply-side inflation

Over time, Discovery Health has implemented unique risk-management interventions to reduce medical inflation for Discovery Health Medical Scheme. These interventions support the management of supply-side inflation experienced by Discovery Health Medical Scheme.

These risk management initiatives and their associated savings include:

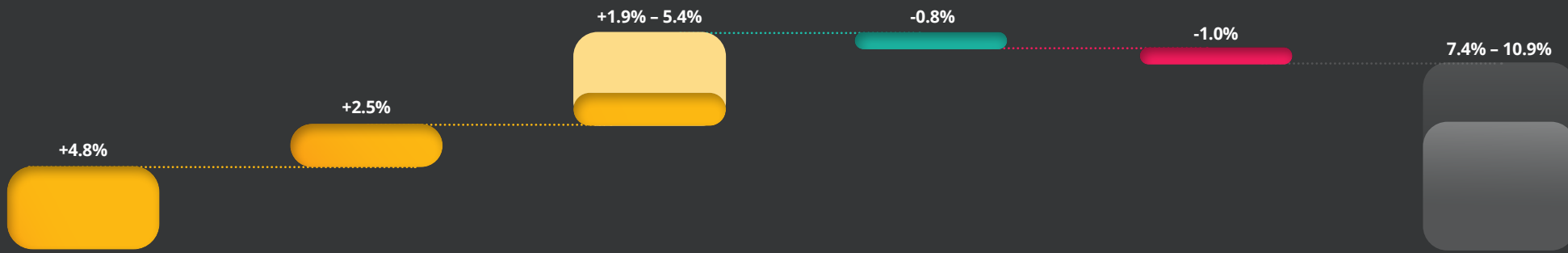
- R0.1 billion achieved through the optimisation of alternative payment models to manage the increasing costs of professionals.
- R1.1 billion through the efficiencies created within the hospital networks.
- R4.8 billion through tariff negotiations with radiologists, pathologists and hospitals.
- R0.5 billion generated through interventions that recover costs associated with fraudulent or wasteful healthcare expenses, and abuse of benefits.
- R3.4 billion generated through other risk-management initiatives.

These initiatives reduce the impact of supply-side inflation significantly for all Discovery Health Medical Scheme members. In the absence of these initiatives, the Scheme would incur an additional R9.9 billion in claims annually.



Medical inflation for 2025

Member contributions must increase according to the medical inflation rate to ensure that contributions continue to match claims each year. In the absence of these increases, the Scheme would be required to reduce benefits to remain financially solvent for the future. Medical inflation is determined by tariff inflation and utilisation changes, while risk-management initiatives and Vitality engagement help to curb medical inflation. For 2025, medical inflation is expected to range between 7.4% and 10.9%.



TARIFF INFLATION

Tariff inflation refers to the increases in the prices of healthcare services, which include the tariffs for healthcare professionals and hospitals, as well as the prices for medical devices and medicine. In 2025, the cost of healthcare services is expected to increase by 4.8%, in line with consumer price inflation (CPI) based on agreements with healthcare providers, before contracting interventions.

SUPPLY-SIDE INCREASES

Supply-side utilisation is the increasing cost of healthcare as a result of the increased availability or new supply of healthcare services and technology. Supply-side utilisation is expected to increase claims by 2.5% in 2025.

DEMAND-SIDE INCREASES

Demand-side utilisation is the extent to which the amount of healthcare services members need increases each year. Demand-side utilisation varies by plan resulting in a range expected for 2025 of between 1.9% and 5.4%.

RISK MANAGEMENT

Risk-management initiatives reduce supply and demand-side inflation. Various unique Discovery Health Medical Scheme interventions, including population health management, medicine list management, alternative payment models and fraud interventions reduce the impact of medical inflation every year.

VITALITY

Vitality helps to reduce demand-side utilisation by enabling Discovery Health Medical Scheme to attract and retain younger members and encourages all members to live healthier lives.

MEDICAL INFLATION 2025

In 2025, medical inflation is expected to be between 7.4% and 10.9%. The medical inflation range allows for the varying levels of utilisation by plan. This medical inflation informs the required contribution increase for 2025 to ensure that the Scheme remains financially viable for the future.

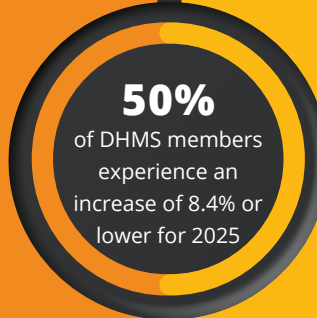
Discovery Health Medical Scheme contribution increase for 2025

To maintain the industry-leading cover levels for all Discovery Health Medical Scheme members, while balancing the long-term sustainability of the Scheme, contributions must increase in line with the medical inflation rate of the Scheme.

The weighted average contribution increase for Discovery Health Medical Scheme in 2025 is 9.3%.

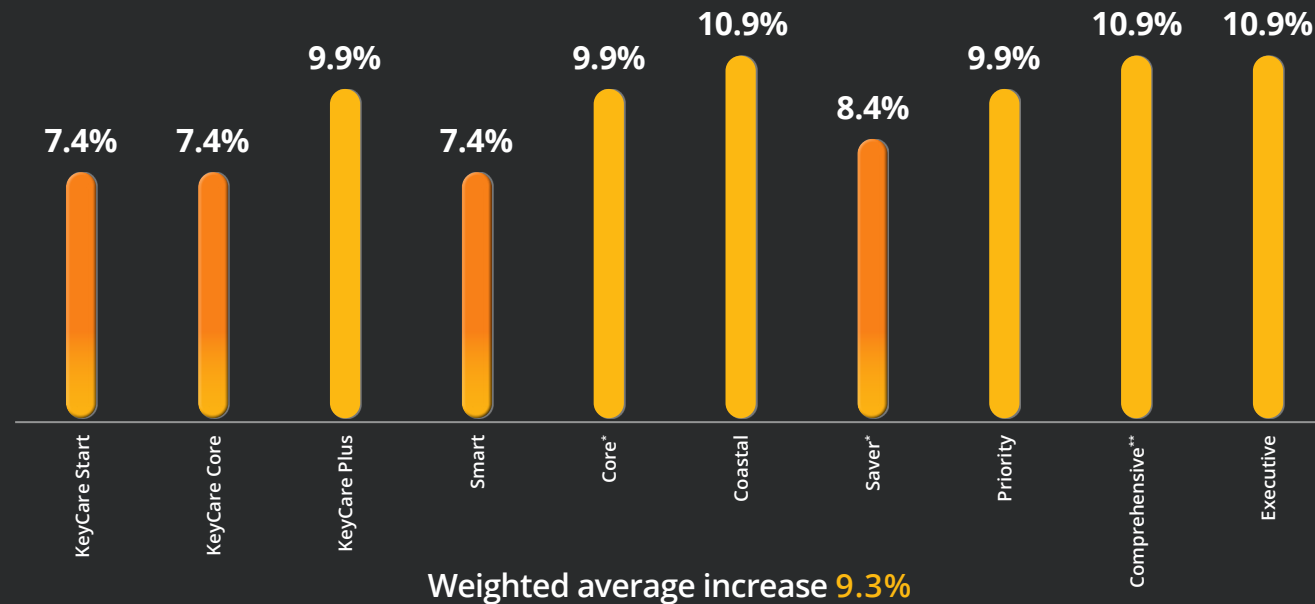
Contribution increases for 2025 allow for variation in medical inflation at a plan level

50% of members will have an increase of 8.4% or lower, including the most popular growth options.



50% of members will have an increase of 9.9% or greater, to ensure that their contributions can maintain their benefit utilisation.

2025 contribution increases **7.4% -10.9%**



* Excluding Coastal plans

** Includes Classic Smart Comprehensive

KeyCare–Affordable medical scheme options for employers and their employees

Discovery Health Medical Scheme introduced the KeyCare Series to employers more than 20 years ago. These plans were designed specifically for employers seeking medical scheme options for their employees across all income levels. The plans offered the first income-banded contribution structure in Discovery Health Medical Scheme.

Today, KeyCare covers nearly 380,000 beneficiaries, with more than 50% of those beneficiaries earning less than R10,100 per month. On a stand-alone basis, KeyCare would be the third largest open medical scheme in South Africa, paying for over R6.5 billion in claims in 2023. More than 4,600 employers offer KeyCare as an option for their employees to fund their access to private healthcare.

The introduction of KeyCare Start in 2019 and KeyCare Start Regional in 2022 improved affordability of the KeyCare Series. It did so by offering employers and employees access to care through innovative and fully integrated healthcare delivery systems, allowing members to retain full-cover journeys at lower contributions.



