

# HOW TO PAY A BENEFIT AMOUNTS OWING

DISCOVERY HEALTH


2022



## How to pay a benefit amounts owing using the website or mobile App

### Website

**Step 1:** Log in to [www.discovery.co.za](http://www.discovery.co.za)



### Log in

Username

ABCDEFG

[Forgot username?](#)

Password

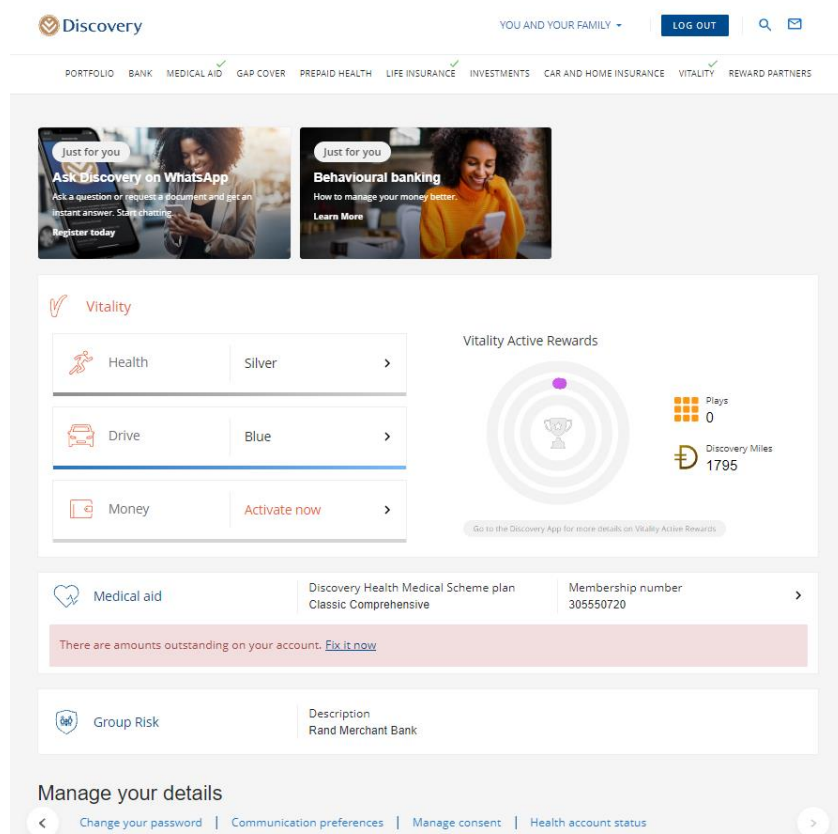
.....

[Forgot password?](#)

[Cancel](#) [Log in](#)

[Register](#)

**Step 2:** Access the Health account status page by clicking on 'Fix it now' or the Health Account status page menu option under Manage your details



Discovery

YOU AND YOUR FAMILY

LOG OUT

PORTFOLIO BANK MEDICAL AID GAP COVER PREPAID HEALTH LIFE INSURANCE INVESTMENTS CAR AND HOME INSURANCE VITALITY REWARD PARTNERS

**Just for you**

**Ask Discovery on WhatsApp**  
Ask a question or request a document and get an instant answer. Scan the QR code.  
[Register today](#)

**Just for you**

**Behavioural banking**  
How to manage your money better.  
[Learn More](#)

**Vitality**

Health Silver

Drive Blue

Money [Activate now](#)

**Vitality Active Rewards**

Plays 0

Discovery Miles 1795

[Go to the Discovery App for more details on Vitality Active Rewards](#)

**Medical aid**

Discovery Health Medical Scheme plan Classic Comprehensive

Membership number 305550720

There are amounts outstanding on your account. [Fix it now](#)

**Group Risk**

Description Rand Merchant Bank

**Manage your details**

[Change your password](#) | [Communication preferences](#) | [Manage consent](#) | [Health account status](#)



**Step 3:** Select the amount you are paying and click on PAY NOW:

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SEARCH

ENVELOPE

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Health account status

step 1

step 2

step 3

Product payment in arrears

The accounts below are behind in payment.

Premiums	Amount due	Select to pay
Discovery Health Medical Scheme		We receive your premium from your employer or pension fund.
Vitality		We receive your premium from your employer or pension fund.

This is the account status for your health plan, Vitality linked to your health plan and Gap cover.

