

WELCOME TO DISCOVERY HEALTH'S COACHING PROGRAMME



Your health is important to us and we would love to help you to preserve and improve your health. In fact, our core purpose is to make our members healthier, thereby enhancing and protecting their lives. This is why we have designed this coaching programme and the tools to identify members who can benefit from the programme.

This programme includes extra benefits and is available to an exclusive group of qualifying members as a value-added service at no extra cost. We designed sophisticated data analytics tools that help us to identify members who are living with chronic conditions that are not yet diagnosed and members who are at risk of developing a chronic illness over time.

How the programme works and what extra benefits you get

Health coaching is for you if you care about your health and want to live a long life, and if you want to take care of yourself to feel better. You can optimise your health and wellbeing under the guidance of a coach who works with your primary care doctor. Our coaches will help you to identify a Premier Plus doctor close to you, if you do not already have an existing primary care doctor.

Our health coaches are highly skilled and qualified in various health-related fields. Our coaching programme gives you the following extra benefits:

- Screening tests to assess your current health status.
- A consultation with your primary care doctor so they can recommend any interventions or treatment, if necessary.
- A personalised journey with support from our health coaches to help you create a happier, healthier lifestyle
- Expert advice on navigating your medical scheme benefits.
- Help to get the most out of our rewards-based, digital platforms. We'll help you to set up and measure goals and reward you for making healthy lifestyle improvements and choices.

Who pays for the extra benefits?

The scheme covers the doctor consultation and specific tests and procedures at no cost to you. The below table shows the ICD-10 and procedure codes that your doctor must use to submit the claim. If they use these codes, we pay for the services and tests in full (without using your day-to-day benefits):

Description	Code
ICD-10 (diagnosis) code	E34.9
Doctor consultation	0190 or 0191 or 0192 or 0130 or VCON
HDL (good cholesterol)	4026
LDL (bad cholesterol)	4028
Total cholesterol	4028
Triglycerides (fat in your blood)	4147
Fasting blood glucose	4057

Note: You must use these benefits within 4 weeks (one month) after you joined the Health Coaching Programme.

If you choose to get extra tests or use an out-of-network doctor, you may have to pay co-payments depending on the day-to-day benefits you have available on your chosen health plan.

What you can expect from the Health Coaching Programme

In your first coaching session, we will assess your current health status and develop personal health goals with you. We will also help you to navigate and access available benefits that will help you to track your goals and get rewards based on your progress.

We will track, motivate and support you throughout the programme to reach your goals. The programme runs over 6 months and you will have 6 interactions (dealings) with your coach during the 6 months. These interactions may vary, based on your personal preference. The interactions include:

- Telephonic coaching sessions or coaching sessions through video calls
- Nudges and reminders through email or SMS
- Check-ins and follow-ups, while your coach gives you educational content that you need, such as:
 - Benefit information
 - Navigational steps and how-to guides



- Educational contents and tips on your health and lifestyle
- Specific information about chronic illnesses and what you can do to manage these conditions well

If we identify any extra health risks or obstacles, we will help you with the necessary intervention or onward referral where needed.

Your consent and the role of your coach

Your coach will ask you to give consent to share information on this programme. We do this to make sure that we follow the Protection of Personal Information Act (POPIA). By giving your consent, you give us permission to share your personal or medical information with a third party if we need to, such as your treating doctor or another healthcare professional.

It's important to understand that your health coach is not here to give healthcare or medical services, or to diagnose, treat or cure any disease or condition. The health coach is not acting as a doctor or other healthcare professional. Any advice or information that they share with you, is not meant to take the place of advice you get from these professionals.

Please respect each other's time

It is important for both you and your coach to respect each other's time by sticking to scheduled appointments. If an appointment needs to be rescheduled, both you and your coach must inform each other before the time of the scheduled appointment.

Health coaches will normally not be available after hours, on weekends or on public holidays. This is unless you have a special arrangement with your coach.

You take part in this programme at your own risk

Neither Discovery Health, nor any of the Discovery Group of companies (jointly referred to as Discovery) will be responsible for any loss suffered, damages incurred, injury or death that may result from taking part in the programme.