

# JOINT REPLACEMENTS

DISCOVERY HEALTH MEDICAL SCHEME  
2022





## Overview

In joint replacement surgery, an orthopaedic surgeon replaces a joint or part of a joint with an artificial device to relieve pain and increase movement. The most common joints that are replaced are hip joints, knee joints and shoulder joints.

### Use our preferred providers for joint replacements to avoid co-payments

When we pay for these joint replacements, there are certain limits on what we pay for. It **includes** the prosthetic device, screws, cement and any other components used in the procedures. We have preferred suppliers for these joint prostheses and if your doctor uses a prosthesis from one of these suppliers, the joint replacement limit will not apply to your procedure.

#### The preferred suppliers of hip and knee prosthesis

- Advanced Orthopaedics
- BARC Developments
- Implantcast SA
- Johnson & Johnson Medical
- Smith & Nephew
- Stryker South Africa
- Zimmer Biomet South Africa
- Corin South Africa
- Amplitude South Africa
- Orthodynamics
- SXS Surgical Solutions
- B Braun Medical
- BMG Orthopaedic Solutions
- Reunion Orthopaedics
- Arthromedix
- Professional Orthopaedics
- Pinnacle Surgical

#### The preferred suppliers of shoulder prosthesis

- Johnson & Johnson Medical
- SXS Surgical Solutions
- Zimmer Biomet South Africa
- Amplitude South Africa
- Arthromedix
- Complete Orthopaedic Innovation
- Stryker South Africa
- Vertice Healthcare

If your doctor uses a supplier that is not one of our preferred suppliers, a limit will apply to each prosthesis. You will have to pay any shortfall from your own pocket.

The prosthesis limit will not apply if you are having a revision of your hip, knee or shoulder prosthesis.

Please note that benefit limits, Scheme Rules, treatment guidelines and managed care criteria may apply to some healthcare services and procedures in hospital.





## Contact us

Tel (members): 0860 99 88 77, Tel (health partners): 0860 44 55 66

Go to [www.discovery.co.za](http://www.discovery.co.za) to Get Help or ask a question on WhatsApp. Save this number 0860 756 756 on your phone and say "Hi" to start chatting with us 24/7.

PO Box 784262, Sandton, 2146. 1 Discovery Place, Sandton, 2196.

## Complaints process

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

### 1 | STEP 1 – TO TAKE YOUR QUERY FURTHER:

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

### 2 | STEP 2 – TO CONTACT THE PRINCIPAL OFFICER:

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

### 3 | STEP 3 – TO LODGE A DISPUTE:

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

### 4 | STEP 4 – TO CONTACT THE COUNCIL FOR MEDICAL SCHEMES:

Discovery Health Medical Scheme is regulated by the Council for Medical Schemes. You may contact the Council at any stage of the complaints process, but we encourage you to first follow the steps above to resolve your complaint before contacting the Council.

Contact details for the Council for Medical Schemes: Council for Medical Schemes Complaints Unit, Block A, Eco Glades  
2 Office Park, 420 Witch-Hazel Avenue, Eco Park, Centurion 0157 | [complaints@medicalschemes.co.za](mailto:complaints@medicalschemes.co.za) | 0861 123 267 | [www.medicalschemes.co.za](http://www.medicalschemes.co.za)