Benefit Amount Owing	Amount due	Select to pay
Discovery Health Medical Scheme	R1,599.95	<input checked="" type="checkbox"/>

Membership number 305550720 (Active)

VIEW DETAILS

Your payment amount  
R1,599.95

PAY NOW

**Step 4:** Enter the OTP that has been sent to your preferred communication to receive OTP's. This will be via SMS or email. Click on SUBMIT

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One Time Password (OTP)

Please note that your OTP details have been sent to tes\*@discovery.co.za.

If this is incorrect please contact Digital Support on 0860 100 696.

Please use the OTP ending with \*\*\*\*

OTP:  

SUBMIT

Still haven't received your OTP? 

RESEND OTP

Please Note

OTP Guidelines:

- You will have five attempts in which to enter your OTP correctly.  
Should you capture it incorrectly on your fifth attempt, your web account will be locked and you will have to follow the prompts to unlock your account.
- Each new logged-in session will require a new OTP.
- Once you have logged out of your current session or your current session has expired or you have not entered your OTP within an hour of it being issued, your OTP will be invalid.



**Step 5:** Select the bank account or credit card you want to use to make payment. Please note that you can load a new credit/debit card to by clicking on ADD CARD after selecting the Credit/Debit card option.

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## Make payment

Amount Due

Item	Amount
Benefit amount owing	R 11,494.68
<b>Total</b>	<b>R 11,494.68</b>

Payment method

Bank accounts

Credit / Debit cards

Your banking account details

If you previously gave us your banking details to use for this payment type, these will be in the following list.

Select an account

Discovery

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## Make payment

Amount Due

Item	Amount
Benefit amount owing	R 11,494.68
<b>Total</b>	<b>R 11,494.68</b>

Payment method

Bank accounts

Credit / Debit cards

Adding another card

To keep your credit card and debit card details safe for your payments, Discovery partners with Iveri Payment Gateway. You can add VISA and MasterCard card details to Iveri Payment Gateway. You may see an authorisation for a Rand value equivalent to R1. Please note that this amount will not be debited from your account as it is purely an authorisation to validate your card and will be reversed automatically.

CANCEL

ADD CARD





NEDBANK

## Card Payments

### Order Details

Transaction Amount

R 1.00

Card Number

Expiry Date Month

Expiry Date Year

Card Security Code

Name on Card

Submit

Reset

Cancel



• - Required

By continuing I hereby give permission for iVeri Payment Technology to use personal information provided for the purpose of processing the requested transaction.

**Step 6:** After selecting a bank account or a credit/debit card, click MAKE PAYMENT. You will receive an onscreen notification that the payment has been successfully submitted. You will see the transaction in your account within three business days.

## Make payment

### Amount Due

Item	Amount
Benefit amount owing	R 11,494.68
<b>Total</b>	<b>R 11,494.68</b>

### Payment method

**Bank accounts** Credit / Debit cards

#### Your banking account details

If you previously gave us your banking details to use for this payment type, these will be in the following list.

Payment account ( 4877)

[View account details](#)

\*If you want to change your bank details, please go to the [Update Your Details](#) page to update your banking details

CANCEL

MAKE PAYMENT

[FOR INDIVIDUALS](#)[FOR BUSINESS](#)[ALREADY A MEMBER?](#)[LOG IN](#)[ONLINE BANKING](#)[REGISTER](#)[HOME](#)

## Account status



step 1



step 2



step 3

### Payment confirmation

#### Your payment request is successful

Your payment request has been submitted successfully. Payments for contributions reactivate your benefits immediately.

You'll see the transaction in your bank account within three working days.

It may take up to 24 hours for the systems of healthcare providers to update.

[DONE](#)

## Mobile

### Step 1: Log in to the mobile app



### Log in

Username

ABCDEF

[Forgot username?](#)