R6.5 billion
CLAIMS PAID IN 2023



1.4 million
ACUTE GP VISITS



86,400
HOSPITAL ADMISSIONS



5,500
BABIES BORN



From R738 per month
2024 CONTRIBUTION NET OF MEDICAL TAX CREDIT

Maintaining affordability on the KeyCare Series

Employees on the KeyCare Series are highly sensitive to price changes due to the strain placed on their household income. Small changes to the affordability of the plans have a significant impact on the livelihoods of employees who have KeyCare plans. Similarly, employees must continue to have access to full-cover journeys to ensure they are not faced with unexpected out-of-pocket medical expenses, which could be detrimental to their livelihoods and compromise their access to healthcare.

It is important to continue to innovate and optimise the KeyCare plans to ensure that the plans continue to deliver high-quality, high-value healthcare, while remaining affordable for employees.

Updates to the KeyCare Series in 2025 - sustaining benefits and creating more value for employers

- The contributions on KeyCare Core, KeyCare Start and KeyCare Start Regional will increase by 7.4% in 2025. The income band structures of KeyCare Start and KeyCare Start Regional are also adjusted to be more affordable for employees across income levels.
- The KeyCare Start Regional plan will also be enhanced through more regional healthcare delivery networks, to offer more value and choice to employers and their employees.
- KeyCare Plus contributions will increase by 9.9% for 2025 to ensure contributions can maintain benefit utilisation by members. Income band thresholds for KeyCare Plus will increase by 4.8% to maintain affordability.

Enhancing affordability and access on KeyCare Start and KeyCare Start Regional

Discovery Health Medical Scheme is expanding access to its most affordable income-banded plans, KeyCare Start and KeyCare Start Regional, by introducing an additional income band. Networks have also been introduced to optimise efficiencies and improve quality of care.

Optimising the income bands on KeyCare Start and KeyCare Start Regional to improve affordability for employers

In 2025, a new income band will be introduced for KeyCare Start and KeyCare Start Regional. The highest income band will be split into two income bands, improving the affordability on the KeyCare Start Plan:

- For those earning between R10,551 and R15,950 per month, KeyCare Start members will experience an effective contribution decrease of 6.4% - combining a reduction in contributions due to the additional income band of 12.8%, with a 7.4% contribution increase.
- For those earning between R15,951 and R24,250 per month, KeyCare Start members will experience an effective contribution decrease of 5.7% - combining a reduction in contributions due to the additional income band of 12.2%, with a 7.4% contribution increase.

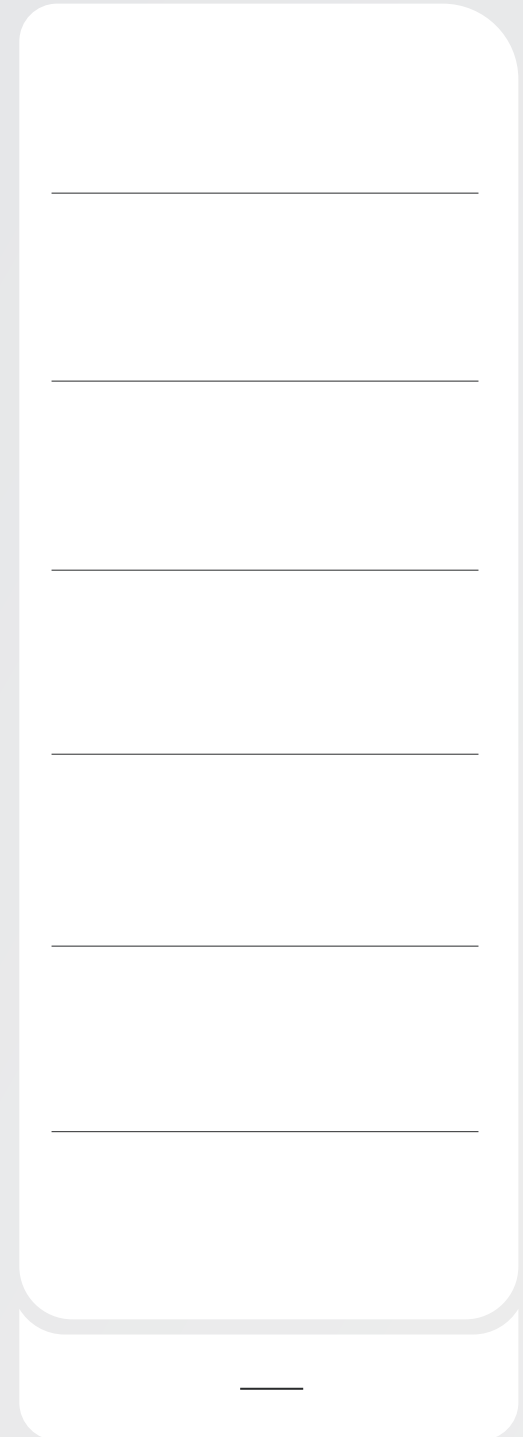
This means that at least 14% of KeyCare Start members will experience up to 6% lower contributions in 2025 compared to 2024.

Impact of KeyCare Start income band changes on 2025 main member contributions

Income band	Contribution prior to income band introduction	Contribution after income band introduction
R0 – R10,550	R1,331	R1,331
R10,551 – R15,950	R2,239	R1,952
R15,951 – R24,250	R3,488	R3,063
R24,251 +	R3,488	R3,488

Network changes to improve efficiency and quality of care

A curated set of designated service providers are introduced across specific benefits on KeyCare Start and KeyCare Start Regional to optimise efficiencies and quality of care. These changes will apply to the maternity benefits, mental health benefits and cataract surgery benefits.



Expanding the national footprint of KeyCare Start Regional

Exceptional value through an integrated, regional healthcare delivery system

KeyCare Start Regional was launched in 2022 with a clear purpose to deliver high-quality care at lower contributions by creating efficiencies through an integrated healthcare delivery ecosystem, in line with the recommendations of the Health Market Inquiry.

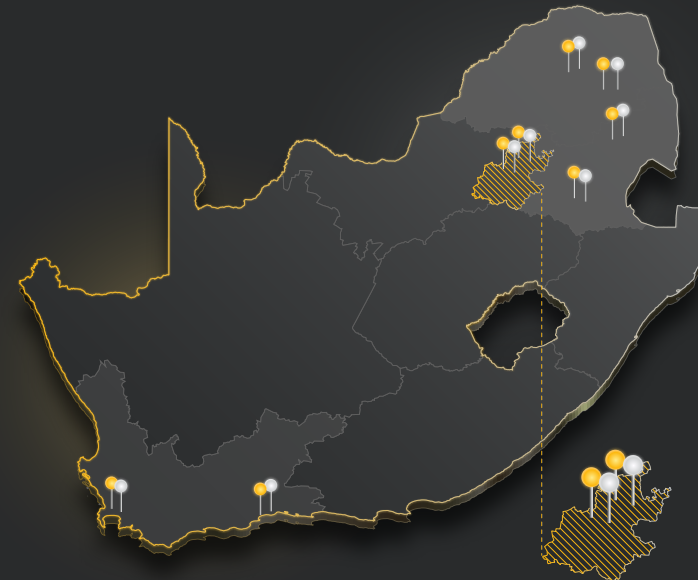
Coordination of care on a regional basis, delivered through Mediclinic and Intercare, enables the KeyCare Start Regional plan to unlock one of the most valuable options in the market on the basis of price per benefit.

Discovery Health, in partnership with Mediclinic and Intercare, has created a healthcare offering that is customised for specific regions according to population size, disease burden and ability to provide a quality healthcare solution at the most affordable price.

With unlimited in-hospital cover and extensive day-to-day benefits, KeyCare Start Regional is an attractive solution for employers situated within any of these integrated healthcare delivery regions.

For 2025, the regions of KeyCare Start Regional will be extended beyond the six existing regions to include Johannesburg Central and Pretoria

With the expansion of the regional network into South Africa's busiest hubs, KeyCare Start Regional becomes an entry-point into the medical scheme environment for more employers wanting to give their employees affordable, high-quality healthcare cover. With KeyCare Start Regional covering eight regions in 2025, this means that 42% of KeyCare members are now located within a KeyCare Start Regional Hub. KeyCare Start Regional has the potential to enhance access to care for existing Discovery Health Medical Scheme employers and their uncovered employees in these regions.

