

Discovery

MedXPRESS Digital Guide

Your medicine brought to you by **Med**XPRESS

Discovery **MedXpress**

01 What is MedXpress

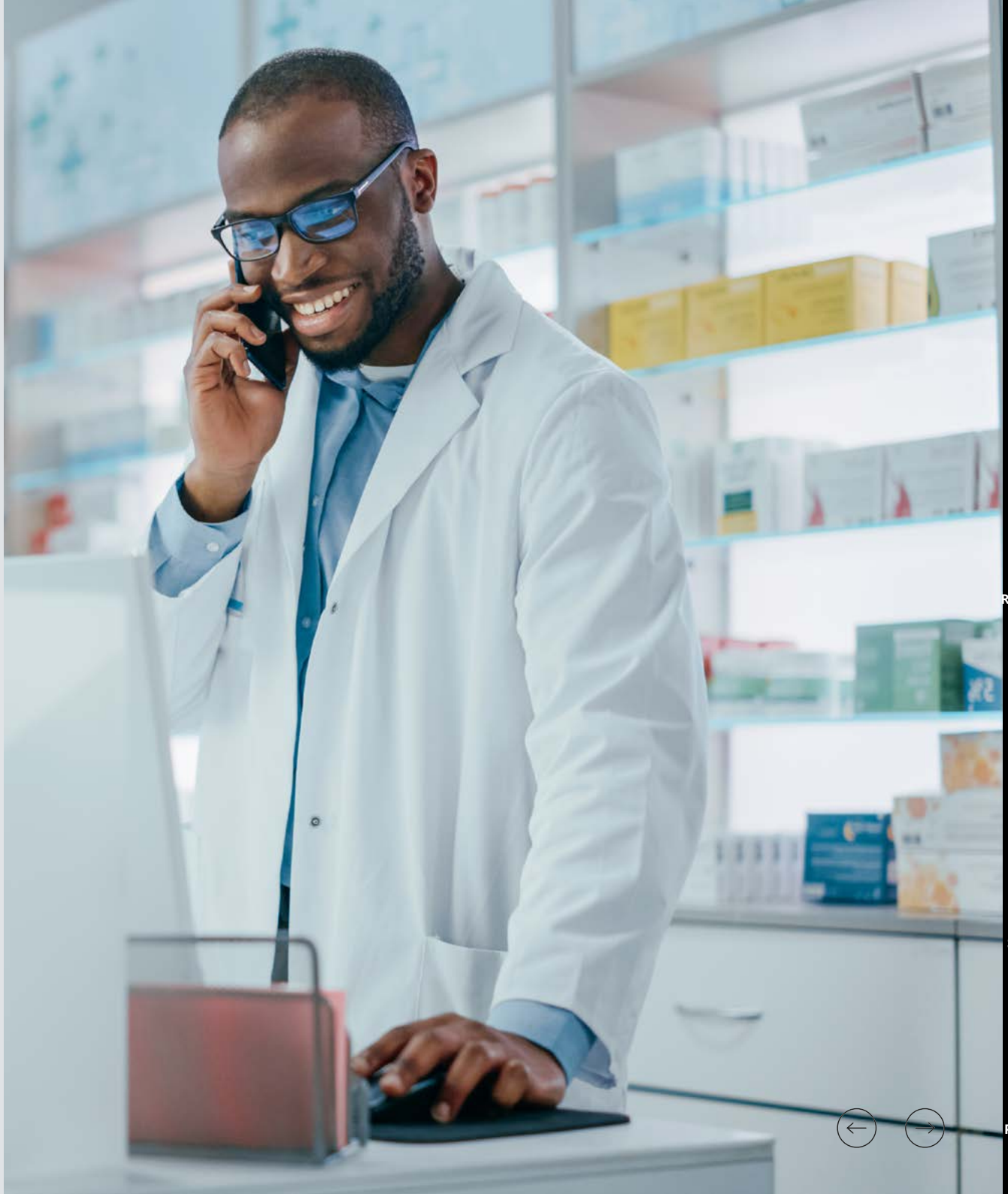
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What is **MedXpress**

MedXpress is a free service allowing you to maximize your benefits and minimize co-payments through support and guidance. We enable easy access to your medicine through the use of partner pharmacies.Discovery MedXpress is a convenient medicine ordering service available to all members of participating Schemes.

The service provides seamless ordering for prescribed medicines only and not over-the-counter medication via SMS, the Scheme website, and the mobile app.

You can get your monthly chronic medicine delivered to your door or collect your medicine in-store at a participating pharmacy at no extra cost to you.

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Benefits of using **MedXpress**

Quick and convenient.

You have full cover with no co-payments for medicine on our medicine list.

You can reorder your chronic medicine by using the website or mobile app at your convenience. Or use the SMS re-order service.



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01 How to **order**

A Instore Collect

Log in to
the website

Upload
your script.

Use the map to confirm your preferred pharmacy in the area or search for your preferred pharmacy. Your medicine will be ready for collection the same day, three to six working hours after placing the order if it is placed before 15:00 on a working day.

B Delivery

Log in to
the website

Upload
your script.

Select or add the
delivery address.

Confirm
payment method.

