

DIABETES EDUCATOR NETWORK HANDBOOK

DISCOVERY HEALTH
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Background

A diabetes educator is an integral part of the diabetes care team. Members who are registered for diabetes on the Chronic Illness Benefit will have access to two consultations per year with a diabetes educator. This will be funded from their Prescribed Minimum Benefits basket of care.

There is no formal accreditation or certification process for a diabetes educator in South Africa. Discovery Health is creating an internal network for diabetes educators to support members and give them access to quality diabetes education, along with the care received from their primary treating provider.

Who qualifies to join the Diabetes Educator Network?

- A diabetes educator can be a registered nurse, dietitian or Primary Care Drug Therapy (PCDT) pharmacist, as long as they meet the qualification and experience criteria to be included in the Diabetes Educator Network.
- The diabetes educator can work in a private practice or in a pharmacy or be affiliated with a group.
- A diabetes educator who is a registered nurse or PCDT pharmacist can refer patients to pathology labs for pathology tests.
- If the diabetes educator is a dietitian or a nurse but does not have the necessary experience (see section C in the table below), they will not be able to claim for point-of-care pathology and foot screening as it is outside of the scope of practice.
- Nurses working in pharmacies will have to apply for their own BHF number and register it with Discovery Health. Please use the Pharmacy practice registration form in italics below. Most nurses and dietitians working for themselves in their own practices have in all likelihood already been registered with Discovery Health.

Descriptors	Qualifying criteria
Section A: Profession	The registered diabetes educator must work in any one of these registered BHF practices: <ul style="list-style-type: none"> • 060 Pharmacy clinic: • 080 Nursing Agency practice • 084 Dietitian practice
Section B: Qualification	The registered diabetes educator must have completed at least one of the following: <ul style="list-style-type: none"> • Diabetes Education Society of South Africa (DESSA) – Basic Course for Health Professionals • Udemy - Diploma in Diabetes Education • International Diabetes Federation (IDF) qualification consisting of the following courses: <ul style="list-style-type: none"> ○ Diabetes Educators ○ Prevention of type 2 diabetes ○ Diabetes and cardiovascular diseases • Postgraduate qualification: <ul style="list-style-type: none"> ○ Postgraduate Diploma in Diabetes ○ Master's Degree in Diabetes
Section C: Experience	The registered diabetes educator must have done all the following: <ul style="list-style-type: none"> • Worked for 2 years as a registered healthcare professional • Completed 1,000 practical hours of diabetes education (6 months full-time) • A 6-month mentorship with a diabetes educator

Practical hours

Practical hours are defined as any normal work-related practice, whether clinical or managerial, as well as other course modules that are directly related to diabetes education, support and management of people living with diabetes. Giving healthcare support or education to anyone who is not registered for diabetes does not qualify for practical hours. The 1,000 hours of practice can be accumulated upon completing a diabetes educator course.

Logging practical hours

All practical hours should be logged on the [Diabetes Educator activity record](#) template.



Example of log entries:

Place of service/activity	Date of service/activity	Total hours	Description
Pharmacy clinic name	4–9 September 2025	20	Medicine review for 20 clients, including writing a report for the referring practitioner
Nurse agency name	12 September 2025	1	Education on diabetes and diabetes-related care and management to staff working in the pharmacy
Practice name	18–21 September 2025	10	Diabetes educator sessions, including five foot screenings

Mentorship

Mentorship helps new diabetes educators settle into their role. It supports learning and helps them build the skills they need. Mentors can give their mentee support and advice about how to understand and follow guidelines, and how to assess whether services are meeting expected standards. Mentees can talk to their mentor about the difficulties they may have with doing their job. More experienced mentors can suggest solutions and advise on changes, if needed. Mentoring helps the mentee develop confidence, skills and good judgment. It can lessen the sense of professional isolation that many specialist allied health and nursing staff experience.¹

Who can be a mentor?

Any diabetes educator in the Diabetes Educator Network or any diabetologist in the Discovery Care Coordination Network can be a mentor.

How long is a mentorship?

The mentoring partnership should be active for at least six months.

What should mentoring include?