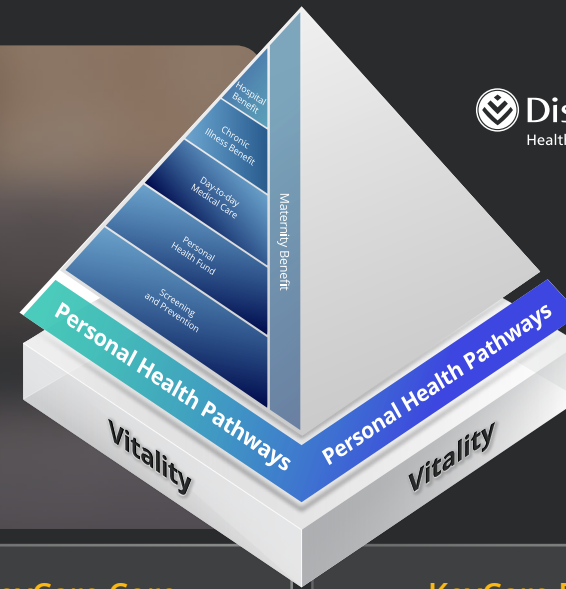


● Mediclinic (MC) Hospital
● Intercare GPs

REGION	MEDICLINIC (MC) HOSPITAL	INTERCARE GPs
Pretoria	Medforum MC	Intercare Tramshed
Johannesburg Central	Donald Gordon Medical Centre MC	Intercare Linden
Bellville	Milnerton MC Louis Leipoldt MC	Intercare Century City
George	George MC Geneva MC	Intercare George
Trichardt	Highveld MC	Contracted
Mbombela	Nelspruit MC	Contracted
Polokwane	Limpopo MC	Contracted
Tzaneen	Tzaneen MC	Contracted



KeyCare Series 2025



	KeyCare Start Regional	KeyCare Start	KeyCare Core	KeyCare Plus
	Greatest-value healthcare in selected regions through highly coordinated care delivery	High-value healthcare through an innovative delivery model tailored for optimised care	Unlimited private in-hospital cover for members with few limited day-to-day healthcare needs	Access to extensive cover for care in a private hospital and day-to-day cover with defined networks
Hospital Benefit	Full cover in chosen KeyCare Start Regional Network	Full cover in chosen KeyCare Start Network	Full cover in the KeyCare Hospital Network	Full cover in the KeyCare Hospital Network
Chronic Illness Benefit	✓	State	✓	✓
Oncology	State	State	✓	✓
Maternity	✓	✓	✓	✓
Day-to-day benefits*	GP consults, specialist benefit, X-rays, blood tests, dentistry, eye care and medicine	GP consults, specialist benefit, X-rays, blood tests, dentistry, eye care and medicine	Antenatal services and specialist consultations	GP consults, specialist benefit, X-rays, blood tests, dentistry, eye care and medicine
Screening and Prevention	✓	✓	✓	✓
Personal Health Fund	✓	✓	✓	✓
	FROM R1,184 PER MONTH	FROM R1,331 PER MONTH	FROM R1,381 PER MONTH	FROM R1,817 PER MONTH

*Available when referred by a KeyCare Online Practice for KeyCare Start Regional, nominated KeyCare Start GP for KeyCare Start or nominated KeyCare GP for KeyCare Core and KeyCare Plus.

Vitality is a separate wellness product, sold and administered by Discovery Vitality (Pty) Ltd, registration number 1999/007736/07. Limits, terms and conditions apply.

Personal Health Pathways is brought to Discovery Health Medical Scheme members by Discovery Health (Pty) Ltd, registration number 1997/013480/07.

Providing access to world-class female health management tools

Discovery Health Medical Scheme is launching tailored benefits, including access to cutting-edge female health technology. These tools support women through all life stages, from reproductive health to menopause. The benefits will be available in the Women's Health Hub on the Discovery Health app, accessible through the Personal Health Fund.

Enhanced maternity support in partnership with Parent Sense

Fourteen thousand Discovery Health Medical Scheme members register annually as first-time parents on the maternity programme.

Recognising the need to increase support for families, Discovery Health Medical Scheme members will now get access to an 18-month subscription to the Parent Sense app, an all-in-one parenting app and baby tracker, in addition to the Maternity Benefit.

Powered by 



HEALTH

Vaccine schedules and reminders, weight tracking and access to medical resources.



SLEEP

Sleep routine planning and tracking, tips for night and day sleep.



FEEDING

Breastfeeding and bottle-feeding guidance, personalised feeding schedules and solids recipe planning and recipes for solids.



PLAY

Daily play activities, age-specific play advice, milestone tracking and sense stimulation tips.

Personalised menopause care in partnership with Stella

Embrace's Menopause Survey done in July 2023 indicated that 35% of women do not know whether they are in menopause or not, with 61% acknowledging that they are experiencing menopause symptoms.

Discovery Health Medical Scheme has partnered with the Stella app to bring members access to groundbreaking, end-to-end menopause management, funded through the Personal Health Fund.

Powered by 



Symptom assessment Tools



Personalised behavioural and lifestyle change plans



One-on-one coaching support



Curated content library



Virtual consults with GPs trained on menopause care



Supportive online community

In addition, all Discovery Health Medical Scheme members can fund contraceptives through their Personal Health Fund.

Discovery Health Medical Scheme benefit introductions and enhancements for 2025



Depression Risk Management Programme

The Depression Risk Management Programme is a six-month long care programme grounded in neuroscience, aimed at reducing the risk of depression and enhancing mental wellbeing. Members are deemed to be eligible for the programme either based on the results of their mental wellbeing assessment, or they will be proactively identified by a cutting-edge machine-learning algorithm designed to dynamically identify depression risk.



Input

Current clinical assessment and demographic data



Model

Predictive modelling through machine learning



Output

Members at risk of claiming or registering for depression



Action

Structured benefits to reduce the risk and severity of depression

Members identified as being at risk of depression will have access to the following benefits to reduce their risk of being diagnosed with depression:

- Face-to-face or virtual mental wellbeing consultations with a Premier Plus Network GP or psychologist on the Mental Health Network.
- Cover for three virtual coaching sessions with a suitably trained healthcare professional to monitor progress and identify the appropriate next steps.
- Two sessions with a dietitian.
- Digital therapeutics and internet-based cognitive behavioural therapy to improve mental wellbeing and reduce the severity of depression symptoms.
- Continued monitoring and screening of symptom severity through validated mental health and wellbeing assessments.

Cover is up to the Discovery Health Rate and subject to the Scheme's clinical entry criteria, treatment guidelines and protocols.



Enhancement to the Maternity Benefit

In 2025, the Scheme will enhance the Maternity Benefit by allowing the two mental health consultations and one nutrition assessment to be available during pregnancy or after delivery.



Enhancements to the Screening and Prevention Benefit

In order to support members and encourage early detection, the Scheme will enhance its Screening and Prevention Benefit to include:

- Self-sampling testing kits and related pathology tests for bowel cancer screening, once every two years.
- Self-sampling testing kits and related pathology tests for Human Papilloma Virus (HPV) testing, once every five years.
- Cover for a breast biopsy at the Scheme's network of accredited mammography centres following a positive result on their mammogram.

Targeted interventions to optimise care



Changes to cover for scopes

In 2025, the Scheme is introducing a quality network for in-room scopes. If a scope is performed in the rooms of a healthcare professional who is not in the network, then a co-payment will apply. Co-payments will not apply to gastroscopies, colonoscopies, proctoscopies and sigmoidoscopies for children 12 years and younger, or for Prescribed Minimum Benefit (PMB) conditions.

The in-rooms co-payment will apply to all Discovery Health Medical Scheme plans, with the exception of the KeyCare Series, where only PMB scopes are covered, and is as follows:

- For a single scope, the co-payment will be R1,750.
- For bi-directional scopes, the co-payment will be R3,000.



Introduction of a designated service provider (DSP) for cataract surgery

In 2025, the Scheme will introduce a DSP for cataract surgery. When cataract surgery is performed by or at a DSP, members will receive full cover for their surgery. If the member uses a provider that is not a DSP for their surgery, then a 20% co-payment will apply to the hospital account.

The co-payment will be applicable to all Discovery Health Medical Scheme plans, with the exception of KeyCare Start and KeyCare Start Regional where a deductible of R6,000 will apply. The co-payment or deductible will not apply in the case of involuntary access to a non-DSP.



Introduction of supportive post-surgery programme

For unilateral hip and knee joint replacements performed in the Scheme's Short-stay Surgical Network, members will unlock access to a defined Scheme-funded basket of care for post-operative care, including:

- Access to two daily visits by a qualified Discovery HomeCare healthcare professional.
- Pain management as required to supplement oral medicine.
- At-home, post-operative recovery care through the Scheme's approved Virtual Therapy programme.

