

PACEMAKERS AND CARDIAC DEVICES

DISCOVERY HEALTH MEDICAL SCHEME
2022





Overview

A cardiac device is an internal device used to manage and monitor the heart rhythm and function. It is usually inserted during a surgical procedure that involves making one or two small incisions, usually in the chest, through which:

1. A pacemaker or pulse generator is placed so that it lies just under the skin;
2. One or more leads are inserted in a nearby blood vessel, guided into the heart, and positioned appropriately.

How we pay for the devices

We pay for these devices up to the Discovery Health Rate (DHR) which is applicable to the cardiac device and is inclusive of the leads. This is specifically for pacemakers and internal cardiac defibrillators (ICDs).

If your doctor uses a device from one of the preferred suppliers, we will fund the device and leads in full up to the Discovery Health Rate and you will not have a co-payment.

If your doctor uses a device from a non-preferred supplier, we will fund up to the Discovery Health Rate and any shortfall will be for your own pocket.

If the doctor **only replaces a lead**, we will pay the claims in full.

Our preferred suppliers for these devices are

- Biotronic
- Boston Scientific
- Medtronic
- Vertice Healthcare
- Surgical Innovations

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 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. 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 or by emailing 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 | 0861 123 267 | www.medicalschemes.co.za