



GEARING UP **for the year ahead with LA Health**



Welcome to LA Health Medical Scheme. Whether you're a new or existing member, we are committed to your healthcare needs. We've compiled some useful information and tips to help familiarise you with the Scheme.



Stay connected

We want to make sure you are always up-to-date with news relating to your option, claims and any preauthorisation for procedures. If your contact details have changed (or you are a new member), you can log on to <http://www.lahealth.co.za/> and follow these easy steps:

1. Login in to the member section by clicking 'Login' on the top right hand side of the Home page.
2. Under the 'My details' tab, click 'Update your details now'
3. This opens the One Time Password settings page.
4. Choose how you would like to receive your onetime password.
5. Enter the one-time password and check that your details are correct.
6. Click the Submit button to save your changes.

Please contact us on **0860 103 933** if you have any questions.



Know your benefits

Your individual benefit option has its own rules and benefit limits. To make sure you understand how these benefits work and what conditions you have cover for, you should read your Benefit Brochure. You can download the brochure here http://www.lahealth.co.za/schemes/lahealth/marketing_material

Keep in touch

If you have any general questions regarding your membership, pre authorisation, claim information etc you can call **0860 103 933** or email service@discovery.co.za.

In a medical emergency, you can call Discovery 911 on **0860 999 911** – remember to save this number on your phone.

Other useful Scheme contacts are:

Chronic Medicine
chronicqueries@discovery.co.za

Diabetes programme registration
members@cdediabetes.co.za

HIVCare Programme registration
HIV_Diseasemanagement@discovery.co.za

Claim submissions
claims@discovery.co.za

YOUR DIGITAL TOOLKIT

24/7 access to your option information

Accessing information online is quick and convenient. Sending emails, connecting with people through social media and even online banking have become a way of life.

To make your life easier, we have put tools together so you can manage your medical scheme membership digitally through <http://www.lahealth.co.za>



Check the status of your claims

You can find and view all your processed claims by using the claim search tool. If we have your email address, you can now receive a claims payment notification, that will provide you with all the information about the latest claims we have processed for you – how it was assessed against your available benefits and how it was paid.



Find a network healthcare provider near you

You can use our Find a healthcare professional tool to find a healthcare professional in our network to avoid paying a co-payment.



Request important documents

Need a copy of your medical scheme membership certificate, tax certificate, Chronic Illness Benefit decision letter or other policy documents? You can request important documents such as your membership certificate and tax certificate through the website. We will then e mail the documents to your e-mail address.

You can also find important documents such as benefit guides related to your option, application forms and newsletter archives.



Keeping track of your benefits

You can keep track of all your available benefits online. If your benefit option has a Medical Savings Account (MSA), you can see how much you have spent and how much is left of your PMSA.

A photograph of two men in business attire. The man on the left is wearing glasses and a checkered shirt, looking down at a document. The man on the right is wearing a suit and tie, smiling and pointing at a document. They appear to be in a professional setting, possibly a meeting or a consultation.

Get the best advice
about your Option

BROKER BASICS:

LA Health uses brokers to help you choose the right benefit options for you and your family. Not only will your broker will help you to choose an option which is affordable and that has the benefits which are just right for you, but he or she will provide ongoing support and also help you if you have any issues with the Scheme.

If you haven't yet chosen a broker and would like one or if you'd like to check or confirm your broker's contact details, you can contact us on **0860 103 933**



LA KEYPLUS

Know your network and save!

Knowing your healthcare cover well and being network-savvy can save you unexpected costs and admin time. So, take a little time to know your cover. You may be surprised to see how convenient it is to use networks and the extra value you get.



Hospital stays

We pay for hospital stays in the KeyCare network. If you don't use the network hospitals for your planned treatment, you may have to pay for unexpected co-payments. If your procedure is planned, it's important contact us at least 48 hours before you are admitted into hospital.

You can find out about your nearest KeyCare Hospital at www.lahealth.co.za Find a healthcare professional or by calling us on **0860 103 933**.

Make sure your doctor is on the Scheme's network



GP visits

Some doctors charge more than the tariff specified by your medical scheme. This is something they have a right to do, but it means that if your health option only covers you for the specified tariff, you may have to make a co-payment.

Our GP Network consists of Preferred Providers who have contracted with us in order to provide you with quality care at an affordable rate. If you need to see your chosen GP more than 15 times in a year, you will have to ask for authorisation. We cover four visits to a GP that is not in the network each year. You have cover for specialist consultations only if you have been referred by your chosen GP.

Your LA KeyPlus doctor has a list of procedures and medicines that are covered on your option. If a specialist requests tests and procedures, the costs will be covered from, and be limited to, the specialist benefit limit. You will have to pay for procedures and medicines that are not on the LA KeyPlus list or are done at healthcare providers that are not in the network.

Make sure your doctor is on the Scheme's network – look on the Find a healthcare professional tool on the LA Health website at www.lahealth.co.za



Pharmacies

When you use pharmacies that dispense medicine at the LA Health medicine rate, you get your medicine at the most affordable price and it offers you additional value. For medicine related to HIV or AIDS, you must get your medicine from one of the Scheme's Designated Service Provider pharmacies. You can find out more about Designated Service Provider pharmacies at www.lahealth.co.za

● Client Services 0860 103 933 ● Fax 011 539 7276 ● www.lahealth.co.za ● service@discovery.co.za

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