Cover is subject to meeting the Scheme's clinical entry criteria, treatment guidelines and protocols.

Annual benefit updates for 2025



Limits, co-payments, deductibles and thresholds

- Co-payments and deductibles will be increased in line with relevant inflation of 4.8% in 2025.
- Annual thresholds for the Executive, Comprehensive and Priority plans will be increased by 1% more than the contribution increases on each plan.
- The Above Threshold Benefit limit for Comprehensive and Priority plans will not increase.
- Benefit limits will increase on 1 January 2025 in line with relevant inflation, with the following exceptions remaining constant:
 - Oncology Benefit Threshold
 - Specialised Medicine and Technology Benefit
 - International Travel Benefit
 - Overseas Treatment Benefit
 - Surgical and appliance items including hip, knee and shoulder joint prosthesis, and external medical appliances.



Changes to high-cost chronic medicine of the Specialised Medicine and Technology Benefit, Chronic Drug Amounts and formularies

In light of negotiations with various pharmaceutical groups and the introduction of new generic medicines, the Scheme expects to obtain price reductions for a defined list of formulary drugs. There will be corresponding price and formulary changes effective 1 January 2025.



Personal Health Pathways

Discovery Health has pioneered a groundbreaking approach to personalised healthcare. By analysing data that spans more than 60 million life years, Discovery Health has determined the optimal health actions and personalised health pathways for each of the 2.2 million eligible adult members on Discovery Health Medical Scheme.

In 2025, each eligible Discovery Health Medical Scheme member will get access to their Personal Health Pathway – a unique sequence of the most important actions they can take to improve their health.

Personal Health Pathways is brought to you by Discovery Health (Pty) Ltd; registration number 1997/013480/07, an authorised financial services provider, administrator and managed care provider of medical schemes. Personal Health Pathways is enabled by the combination of Discovery Health's healthcare capabilities and Vitality's behaviour-change expertise. Vitality is a separate wellness product, sold and administered by Discovery Vitality (Pty) Ltd, registration number 1999/007736/07. Limits, terms and conditions apply.

The science behind **PERSONAL** **HEALTH PATHWAYS**

Despite the universal desire of people to live in good health, most individuals remain uncertain of the steps they can and should take to improve their health. As a result, they delay the simple actions that can have a significant impact on their long-term health and life expectancy.

Through a few precise and tailored actions, everyone can improve their health, and by making these actions a habit, people can live longer in better health. These simple actions and habits are diverse in nature, from adhering to prescribed medicine and completing routine health assessments to exercising regularly.

Discovery has unparalleled repositories of clinical, lifestyle and behavioural data. By deploying sophisticated machine learning and artificial intelligence across this data, Discovery Health has pioneered a groundbreaking approach to precision healthcare that predicts the next best actions a member should take to improve their health, motivating them to form healthy habits, and ultimately improving their healthspan and lifespan.

For Discovery Health Medical Scheme, this scientific approach to healthcare enables personalised pathways and actions for each of the 2.2 million eligible adult members.

What Personal Health Pathways offers members

03

DYNAMIC AND PERSONALISED ENGAGEMENT

Pathways are dynamic and respond to changing health risks, lifestyle habits and individual preferences. Methods of motivation and engagement are personalised based on a member's unique health status and engagement patterns, encouraging them to form healthy habits and improve their health.

02

INTUITIVE AND GAMIFIED MEMBER EXPERIENCE

A series of unique next best actions make up each member's Personal Health Pathway in a simple and intuitive journey through WhatsApp or the Discovery Health app.

01

PRECISE AND SCIENCE-BASED NEXT BEST ACTIONS

Discovery Health is able to recommend precise, clinically relevant and personalised actions for each member that have the highest likelihood of improving their health, based on causal models using clinical, actuarial and behavioural data.

Healthy habits drive significant improvements in health outcomes

Habits are fundamental drivers of health outcomes. Cultivating positive habits, such as regular physical activity and health-seeking behaviour, can positively alter a person's health trajectory, increasing the likelihood of living a healthier and longer life. Discovery Health's and Vitality's comprehensive datasets have allowed for a breakthrough: a causal understanding of the impact that healthy habits have on mortality and morbidity.

The impact of habit formation on mortality and morbidity improvements are significant

Evidence from this study shows that improving one's health-seeking behaviour and physical activity habit, from a poor habit to a strong habit results in a 13% and 16% reduction in morbidity (measured as in-hospital costs) respectively.

RELATIVE MORBIDITY REDUCTION MOVING FROM A POOR HABIT TO A STRONG HABIT

Clinical habits Physical activity habits



-13% -16%

RELATIVE MORTALITY REDUCTION MOVING FROM A POOR HABIT TO A STRONG HABIT

Clinical habits Physical activity habits



-16% -18%

Return on investment for Discovery Health Medical Scheme in incentivising habit creation

Investing in Personal Health Pathways delivers significant return on investment for Discovery Health Medical Scheme by driving lasting behaviour change and optimising shared value in healthcare.

MORBIDITY IMPACT OF CLINICAL HABITS

R1: R2.50

For every R1 spent funding clinical habit formation in a base of members with chronic conditions base, a return of R2.50 is generated for Discovery Health Medical Scheme.

MORBIDITY IMPACT OF PHYSICAL ACTIVITY HABITS

R1: R3.90


For every R1 spent funding physical activity habit formation in a base of members with chronic conditions a return of R3.90 is generated for Discovery Health Medical Scheme.

Everyone can be healthier with Personal Health Pathways


Discovery Health Medical Scheme will present each member with a personalised healthcare pathway through the Discovery Health app and an intuitive WhatsApp journey, making it easier for each member to navigate the healthcare system and to know what actions to take to have the biggest impact on their long-term health. Completing these actions will not only have a positive influence on their health but will also reward and incentivise members to stay engaged in their health.

Get healthy

MEMBERS COMPLETE YOUR NEXT BEST ACTIONS AND CLOSE YOUR RINGS


 Consult your primary care GP
 By 24 September
 Health Fund R500
 Discovery Miles 5,000 Life Payback R1,000




 Walk 2,500 steps 3 times this week
 By 25 October



Brought to you by Discovery Health



Get rewarded

MEMBERS GET PERSONALISED REWARDS FOR CLOSING YOUR RINGS

Instant reward



Discovery Miles



OR

Instant reward



Play the gameboard



OR

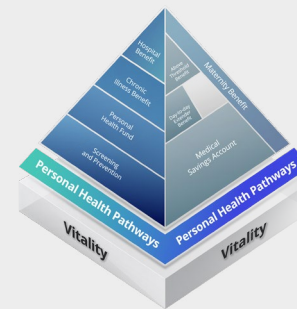
Brought to you by Discovery Vitality



Access your Personal Health Fund

MEMBERS CAN ACCESS ADDITIONAL HEALTHCARE BENEFITS FOR MANAGING YOUR HEALTH

As members complete their next best actions additional day-to-day value accumulates, for them and their families, to their Personal Health Fund.



Brought to you by Discovery Health Medical Scheme

Members complete your next best actions and close your rings

Discovery Health Medical Scheme recognises the significant impact that small actions to improve health and regular exercise can have on optimising long-term health and wellbeing. Through Personal Health Pathways, members are encouraged to complete both their health and exercise actions and watch their rings close as they complete them.



Start Personal Health Pathways by accessing the Discovery Health app.

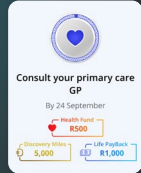
STEP

01

Complete next best actions

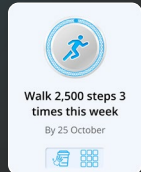
Members get up to 3 next best actions at a time: 2 health actions and 1 exercise action. Once members complete an action, it contributes to closing a ring, and is replaced by a new action in their unique healthcare pathway.

Health actions



- Encourages completion of clinical, screening and lifestyle actions.
- Each health action displays a date by when the action must be completed to close the ring.

Exercise actions



- Encourages physical activity appropriate for each member, such as walking, going to the gym or heart-rate workouts.
- Each exercise action runs on a weekly cycle from Saturday morning until the next Friday at midnight.



STEP

02

Close your rings

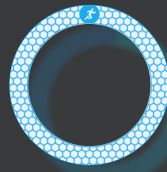
Members get 2 rings: the health ring and the exercise ring. Members close their rings by completing their next best actions.