- The interactions can be:
 - Face-to-face meetings
 - Phone calls
 - Emails
 - Virtual meetings (on Microsoft Teams, Zoom, etc).
- It should consist of at least one hour per month.

Completing the mentorship

Once they have completed the six months, the mentor should complete the [Diabetes Educator mentorship form](#). The mentee must submit this form with their application to join the Discovery Diabetes Educator Network.

Networks

Diabetes educators can work as individuals in one of two networks, depending on how much professional experience they have, as explained in the table on page 3.

Network name	Description
Diabetes Educator-in-Training Network	The diabetes educator has the necessary profession and qualifications (section A and B) but not the necessary experience (section C).
Diabetes Educator Network	The diabetes educator has the necessary profession and qualification (section A and B) and has sent proof of the necessary experience (section C).

There is also a third network available, the **Diabetes Clinic Network**. Pharmacy clinics that have existing agreements with Discovery Health can join the Diabetes Clinic Network and then register their diabetes educators (PCDT pharmacists or nurses).

¹ Australian Diabetes Educator Association



How to join the Diabetes Clinic Network

- The pharmacy must complete and submit the [Diabetes Educator Network agreement for pharmacies](#).
- The nurse or dietitian practice must complete and submit the [Diabetes Educator Network agreement for nurses and dietitians](#)
- Once received, we will register the employing practice on the network. The pharmacy will then be listed as a provider of diabetes education on the Or follow the link: [Find a provider](#) on our website.
- The healthcare professional employed as a diabetes educator by the pharmacy or practice must also be registered with Discovery Health under the healthcare professional's own BHF practice number. This is required for verification purposes, to confirm that the healthcare professional is appropriately qualified as a diabetes educator.

Network	Instructions
1. Pharmacy/practice (employer)	<p>When working at a pharmacy, the diabetes educator (registered nurse or PCDT pharmacist) is required to apply for their own BHF practice number, which must then be registered with Discovery Health. Please complete the relevant form for a registered healthcare professional working in a pharmacy as a diabetes educator:</p> <ul style="list-style-type: none"> • 060 Pharmacy clinic - Diabetes educator registration form for pharmacies. <p>When working at a nurse or dietitian practice in their own practice, the healthcare professional's BHF practice number has most likely already been registered with Discovery Health for payment purposes. If not, and the healthcare professional is employed by the practice, please complete the relevant form for a registered healthcare professional working in one of these practices.</p> <ul style="list-style-type: none"> • 088 Registered Nurse - Practice registration form, • 080 Nursing Agency practice Practice registration form, • 084 Dietitian practice - Practice registration form.
2. Diabetes Educator-in-Training Network (individual)	<p>Email the signed agreement and copies of these documents to Provider_Administration@discovery.co.za:</p> <ul style="list-style-type: none"> • Proof of BHF registration • Identity document (certified copy) • Certificate of valid registration with the South African Nursing Council or the Health Professions Council of South Africa • Certificate of completion of the diabetes educator qualification (section B) <p>The turnaround time for feedback on the application is three to five working days.</p>
3. Diabetes Educator Network (individual)	<p>Email the signed agreement and copies of these documents to Provider_Administration@discovery.co.za:</p> <ul style="list-style-type: none"> • Proof of BHF registration • Identity document (certified copy) • Certificate of valid registration with the South African Nursing Council or the Health Professions Council of South Africa • Certificate of completion of the diabetes educator qualification (section B) • Mentorship confirmation form • Log of diabetes education counselling hours (use the <p>The turnaround time for feedback on the application is three to five working days.</p>

Services

Diabetes educator codes

Pharmacy NAPPI code	Procedure code	Description for diabetes educator
067002-001	DEDU1	Diabetes education session (for the Diabetes Educator Network)
067004-001	DFSC1	Diabetes foot screening
Pharmacy NAPPI code	Procedure code	Description for diabetes educator-in-training
067003-001	DEDUT	Diabetes education session (for the Diabetes Educator-in-Training Network)

Visit [Pharmacy clinic tariffs](#) for the latest diabetes educator rates.



Please note

- It is important to submit the claim with the relevant diabetes ICD-10 code, for example:
 - Diabetes mellitus type 1 (insulin-dependent): **E10.9**
 - Diabetes mellitus type 2: **E11.9**
- The phlebotomy fee is included in the diabetes education session, which aligns with a nurse consultation (88001).

