

Contact us

Tel (members): 0860 99 88 77, Tel (healthcare partners): 0860 44 55 66, PO Box 784262, Sandton 2146, www.discovery.co.za

Purpose of this form

To activate Discovery Pay for your practice.

What you must do

- Fill in the form in black ink and print clearly or complete the form digitally.
- All relevant sections must be physically signed.
- Send the completed document by email to PROVIDER_ADMINISTRATION@discovery.co.za.

1. Practice details

Name of practice	<input type="text"/>
BHF practice number	<input type="text"/>
ID Number	<input type="text"/>

Physical address

Suite/unit	<input type="text"/>	Complex name	<input type="text"/>
Street number	<input type="text"/>	Street name	<input type="text"/>
Suburb	<input type="text"/>	Code	<input type="text"/>

Postal address

If you do not complete a postal address, we will use your physical address for post.

PO Box	<input type="checkbox"/>	Private Bag	<input type="checkbox"/>	Box number	<input type="text"/>
Suite	<input type="checkbox"/>	Postnet Suite	<input type="checkbox"/>	Number	<input type="text"/>
Suburb	<input type="text"/>	Code	<input type="text"/>		

Contact details

Telephone (H)	<input type="text"/>	-	<input type="text"/>	Cellphone	<input type="text"/>	-	<input type="text"/>
Fax	<input type="text"/>	-	<input type="text"/>				
Email	<input type="text"/>						

Discovery Pay is an evolutionary payment platform that integrates practice management applications with payments for medical bills across all sources of funding. This includes medical scheme benefits, medical savings accounts and banking facilities.

Through a unique ability to integrate health and bank payment systems, Discovery Pay seamlessly optimises payments and saves time by reducing payment administration.

When a claim is submitted to Discovery Health Medical Scheme on behalf of a patient, we automatically pay any outstanding amount (where benefits are depleted) in real time. We pay it from the patient's linked Discovery Bank account through Discovery Pay.

2. Terms for taking part in Discovery Pay for healthcare practice payments

By signing this agreement, you agree that:

- Discovery Health can activate Discovery Pay for your practice, with the support of your practice management application (PMA) vendor, through one of the below options:
 - Real-time claims
 - QR codes embedded on the members' invoices
 - Displaying a static QR code at the front desk so patients can independently use Discovery Pay.
- We will process and pay claims to your practice from the member's medical scheme benefits, medical savings account or linked Discovery Bank account, where applicable.
- Your practice staff will attend training to ensure the smooth implementation of Discovery Pay.
- You will tell patients that Discovery Pay is available as a payment option in your practice.
- Your practice will assist Discovery Bank clients with completing the necessary fields in the Discovery Pay app to facilitate the payment of claims. This is if your practice chooses to use a QR code for processing claims.
- You will confirm the details of all treating providers working under your billing practice to facilitate the creation of a static QR code, if the practice chooses this payment option.
- You will let Discovery Health know about any changes in your practice details to allow us to update your practice QR code.
- You will give the patient an invoice showing the full settlement amount or the transaction status on receipt of a confirmation of Health Pay.
- You will take part in the ongoing marketing of Discovery Pay by displaying any marketing material. You also consent to Discovery Health communicating that your practice has enabled Discovery Pay as a payment option on the Discovery website and app.
- You will keep your contact details updated so that proof of payment will always reach your practice. You will do this by letting Discovery Health know about changes or updating the details through your practice-management application if the product is integrated with Discovery Health.

By confirming participation from 1 January 2022 your practice qualifies for the Discovery Pay launch incentive Programme.

3. Responsibilities of Discovery under this agreement

Discovery will:

- Get consent to administer payments on behalf of the Discovery Bank account holder.
- Provide a secure payment system.
- Identify if there is money available:
 - In the patient's plan benefits according to medical scheme and industry billing rules
 - In the patient's bank account (if the client authorised us to use the money in the account for healthcare payments, such as co-payments and deductibles).
- Pay directly to the practice every Wednesday in our weekly payment run.
- Communicate to qualifying members about the benefits and process for activating Discovery Pay.
- Communicate that your practice is Discovery Pay-enabled on digital platforms and or other relevant media.
- Facilitate training for your practice either directly or through the vendor of your practice management application.
- Give you marketing and QR-code material (for practices choosing to use a static QR code).
- Send real-time payment alerts to the practice and patient when we finalise a transaction.
- Transactions will show on your monthly practice statements, as well as the members' medical scheme and Discovery Bank statements.
- Make support incentives available from time to time to reward practice engagement.
- Discovery will provide robust servicing channels.

4. Effective date of the agreement

This agreement will start on the effective date below and it will stand indefinitely. This is unless any party for any reason whatsoever ends it by giving the other party 30 days' written notice. If you want to end this agreement, you must send a termination notice to Provider_administration@discovery.co.za.

Signature

Date

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My signature shows my agreement to participate in Discovery Pay.