Health ring



- Each health action will close the ring by a defined amount based on that action's contribution to improving the member's health.
- For example, some actions may close the ring by a half, whilst others may close the ring fully.

Exercise ring



- Each exercise action closes the ring fully each week.

The Discovery Health app and Personal Health Pathways are brought to you by Discovery Health (Pty) Ltd, registration number 1997/013480/07, an authorised financial services provider, administrator and managed care provider of medical schemes.

Next best actions are hyper-personalised for every member

Clinically verified and personalised health actions

Each individual's healthcare pathway is personalised for them. For a member with 12 actions, there are more than 7 million possible pathways to complete those actions. If you increase this to 24 actions, this number soars to the billions. By leveraging sophisticated data-science and machine-learning models, these actions have been personalised for every member based on their unique health status and engagement patterns. Actions are clinically relevant, shown at the right time and in the right sequence, and automatically update and adjust based on a member's changing healthcare needs.



YOUNG HEALTHY PERSON
Sample pathways

- Select your primary care GP
- Go for a Health Check
- Complete a Vitality Age assessment
- Go for a dental check-up
- Get a flu vaccination
- Complete a mental wellbeing assessment



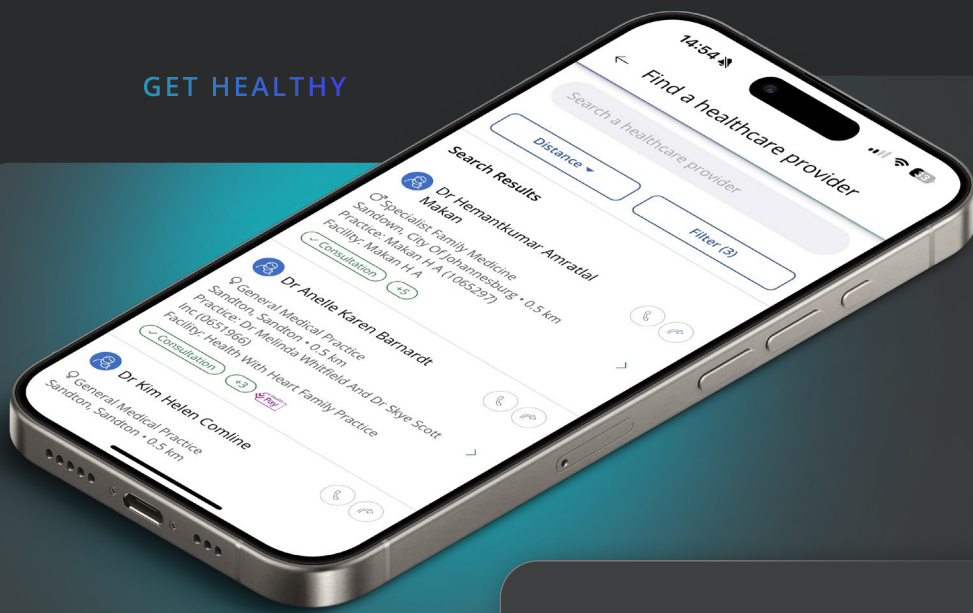
MIDDLE-AGED PERSON LIVING WITH DIABETES
Sample pathways

- Consult your primary care GP
- Go for a mammogram
- Go for a foot screening
- Complete a mental wellbeing assessment
- Get a flu vaccination
- Collect your medicine
- Complete a Vitality Age assessment
- Go for a Pap smear
- Go for an HbA1c test

Personalised exercise actions based on a member's physical activity levels

Personalised exercise actions make it easy for members to create healthy exercise habits through the recommendation of physical activity that meets their weekly exercise goal. This journey will make forming a healthy exercise habit easier by guiding them on how best to achieve their weekly exercise goal through a variety of physical activities, including heart-rate workouts, parkruns or walking.

GET HEALTHY



Supporting members along their healthcare pathway

Available on the
Discovery Health app



A gateway to a personalised, end-to-end healthcare journey

Accessing healthcare has never been easier with a suite of digital tools and functionality integrated into each member's Personal Health Pathway towards better health.



Find a healthcare provider in minutes using the Find a provider tool



Snooze or dismiss health next best actions to complete at a later time



Book an appointment with a doctor using an integrated appointment booking platform



View actions endorsed by the member's treating doctor



Upload a script and order medicine for delivery



Get personalised nudges and reminders along the way



Link a phone or fitness device to track exercise

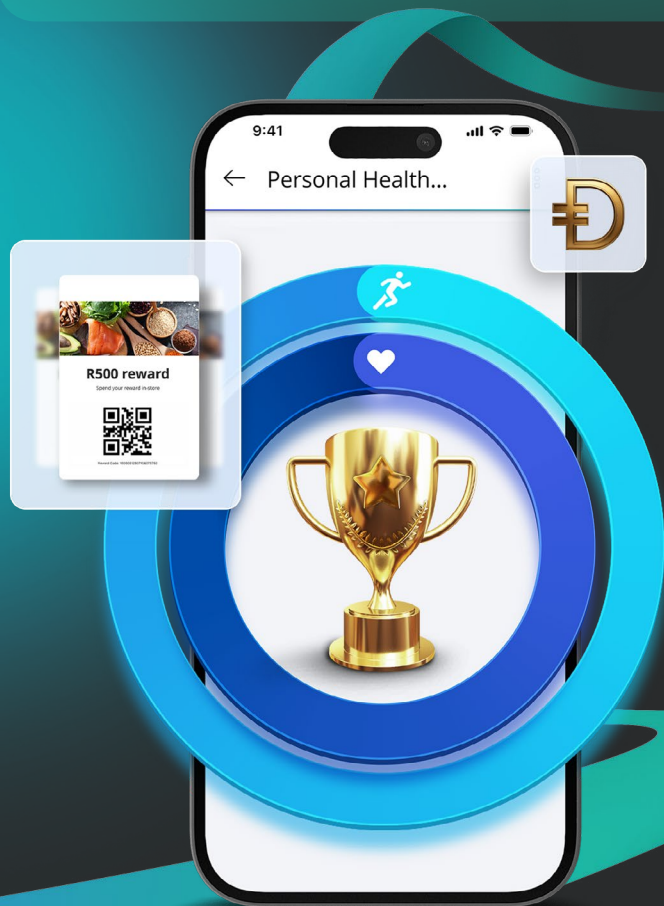


View and track progress in the activity history

The Discovery Health app and Personal Health Pathways are brought to you by Discovery Health (Pty) Ltd, registration number 1997/013480/07, an authorised financial services provider, administrator and managed care provider of medical schemes.

Dynamic and personalised rewards to drive engagement

Members are rewarded for completing next best actions. This gamified rewards system drives engagement with the programme, creates healthy habits and makes members healthier.



Get rewarded

Exercise rewards



Choose an instant reward
OR
Play the gameboard on Rewards Wednesday



Health rewards



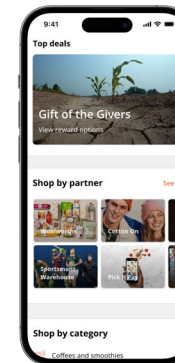
Choose an instant reward
OR
Earn Discovery Miles



Enabled by Vitality's behaviour change expertise.

Redeem Discovery Miles

Members can redeem their Discovery Miles in the Vitality Mall – from coffees and smoothies to shopping and entertainment rewards.



05

Personal Health Fund

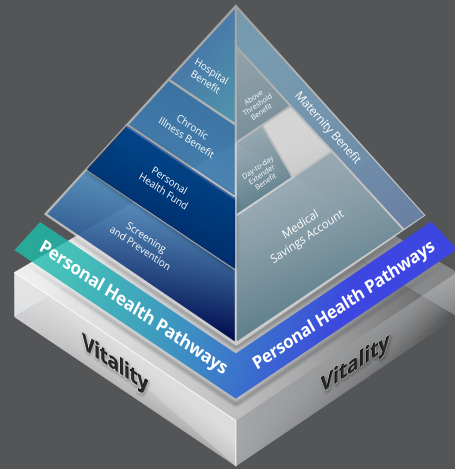
The WELLTH Fund, which was introduced in 2023, has been highly successful – more than 850,000 Discovery Health Medical Scheme members completed their Health Check since 2023, and unlocked R800 million in supplementary day-to-day benefits. In addition, the multitude of health actions enabled by the WELLTH Fund resulted in the collection of over 6.3 million data points to feed into the Personal Health Pathways engine, elevating the accuracy and precision of the recommendations offered through Personal Health Pathways.

Now the WELLTH Fund is evolving to the next level of precise and personalised healthcare through the Personal Health Fund. Members accumulate funds every time they complete a health action in their personal health pathway, which they can use for day-to-day medical expenses.



