

EMPLOYEE ASSISTANCE PROGRAMME



Healthy Company is Discovery's digitally-enabled, comprehensive employee assistance programme that proactively supports employees.

USSD CALL-ME-BACK functionality

The Healthy Company USSD call-me-back functionality gives members who cannot access digital platforms, such as the Discovery app or website, an opportunity to ask for a callback from one of the Healthy Company coaches.



HOW IT WORKS

STEP 01

Member dials *134*HCOM# (*134*4266#) on their cellphone or smartphone.

STEP 02

USSD service verifies the member's profile using their cellphone number. If the number is not registered with Discovery Healthy Company, the service will ask the member to give the main member's ID number to verify them.

STEP 03

Member selects 'option 1' to ask for a callback from a Healthy Company coach or 'option 2' to be directed to more information on Healthy Company services.

STEP 04

Healthy Company coaches will get the callback request and will contact the member within 24 hours.



Chat to Healthy Company for free advice

Healthy Company is here for you. Access Healthy Company on the Discovery app, on our website at www.discovery.co.za or call us on 0800 320 420.