Point-of-care pathology codes and rates table

- Point-of-care pathology codes for *finger-prick tests* are only payable in the pharmacy when the tests are *requested and referred by the treating doctor* and the doctor is shown on the claim *as the referring provider*.
- Pathology codes are only payable when a point-of-care device is used that Discovery Health has approved. We approve devices based on health technology assessment outcomes. The supplier can confirm which devices are approved.
- The codes in the table below are for monitoring purposes only.
- The point-of-care test results must be uploaded onto HealthID once this functionality is available. The treating provider and Discovery Health will then be able to see them.
- The below services only apply to diabetes educator services in pharmacies (when requested by the treating doctor).

Pharmacy NAPPI code	Description of services	Tariff code
007370-021	HbA1C	4064
000817-001	Serum creatinine	4032
005350-021	Triglyceride	4147
001310-021	Cholesterol total	4027
004340-021	HDL cholesterol	4028
000777-001	U&E: Sodium + potassium + chloride + CO2 + urea	4171
008380-021	Urine dipstick, per stick (irrespective of the number of tests on stick)	4188
000917-001	Urine creatinine	4221
067001-001	Creatinine clearance	4223
008896-654	Microalbumin: Quantitative	4261
009996-654	Microalbumin: Qualitative	4262

*Visit [Pharmacy clinic tariffs](#) for the latest tariffs.

The point-of-care tests cannot be claimed in nurse and dietitian practices. They are only payable in pharmacies when referred and requested by a doctor.

Pathology laboratory referrals

- Registered PCDT pharmacists or nurses in their own practices or in a pharmacy may refer the patient for pathology laboratory testing.
- The pathology claim is only payable if the nurse adds their own nurse practice number as the referring provider.
- Use the [Pathology laboratory request form](#).

Qualifying schemes

The services are for **members who have been registered on the Chronic Illness Benefit for diabetes mellitus type 1 or type 2**. This includes Discovery Health Medical Scheme members and members of these schemes that Discovery Health administers:

- Anglo Medical Scheme – only for selected medical practices in close proximity to mines
- Bankmed



- BMW Employees Medical Aid Society
- Engen Medical Benefit Fund
- Glencore Medical Scheme
- LA Health Medical Scheme
- Libcare Medical Scheme
- Malcor Medical Aid Scheme
- MultiChoice Medical Aid Scheme
- Netcare Medical Scheme
- Remedi Medical Aid Scheme
- Retail Medical Scheme
- TFG Medical Aid Scheme
- Tsogo Sun Group Medical Scheme
- UKZN Medical Scheme

Important: Members who are patients at on a capitated Diabetes Care Programme do not have access to the Chronic Illness Benefit as it is already part of their programme.

Submitting claims

The usual claims processes apply.

Setting up your system

Reach out to your software vendor to help you set up your system. It's important that your claims system is set up with:

- The diabetes educator's own BHF practice number must be set up as the treating healthcare provider working in the facility.

If you need help, contact your software system provider. They can also show you how they have made provision for the treating provider and how to claim.

How to claim

- Use your own dispensing/claims system to submit claims.
- Make sure we have the right information so that we can pay the claim:
 - The treating provider is the attending provider delivering the service in the clinic (the dispenser in the dispensary).
 - The referring provider for the clinic service is the pharmacy who is again is the prescriber of a prescription in the dispensary.

Example:

Pharmacy dispensing systems may differ, but these examples show what you must submit to us:

	Prescriber	Dispenser
Claiming medicines when dispensed	Medicine	
Pharmacist claiming medicine prescribed by the doctor	Doctor BHF	Dispenser
Pharmacist-advised therapy for Schedule 0 to 2	Pharmacy BHF	Dispenser
PCDT pharmacist prescription for >Schedule 3	PCDT BHF	Dispenser
	Referring provider	Treating provide
Claiming consultations		Consultations
1. PCDT pharmacist claiming diabetes education consultation codes	Pharmacy BHF	PCDT BHF
2. Nurse claiming diabetes education consultation codes	Pharmacy BHF	Nurse BHF
3. Claiming point-of-care tests when referred by doctor	Doctor BHF	Nurse BHF/ PCDT BHF