Access additional healthcare benefits through the **Personal Health Fund**

The Personal Health Fund is a new category of healthcare funding which members can accumulate as they engage in their Personal Health Pathways and complete their next best health actions. The fund can be used for day-to-day medical expenses.



From 2025, members will accumulate additional value in their annual Personal Health Fund by completing their next best health actions shown on their Personal Health Pathways. The amount available in additional day-to-day funding is defined by the member's plan choice and the family structure of the membership.

MAXIMUM PERSONAL HEALTH FUND ALLOCATION BY PLAN PER YEAR

	Per adult	Per child	Per family
Executive plan	R2,500	R1,250	R10,000
Classic Comprehensive			
Classic Priority	R2,500	R1,250	R10,000
Classic Saver			
Classic Core	R2,000	R1,000	R8,000
Classic Smart			
Essential Priority			
Essential Saver	R1,500	R750	R6,000
Coastal Saver			
Essential Core			
Essential Smart	R1,000	R500	R4,000
Active Smart			
Coastal Core			
KeyCare plans	R500	R250	R1,000



Accumulated funds in the Personal Health Fund can be used for day-to-day medical expenses, such as GP and specialist consultations, medicine, radiology and pathology.

New members joining Discovery Health Medical Scheme from 2025 can access an additional once-per-lifetime benefit in their Personal Health Fund.

Following the success of the WELLTH Fund in 2023 and 2024, all new joining members will continue to get a once-per-lifetime benefit, built into the Personal Health Fund in 2025. New joining Discovery Health Medical Scheme members who activate Personal Health Pathways and complete their once-off, high-value tile action will get up to R10,000 in additional funds in their Personal Health Fund, available immediately. This is a once-per-lifetime benefit in addition to the annual Personal Health Fund allocation received by all Discovery Health Medical Scheme members. The once-per-lifetime benefit is the same value as the maximum Personal Health Fund allocation by plan series—as shown in the table above.

How the Personal Health Fund works

The Personal Health Fund represents a new category of healthcare funding giving all Discovery Health Medical Scheme members access to up to R10,000 in day-to-day, Scheme-funded benefits for medical expenses each year. The benefit works in three simple steps:

STEP

01

Download the Discovery Health app and understand your next best actions



All members can view their next best actions on the Personal Health Pathways programme, available on the Discovery Health app and Discovery website.

STEP

02

Complete recommended health actions and build up the Personal Health Fund, up to the maximum annual limit

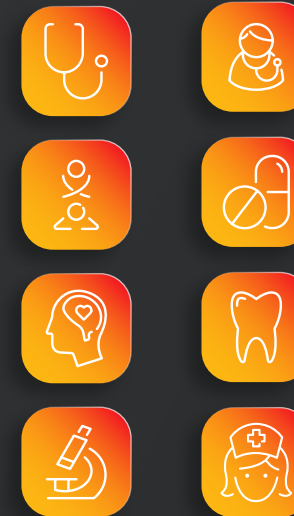
MAXIMUM PERSONAL HEALTH FUND ALLOCATION BY PLAN PER YEAR			
	Per adult	Per child	Per family
Executive plan	R2,500	R1,250	R10,000
Classic Comprehensive	R2,500	R1,250	R10,000
Classic Priority			
Classic Saver	R2,000	R1,000	R8,000
Classic Core			
Classic Smart			
Essential Priority	R1,500	R750	R6,000
Essential Saver			
Coastal Saver	R1,000	R500	R4,000
Essential Core			
Essential Smart			
Active Smart			
Coastal Core	R500	R250	R1,000
KeyCare plans			

For every completed next best health action on Personal Health Pathways, members accumulate R500 into their Personal Health Fund. They can continue to accumulate funds up to a maximum limit each year, based on the plan choice and family structure of the membership. Any unused funds in the Personal Health Fund expire at the end of a benefit year, and do not carry over to the next benefit year.

STEP

03

Use available funds for day-to-day medical expenses



Members can use available funds on any day-to-day medical expenses, such as GP visits, specialist consultations, physiotherapy and medicine.

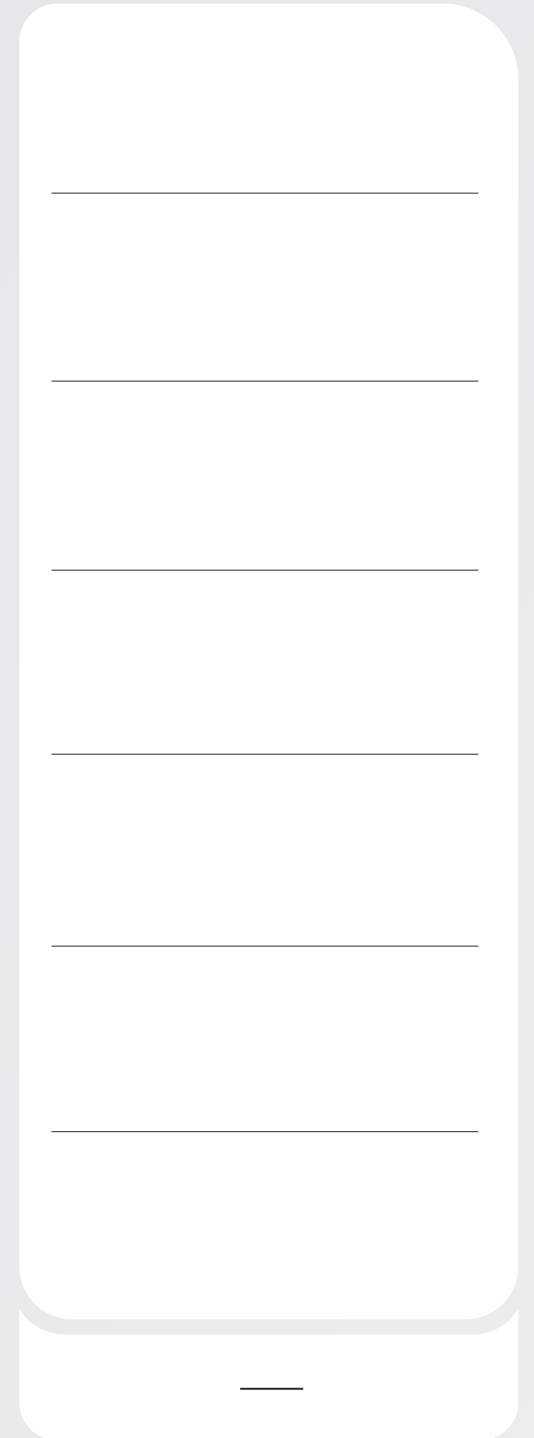


Discovery Gap Cover

**Expanding its
product range to
include affordable
cover designed for
young professionals**



Discovery Gap Active is being introduced as a foundational product option in the Discovery Gap Cover range. This new option is focused on providing young professionals the most affordable cover for common medical expense shortfalls following hospitalisation.

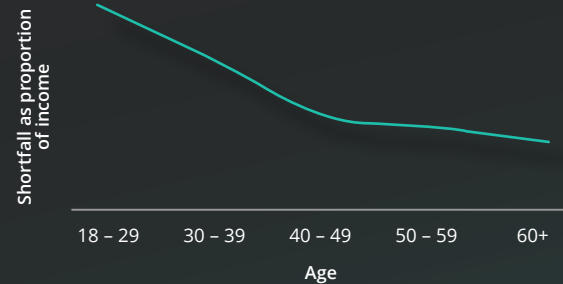


Enabling affordable financial protection against shortfalls on hospital bills for young professionals

Medical expense shortfalls on hospitalisation can have a significant impact on personal finances, especially for those early in their careers with limited savings and disposable income. While gap cover products provide financial protection, they are often unaffordable for young professionals who need this financial protection the most. By creating affordable gap cover that pairs with Discovery Health Medical Scheme, young professionals can supplement their medical scheme cover to achieve complete financial peace of mind.

Financial impact of shortfalls on medical expenses is greater at younger ages.

SHORTFALL AS PROPORTION OF INCOME

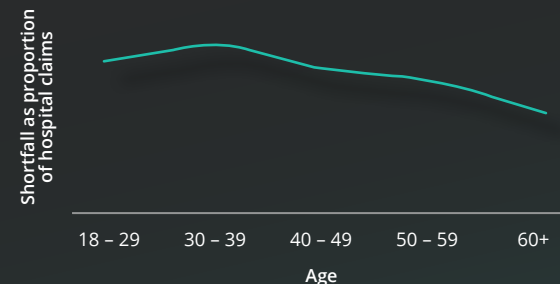


Disposable income typically increases with age. In the context of shortfalls on in-hospital claims, the impact of a shortfall is much more significant for those aged below 30, given their lower income levels.