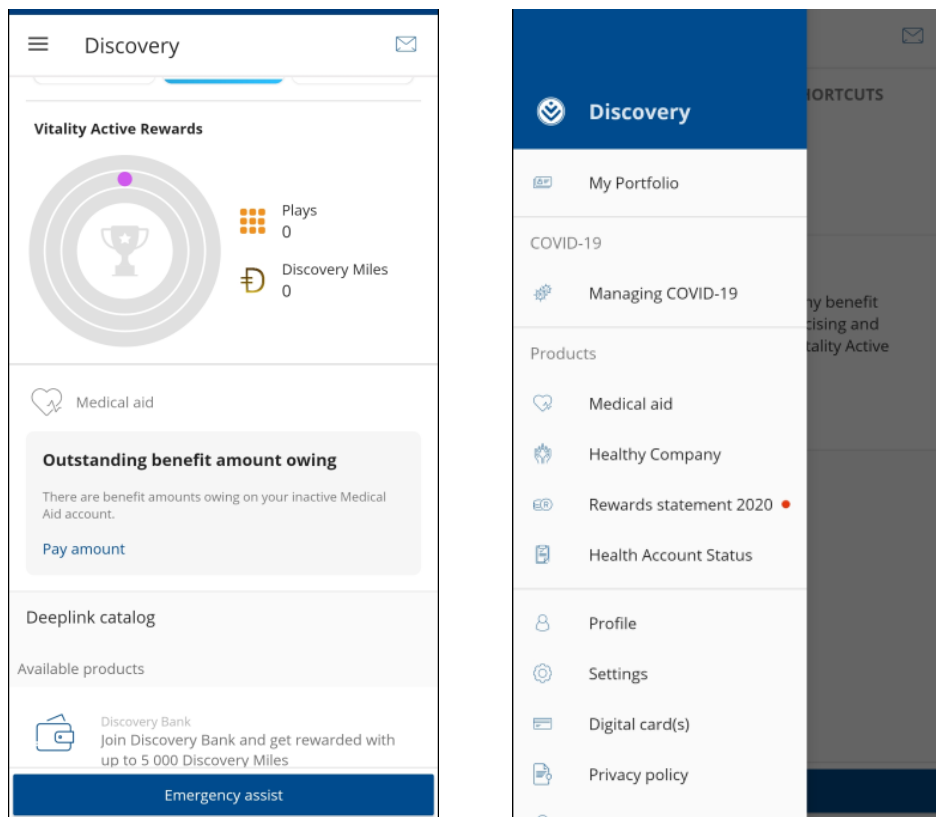
Password

\*\*\*\*\*

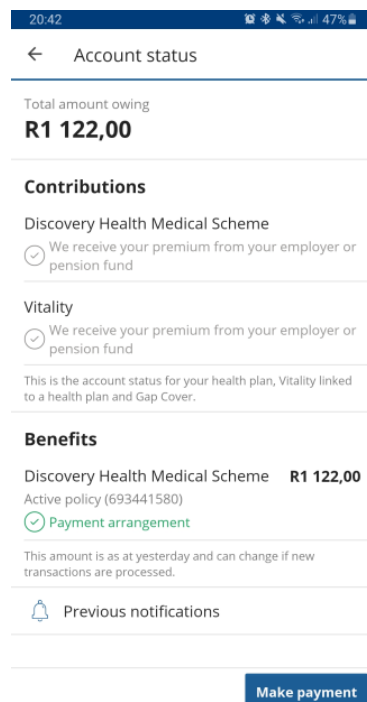
[Forgot password?](#)[Cancel](#)[Log in](#)[Register](#)



**Step 2:** Access the Health account status page by clicking on 'Pay amount' or the 'Health Account Status' option under the app menu:



**Step 3:** Select Make payment:





**Step 4:** Select the tickbox next to the amount you are paying and select Next

[←](#) Make payment

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Total payment  
**R1 122,00**

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**Choose benefits amount owing**  
This amount is as at yesterday and can change if new transactions are processed.

Discovery Health Medical Scheme  
Active policy (693441580)

R1 122,00 ☒

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[Next](#)

**Step 5:** Accept the terms and conditions by selecting Next

[←](#) Terms and conditions

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Discovery Medical Scheme

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These terms and conditions form a legally binding agreement between you and Discovery Health Medical Scheme. They explain both parties' legal rights and duties relating to the debit order. Please read it and make sure you understand them.

By proceeding you agree to the terms and conditions of these authorities and mandates relevant to the amount due.

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[Next](#)





**Step 6:** Enter the OTP that has been sent to your preferred communication to receive OTP's. This will be via SMS or email.

[←](#) OTP (One-Time Pin)

A one-time PIN (OTP) has been sent to:

\*\*\*\*\*1111

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[Resend OTP](#)

**Step 7:** Select the bank account or credit card you want to use to make payment and select Pay. Please note that you can load a new credit/debit card to make payment by clicking on Manage Accounts.

[←](#) Method of payment

Total payment

**R1 122,00**

**Choose account**

HEALTH \*\*\*\*\*4877 ☒

**Add a new bank account**

Please load new debit order and/or claim refund banking details via the Manage Accounts option below. Alternatively, you can log a query via the Get Help functionality in order for us to assist you.

[Manage accounts](#)

[Pay](#)



**Step 8:** You will receive an onscreen notification that the payment was successful. You will see the transaction in your account within three business days.

← Request successful →



Your payment request was  
successful

Payments for contributions reactivate your  
benefits immediately. You'll see the transactions  
in your bank account within three working days.  
Please make sure that there is enough money in  
your account.

Reference number: **64556321**

**Finish**