

June 2018

Dear Healthcare Professional

Discovery Health (Pty) Ltd will be the new administrator of Engen Medical Benefit Fund

We are pleased to inform you that Discovery Health will take over the administration of Engen Medical Benefit Fund with effect from 1 July 2018.

To ensure that healthcare professionals and members of Engen Medical Benefit Fund experience a seamless transition when claiming, please take note of the information in this letter.

Identifying Engen Medical Benefit Fund members

Discovery Health will issue **new membership numbers** and **new membership cards** to all Engen Medical Benefit Fund members to identify themselves as valid members. See the example below.



Membership No: 123456789	Valid from: 2015/01/01
Member: PRINCIPAL MEMBER NAME	ID Number: 8710185465089
Date of Birth: 1987/10/18	Date of birth
Dependant/s	1990/01/01
DEPENDANT NAME ONE	1993/02/01
DEPENDANT NAME TWO	
	
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Submitting claims to Discovery Health

Claims with a service date up to 26 June 2018

- Please send all Engen Medical Benefit Fund member claims with a service date up to and including **26 June 2018** to the previous administrator, MMI Health (Pty) Ltd.
- Please refer to the correspondence from MMI Health (Pty) Ltd with regards to the specific timelines for last date of submission.

Claims with a service date from 27 June 2018

- From 27 June 2018, please make sure you use the member's new Engen Medical Benefit Fund membership number, which is printed on the newly issued membership cards.
- Submit electronic claims for Engen Medical Benefit Fund members to Discovery Health via your vendor using the new Engen Medical Benefit Fund membership number.

Payment of claims submitted in July 2018

As this change of administrator is taking place in the middle of the year, we are required to ensure that claims are carefully coordinated between the previous administrator and Discovery Health. This will require an additional quality assurance process to ensure that all claims are paid correctly.

Payment cycles may be adjusted to accommodate for this.

Health Policy Query (HPQ)

To ensure a seamless transition pertaining to member validation via the Health Policy Query (HPQ), Engen Medical Benefit Fund members will be required to provide their new 9 -digit membership numbers.

We hope this information will assist in making the transition phase as smooth as possible. Should you have any questions please send an email to electronic@discovery.co.za

Regards

Engen Medical Benefit Fund: Healthcare Provider Unit