Without comprehensive healthcare cover, the claims shortfall in-hospital is likely to have a significant impact on a young professional's financial situation.

Medical expense shortfalls on hospitalisation is the same for all ages.

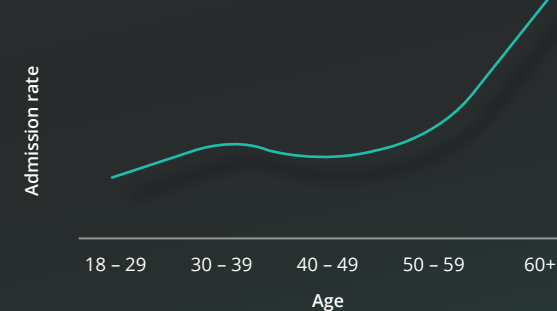
SHORTFALL ON ADMISSION BY AGE



Although the probability of a hospital admission is correlated with age, the average claims shortfall, once admitted to hospital, remains relatively flat across the age bands. A young professional is likely to experience as significant of a claims shortfall as a person who is 50 years old when admitted to hospital.

Financial protection against shortfalls on medical expenses using traditional gap cover is not cost effective at younger ages.

ADMISSION RATE BY AGE



The probability of hospitalisation correlates with age, with the highest admission rates being experienced by those 60 years and above. Young professionals below the age of 30 have the lowest probability of a hospital admission. As a result of this low probability as well as the material cost of extensive medical scheme cover, many young professionals do not prioritise additional financial protection for unexpected shortfalls.

When integrated effectively, gap cover products can supplement medical scheme cover to offer a new level of affordability for comprehensive private healthcare cover.

Introducing Discovery Gap Active

Extending affordable access to top-up healthcare cover, particularly for young professionals.

The product design of a member's selected plan type or the use of healthcare providers outside of a contracted network can create shortfalls and unexpected medical expenses. The Discovery Gap Cover product range is designed to give financial protection against these unforeseen costs.

Discovery Gap Active is a foundational product option for young professionals, that gives financial protection against the shortfalls in medical cover they would most likely experience, at the most affordable price.



In-hospital Specialist Gap Cover

Provides cover of up to 100% of the medical scheme rate over and above what the medical scheme pays.



Hospital Admission Benefit Extender

Full cover for procedural deductibles of R7,500 related to non-PMB admissions through the Hospital Admission Benefit Extender. The Vitality integration rules applied on Discovery Gap Core and Comprehensive do not apply to Discovery Gap Active.



Seamless claims integration

Offered with all Discovery Gap Cover products, including Discovery Gap Active. Members submit a single claim to Discovery Health and all gaps are identified, assessed and paid once the medical scheme claim has been processed. This eliminates the need to submit a separate claim and creates the optimal integrated healthcare cover experience.

FROM R49 /PER MONTH
for those younger than 30 years

FROM R99 /PER MONTH
for those from 30 to 40 years

07

Discovery Emergency Cover

Discovery Health offers clients cover for healthcare expenses related to accidental emergencies through the Trauma Cover Benefit. In 2025, Discovery Health is providing an expanded suite of options to cover the cost of emergencies.



The importance and value of having financial protection during a medical emergency

Many South Africans will, unfortunately, suffer a medical emergency or accident that requires urgent medical treatment. Depending on the severity of the event and the recovery time needed, these unforeseen medical emergencies can expose the affected individuals and their families to emotional distress, financial burdens and potential losses in income.

Trauma and accidents account for 36% – 56% of South African casualty visits

780,859

number of casualty cases recorded last year for medical schemes and health insurance products administered by Discovery Health.*

36% – 56%

of casualty cases in South Africa are the result of an accident or trauma event.

R516,000

is one of the higher claims we paid to date for a Flexicare member with Trauma Cover.

Most casualty cases do not require an admission

Excluding trauma, the most frequent conditions needing treatment at casualty units are:



GASTROINTESTINAL PAIN



RESPIRATORY STRAIN



EAR, NOSE AND THROAT



MUSCULOSKELETAL PAIN

R3,000

average cost per casualty claim.

82%

of casualty cases can be treated and resolved within the same day.

Significant cost of major medical emergency admissions

While less frequent, in-hospital treatment for emergency procedures is far more expensive. Where the costs for full Prescribed Minimum Benefit cover is unaffordable, individuals place high value on the ability to access private healthcare for major medical events.

The below list illustrates the average costs of in-hospital private healthcare cover for a mixture of high-cost and frequent emergency conditions:

IN-HOSPITAL CONDITION	AVERAGE COST
Heart attack	R405,168
Stroke	R196,218
Acute renal failure	R95,541

Extensive, end-to-end cover for medical emergencies through the Discovery Emergency Cover range

More emergency cover options to suit the needs of your clients

Discovery Health offers clients cover for healthcare expenses related to accidental emergencies through its Trauma Cover, and is building on this to provide an expanded suite of options to cover the cost of emergencies.

Clients can select one of three emergency cover packages. Each package option has been thoughtfully constructed to ensure maximum cover in the most appropriate private healthcare setting with no unforeseen out-of-pocket expenses.





The expanded Discovery Emergency Cover range offers flexible pricing and peace of mind that employees and other individuals will receive access to comprehensive, quality emergency healthcare when they need it most.

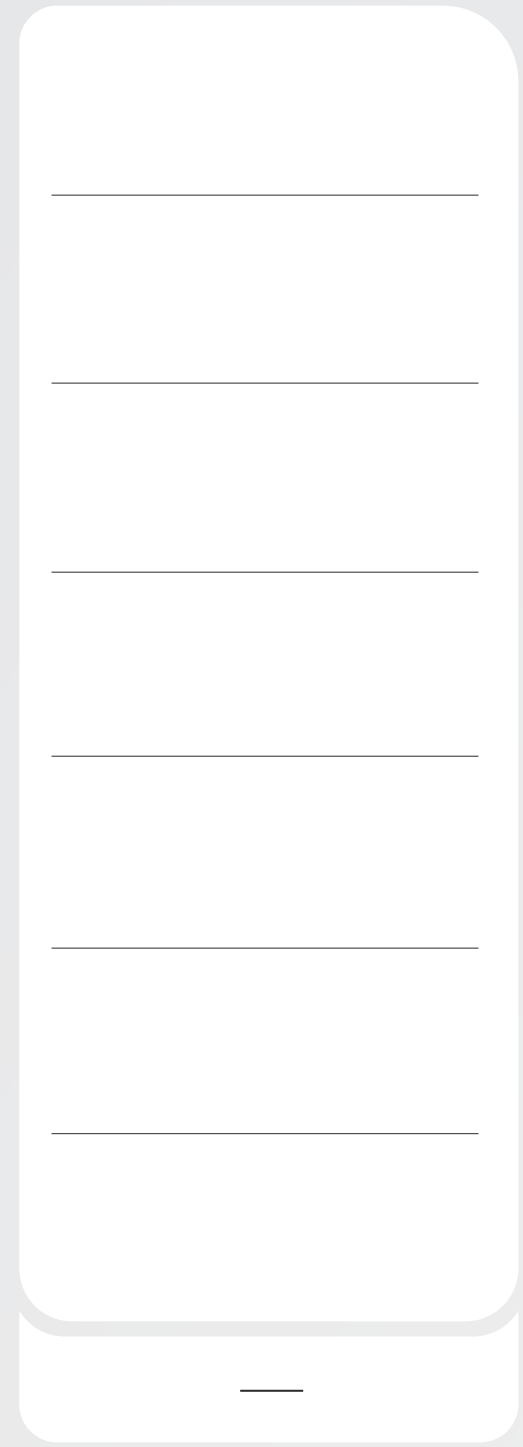
This extensive emergency cover pairs perfectly with the comprehensive primary healthcare benefits accessed through Flexicare's product range. It makes sure that employees have cover for their day-to-day healthcare needs and financial certainty in the unfortunate case of an accident, medical emergency or emergency hospital admission.



In 2025, Discovery is expanding access to quality, private emergency healthcare

Individuals, employees and their families will now have access to end-to-end cover for accidents and trauma events, treatment in casualty and emergency in-hospital procedures.