- Use your clinic system to keep comprehensive clinic notes of the consultation, findings and treatment.
- We will pay claims according to the specific plan's benefits.
- It is important to:
 - Claim the consultation using the applicable ICD-10 codes:



- E10.9 for type 1 diabetes
- E11.9 for type 2 diabetes
- Make sure the code corresponds with the authorisation or the claim will be rejected. You can find the authorised ICD-10 code by logging in to the [Discovery Healthcare Provider Zone](#).
- Claim all point-of-care tests on the actual product's NAPPI code with ICD-10 codes.

Before you start the consultation

Confirm whether the member has received authorisation for diabetes medicines on the Chronic Illness Benefit as they then qualify for this service. When not authorised and registered as diabetic, the claim will reject and the member will have to pay the consultation from MSA or out of pocket.

To check if the service is authorised

- Go to [Discovery Healthcare Provider Zone](#).
- Click **Log in** to access the Healthcare Professional Zone. Enter your username and password.
- Click **Member validation** and **Virtual quote**.
- Use the patient's details (member number or ID number, name and surname) to confirm their membership is active.
- Once you have confirmed the membership, use the *Virtual quote* tool to complete a virtual quote.
- If the member's plan does not cover the consultation, discuss the self-payment options with the member.

For information about registering on the Healthcare Professional Zone, please read the [How to register on the Healthcare Professional Zone](#) section of this guide.

Reasons why the claim might be rejected

Code	Reason	Explanation
92	Claim paid as part of main procedure.	We do not allow non-diabetes-related NAPPI consumables to be claimed with diabetes procedure codes. If the claim for consumables is not diabetes-related, submit another claim separately.
123	Claim not paid. Incorrect code billed.	Diabetes educator incorrectly claimed the code used by a diabetes educator-in-training. Use DEDU1 for a qualified diabetes educator.
123	Claim not paid. Incorrect code billed.	Diabetes educator-in-training incorrectly claimed the code used by a diabetes educator. Use DEDUT for diabetes educator in-training.
344	Paid this service at our agreed rates	Provider billed above Discovery Health agreed rate. Correct the rate.
355	Did not use network provider.	We validate the nurse BHF number in the treating provider field. Where we do not find the nurse BHF number in the treating provider field, the claim will attract this reason code. Please resubmit with the registered nurse BHF number as treating provider.
355	Did not use network provider.	The billing practice (pharmacy) is not contracted with Discovery Health for diabetes services. Please contract with us.
389	Not a service for this provider type.	Dietitian diabetes educator is not allowed to bill point-of-care pathology codes. Service is out of scope.
569	Chronic condition not approved; not paid.	The member is not registered for diabetes mellitus. Claim is rejected.
573	Limit for chronic meds and tests reached.	The limit of one foot screen per year for this registered CIB member has been reached.
573	Limit for chronic meds and tests reached.	The limit of two education sessions per year for this registered CIB member has been reached.
728	No referring provider.	Pathology codes are only payable when the tests are requested and referred by the treating doctor and indicated on the claim.
743	Not a service for this provider type.	Dietitian diabetes educator is not allowed to bill the foot screening code. Service is out of scope.



Code	Reason	Explanation
743	Only certain providers to claim for this.	Diabetes educator-in-training is not allowed to bill the foot screening code. Service is out of scope.
1196	Not paid; member to use DCCN for service.	The member is registered at the Discovery Care Coordination Network for diabetes educator sessions and must visit their doctor for these services.
728	Referring doctor not authorised to refer.	Pathology codes are only payable when the tests are requested and referred by the treating doctor and indicated on the claim.

Guidelines for diabetes education consultations

Service level agreement

- Although not time-based, each consultation should be at least 30 minutes long.
- It's important to engage with the broader care team, where appropriate.
- Please refer members back to their treating provider as their primary doctor for all chronic care.
- Make sure that queries and escalations from members are raised through the servicing communication channels provided.
- Personalise the consultation topics for the member and be sure to include self-care behaviours.
- Log the results on HealthID 2.0 when available.

Topics for discussion

The diabetes educator can discuss any of the following with the patient.

