

WELLTH FUND EXCEPTIONS PROCESS



2024

IF YOU CANNOT GO FOR AN IN-PERSON HEALTH CHECK

IN SOUTH AFRICA

If you cannot go for an in-person Health Check and you are in South Africa, you can book a Health Check at Home. This service is available if you live in Johannesburg, Pretoria, Cape Town, and Durban. Book a Health Check with one of our nurses at home by clicking [here](#).

IN A REMOTE AREA OR OUTSIDE THE BORDERS OF SOUTH AFRICA

If you are in a remote area in South Africa or outside the borders of South Africa and are unable to go for an in-person Health Check with providers in the Discovery Wellness Network you are still able to unlock the WELLTH Fund by following the below steps.

1. Get a registered healthcare professional to complete the Health Check form

You can ask a registered health care practitioner to provide us with your Health Check results, to unlock your WELLTH Fund. Please get the healthcare practitioner to complete the [Health Check exception form](#). We require your Health Check form to include your full name and date of birth with the following Health Check results:

Screening for adults (18 years and older)

- Blood pressure
- Blood glucose
- Cholesterol or Lipogram
- Body mass index (BMI)

Screening for children (2 - 18 years old)

- Blood pressure
- Body mass index (BMI)

The Health Check form must be validated by the healthcare professional by either signing or stamping the form, confirming their or the clinic's details where relevant.

2. Send the completed Health Check form back to us

Email your completed Health Check form to healthchecks@discovery.co.za.

Kindly allow us 2 working days to validate your form, load your Health Check results and update your WELLTH Fund status.

3. Understand how your claim will be paid

The costs of this will be covered from your available day-to-day benefits.

If you are outside the borders of South Africa, to claim for any Health Check medical expenses you have paid for, you will need to download and complete an international travel claim form.

Contact us

- Tel. (members): 0860 123 077
- Tel. (health partners): 0860 44 55 66
- Go to www.tfgmedicalaidscheme.co.za

Complaints process

You may lodge a complaint or query with the Scheme directly on 0860 123 077 or address a complaint in writing to the Principal Officer at the Scheme's registered address. Should your complaint remain unresolved, you may lodge a formal dispute by following the TFG Medical Aid Scheme internal disputes process.

You may, as a last resort, approach the Council for Medical Schemes for assistance.

Council for Medical Schemes Complaints Unit, Block A, Eco Glades 2 Office Park, 420 Witch-Hazel Avenue, Eco Park, Centurion, 0157 / 0861 123 267 / complaints@medicalschemes.co.za / www.medicalschemes.co.za