	EMERGENCY CORE	EMERGENCY PLUS	EMERGENCY MAX
Emergency Cover package detail	Private emergency transfer, casualty treatment and in-hospital cover for a broad range of accidents and trauma events.	Cover as provided by Emergency Core, as well as: <ul style="list-style-type: none"> ▪ Cover for stabilisation and treatment in casualty for all medical emergencies. ▪ Cover for casualty and in-hospital treatment for confirmed heart attacks or strokes. 	Cover as provided by Emergency Plus, as well as cover for casualty and in-hospital treatment for a defined list of medical emergencies.
Conditions covered	Cover for casualty and in-hospital treatment for the following accidental and traumatic events: <ul style="list-style-type: none"> ▪ 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. 	Cover as provided by Emergency Core. Cover for casualty and in-hospital treatment of confirmed heart attacks or strokes. Cover for any medical emergency condition in a casualty facility, including stabilisation and treatment, subject to: <ul style="list-style-type: none"> ▪ R200 co-payment when using a network facility. ▪ R250 co-payment when using a facility that is not in the network. This co-payment will be refunded if the member is diagnosed with a heart attack or stroke.	Cover as provided by Emergency Plus. Cover for casualty and in-hospital treatment for the following medical emergencies: <ul style="list-style-type: none"> ▪ Acute appendicitis, acute asthma, ectopic pregnancy, acute inflammation of gall bladder, seizures, acute pneumonia, kidney stones, acute renal failure and pulmonary embolism. The casualty co-payment will be refunded if the member is diagnosed with any one of these medical conditions.
Differentiating benefits	Discovery Emergency Core provides affordable cover for the unforeseen costs of private ambulance transport and emergency medical treatment for trauma and accidents.	Discovery Emergency Plus provides peace of mind to employees, that they can be stabilised and treated in casualty for a wide range of medical and accidental emergencies, and have cover for the in-hospital treatment of defined accidental emergencies and confirmed heart attacks or strokes.	Discovery Emergency Max provides ultimate peace of mind to employees that they have financial protection against the costs of stabilisation and treatment in a casualty, as well as the cost of hospitalisation for a wide range of medical and accidental emergencies.
Cover limits	R400,000 or R1,000,000 limit per event.	R400,000 or R1,000,000 limit per event.	R400,000 or R1,000,000 limit per event. R400,000 sub-limit will apply to the nine defined emergency conditions.
Support before and after the emergency event	 Emergency transport  Counselling sessions  Take-home medicine  Voucher for groceries or personal care items		





Thembi's experience

Thembi is a 35-year-old female whose employer provides healthcare cover through Flexicare Plus topped up with Discovery Emergency Max.

Thembi is struggling to shake her flu-like symptoms and her cough is getting progressively worse. She visits her closest casualty facility and is diagnosed with acute pneumonia and then admitted to hospital.

Once Thembi arrives at her closest network casualty facility, her healthcare journey is covered in full. Discovery Emergency Cover provides the financial protection and post admission support so that she can focus on her recovery.



CASUALTY COVER

Thembi was assessed and stabilised in casualty.



HOSPITAL ADMISSION

Authorisation for her admission to a private hospital is approved.



HOSPITAL TREATMENT

Her treatment starts and she remains in hospital for 14 days.



TAKE-HOME MEDICATION

Thembi is discharged with prescribed medication.



POST ADMISSION SUPPORT

As an employee on Flexicare and Discovery Emergency Cover, Thembi has access to additional support during her recovery after discharge from the hospital.



- Cover for take-home medication
- Two free counselling sessions
- A R500 in-store voucher from Checkers or Shoprite to assist with groceries or from Clicks for personal care items.



DISCOVERY EMERGENCY COVER HAS SAVED THEMBI R345,467 IN OUT-OF-POCKET COSTS THAT SHE WOULD HAVE OTHERWISE EXPERIENCED.



CASUALTY COVER

Out-of-pocket costs for casualty assessment R2,663.



HOSPITAL ADMISSION

Upfront deposit needed to secure admission.



HOSPITAL TREATMENT

Total cost for in-hospital admission R342,804.



TAKE-HOME MEDICATION

Any medication would be for her expense.



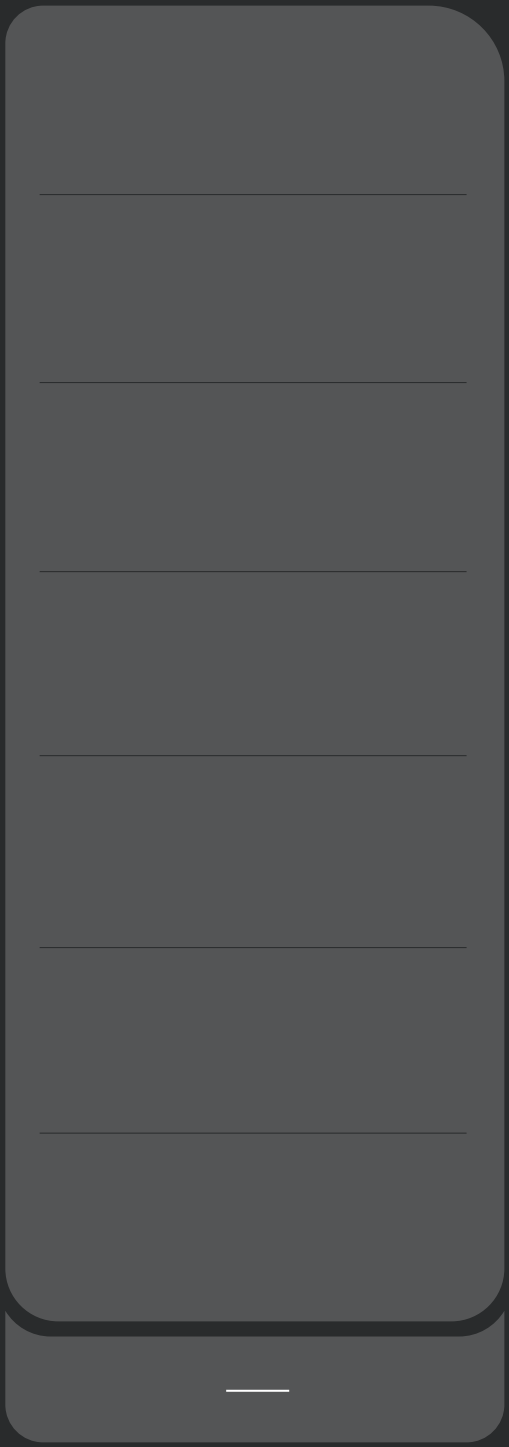
flexicare

Powered by Discovery

To continue offering access to quality private primary healthcare, Flexicare premiums must account for increasing healthcare costs. It is our objective to keep Flexicare premiums as affordable as possible. To this end, we are pleased to confirm:

90% of employer groups will experience a premium increase of only
5% or less.

Employers will be notified of their individual premium increases by mid-November 2024.





DOWNLOAD THE DISCOVERY HEALTH APP



This Employer News is intended for employers only, and is presented by Discovery Health (Pty) Ltd, registration number 1997/013480/07, an authorised financial services provider, which is the administrator of Discovery Health Medical Scheme, according to its contractual arrangements. This Employer News is only a summary of the key benefits and features of the Discovery Health Medical Scheme plans, awaiting formal approval from the Council for Medical Scheme. For detailed information on all Discovery Health Medical Scheme plan options, please visit www.discovery.co.za for access to plan brochures as well as a full copy of the proposed 2025 Scheme Rules. Discovery Health Medical Scheme, registration number 1125, administered by Discovery Health (Pty) Ltd, registration number 1997/013480/07, an authorised financial services provider and administrator of medical schemes.

Personal Health Pathways is brought to you by Discovery Health (Pty) Ltd, registration number 1997/013480/07, an authorised financial services provider, administrator and managed care provider of medical schemes. Personal Health Pathways is enabled by the combination of Discovery Health's healthcare capabilities and Vitality's behaviour-change expertise. Discovery Vitality is not part of Discovery Health Medical Scheme. Vitality is a separate product sold and administered by Discovery Vitality (Pty) Ltd, registration number 1999/007736/07. Limits, terms and conditions apply.

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. The Discovery Emergency Cover 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 Discovery Emergency Cover 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 registration number NCRC3555. Flexicare is a separate non-life insurance policy and is not conditional on the purchase of a Funeral Benefit policy.

Discovery Gap Cover is an insurance product. It is not a medical scheme and the cover is not the same as that of a medical scheme. A Gap Cover policy is not a substitute for medical scheme membership. Discovery Gap Cover is a non-life insurance policy, underwritten by Discovery Insure Ltd, registration number 2009/011882/06, a licensed insurer and an authorised financial services provider.