Assessment

- Glucose readings and what they mean
- Body metrics – body mass index and waist circumference (weight, blood pressure and pulse)
- Taking medicine properly
- What can affect glucose control
- Injection techniques and site rotation (where applicable) (storing insulin, how often to change needles, mixing cloudy insulins and lipohypertrophy)
- Foot screening
- Smoking and alcohol

Patient education

- The importance of glucose control (diabetes complications)
- Hypoglycaemia and hyperglycaemia: causes, symptoms, prevention, treatment
- Home glucose monitoring and interpreting the results (targets, the significance of the HbA1c reading)
- Nutrition (diabetes portion plate)
- Exercise (type 1 and type 2 diabetes)
- Driving and diabetes
- Pregnancy and diabetes
- Travelling and diabetes

Setting goals

- SMART goals and targets (specific, measurable, achievable, relevant, time-bound)

Referrals to the broader care team

The diabetes educator is an integral part of the diabetes care team. We encourage appropriate referrals to other members of the care team, including the following:

- Primary treating doctor
- Podiatrist
- Dietitian
- Biokineticist

The referrals can be done on the HealthID platform once available it has been activated for pharmacies.



How to register on the Healthcare Professional Zone

1. Go to www.discovery.co.za.
2. Click the blue **Register** button at the top right of the screen.
3. Choose one of the identification types from the dropdown list, enter the relevant details and click **Next**.
4. Choose a method from the dropdown list for receiving the OTP (one-time password). The choices are SMS or email. If you choose SMS, make sure you have the cell phone with you. If you choose email, make sure the email system is connected and open to receive the OTP. The OTP is a unique, temporary code and will expire within seven days. You need this code to continue with the registration process.
5. Once you have chosen the notification method and confirmed the email address or cell phone number, tick the box **I agree to the terms of consent**. Then click **Send** to continue with the registration process.
6. The next page will ask for the OTP you received by SMS or email, depending on the notification method you chose. Enter the OTP and click **Continue**.
 - Create your login details. Select a username from the suggested list or create one. Note that the username is a permanent feature that you cannot change. It is also case-sensitive. The username must be between 6 and 15 characters long.
 - Confirm your personal password. The password must contain at least 6 characters and it must be alphanumeric (a combination of letters and numbers).
 - Read and accept the terms and conditions.
 - Click **Register now** to complete your registration.
 - Click **Enter website**. Otherwise, the system will automatically log in.

If you need help with registering, call 0860 10 06 96.

Resources

Discovery diabetes education consultation	<ul style="list-style-type: none"> • Diabetes foot screening form • Pathology laboratory referral form • When clinically required, diabetes nurse educators may refer the patient for pathology laboratory testing. The nurse must add their own nurse practice number as the referring provider before the claim will pay. • The pharmacy nurse, <i>when requested by the doctor that has sent the patient for diabetes education</i>, may perform point-of-care finger-prick tests in the pharmacy. This will be considered for payment only when the <i>referring doctor has been added to the claim</i>.
Discovery website	<ul style="list-style-type: none"> • Each qualifying scheme has a diabetes care webpage, which includes the following: <ul style="list-style-type: none"> ○ Benefit information ○ Member stories ○ Provider stories ○ Downloadable resources (health management calendar, questions to ask your healthcare professionals) ○ Content from Mayo Clinic on Connected Care • Discovery Health Medical Scheme members have access to: <ul style="list-style-type: none"> ○ Discovery Mental health information hub ○ Diabetes Care Programme page on the Discovery website
External	<ul style="list-style-type: none"> • International Diabetes Federation (IDF): https://idf.org/ • Foundation of European Nurses in Diabetes (FEND): Their 2021 conference is available online at https://www.fend.org/conference/conference-archives/presentations-2021/ • The 'South Africans with Diabetes' podcast on Spotify • Udemy: https://www.udemy.com/ with courses available: https://www.udemy.com/courses/search/?src=ukw&q=diploma+in+diabetes+education

Foot education (SEMDSA guidelines)

Strategies to prevent foot ulcers and amputation

- Educate the patient, their family and healthcare providers
- Tell them about wearing appropriate footwear
- Teach them about regular inspection and examination to identify the foot at risk
- Make sure they are referred in good time



Patient education: Dos and don'ts for the foot at risk

What you should do

- Inspect your feet daily, including the areas between the toes.
- Ask someone else to inspect your feet if your vision is poor.
- Wash your feet daily.
- Dry your feet carefully, especially between the toes.
- Test the water temperature with your hand, not your foot.
- Inspect and feel the inside of your shoes daily.
- Moisten dry or cracked feet daily by applying oils or creams.
- Change your socks or stockings daily.
- Clip your nails straight across.
- Insist that your doctor or nurse examine your bare feet.
- Notify your doctor or nurse at once if you have a blister, cut, scratch or sore.

What you shouldn't do

- Do not let your feet soak in standing water or foot spas.
- Do not walk barefoot.
- Do not wear shoes without socks.
- Do not use chemicals or plasters to remove corns and calluses.
- Do not cut corns and calluses yourself.
- Do not apply moisturising oils or creams between your toes.
- Do not treat your own feet (eg clipping nails) if your vision is poor.
- Do not use hot-water bottles or heaters near your feet.

Appropriate footwear

Inappropriate footwear is a major preventable cause of ulceration. Patients with normal protective sensation can select off-the-shelf footwear. Patients with neuropathy, ischaemia or deformities need extra care with footwear.

- The shoe should not be too tight or too loose.
- Internal shoe length should be 1 to 2 centimetres longer than the foot.
- Internal shoe width should be equal to the width of the foot.
- Toe height should allow enough room for the toes.
- The shoe must be fitted with the patient standing.
- Refer the patient to an orthotist (for special footwear) if:
 - The fitting is too tight due to deformities
 - There are signs of abnormal loading (hyperaemia, callus, ulceration).

Examination of the foot for protective sensation using the 10-g Semmes-Weinstein monofilament

Apply the filament on the patient's hand so that they know what to expect.

- The patient must not be able to see if and where the filament is applied.
- Three sites must be tested on each foot.
- Apply the monofilament perpendicular to the skin surface with sufficient force to cause the filament to buckle against the skin for no more than 2 seconds. Do not allow the filament to slide across the skin and do not probe repetitively at the test site.
- Ask the patient IF (yes/no) and WHERE (left/right) they feel the pressure.
- Perform this twice at the same site. Also perform at least one 'sham' application in which no filament is applied (a total of three questions per site).
- If the patient gets two of the three answers wrong at any one site, there is no protective sensation. The patient is then considered to be at risk for ulceration. You can get more information by assessing vibration sense (128 Hz tuning fork), ankle reflexes, pain sensation (pinprick) and light touch (cotton wool)

References

- Australian Diabetes Educators Association: <https://www.adea.com.au/credentialling/initial-credentialling/1000-hours-of-practice-in-diabetes-education/>
- Screening for the high-risk diabetic foot: A 60-second tool (2012), by R.G. Sibbald: https://journals.lww.com/aswcjournal/fulltext/2012/10000/screening_for_the_high_risk_diabetic_foot_a.9.aspx
- SEMDSA – Diabetes footcare guidelines for primary healthcare professionals: <https://docs.mymembership.co.za/docmanager/d7a3ded1-2f30-4ff2-b566-b69abe5d7a8e/00150686.pdf>



Contact us

Type of query	Centre	Contact details
Remittance advices and payment run <ul style="list-style-type: none">• Reconciliations• Remittances• Claim queries Request a network agreement	Health provider call centre	0860 44 55 66 or healthpartnerinfo@discovery.co.za
Update contact details	Provider administration	Provider_Administration@discovery.co.za
Join the network	Provider administration	Provider_Administration@discovery.co.za
Documents	Website	<ul style="list-style-type: none">• Diabetes Educator registration forms Diabetes educator registration form for pharmacies Practice registration form for nurse and dietitians• Agreements Diabetes Educator Network agreement for pharmacies. Diabetes Educator Network agreement for nurses and dietitians• Forms Diabetes Educator Activity record Mentorship form Diabetes foot screening form Pathology referral form
Report fraud	Fraud hotline	0800 004 500 or 0800 007 788 (fax) or discovery@tip-offs.com