Delivery will be made within 3 working days in metropolitan areas and 5 working days in outer lying areas.

C Smartphone App

Log in to the **mobile app** on your smartphone.

Upload your prescription by either taking a photo or selecting an image from your photo gallery.

Select collect from pharmacy (for an in-store collection) or delivery and follow prompts.

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02 How to **reorder**

A Instore Collect

Log in to
the website

Select items to order.
Then select preferred pharmacy.
Submit your order.

You will **receive an SMS**
with your order reference number.

B Delivery

Log in to
the website

Select items to order.
Then select or add
delivery address.

Submit your order.
You will receive an SMS with
your order reference number.

C To reorder on the App

Log in to the **mobile app**
on your smartphone.

Select items to order.
Then select preferred
pharmacy or delivery details.

Submit your order.
You will receive an SMS with
your order reference number.

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How to settle your **co-payment**

You can request for a co-payment off a new script to be settled on the website by selecting the pend for online payment option when uploading your script.

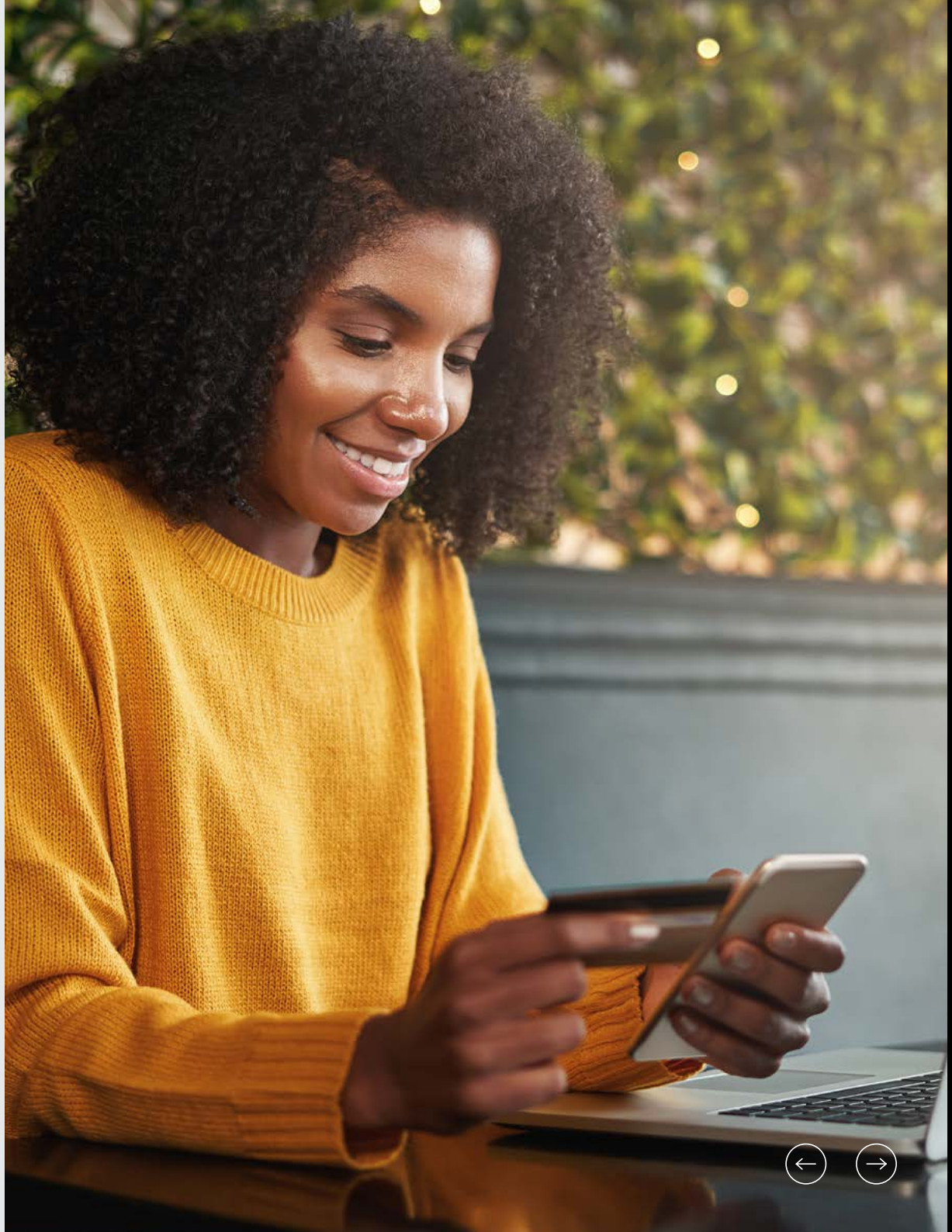
Log in to the website.

Navigate to MedXpress.

The order that was pended will automatically be available for you to pay.

Digital Wallet is our payment collection system.

You are able to add and edit bank details and credit/debit card details.



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About the **SMS reorder service**

*You will receive an SMS invitation from MedXpress to reorder your medicine. It will advise you that your previous order was placed 27 days ago and if you want the same order to be placed in the next month, you can reply with **Yes**.*

When you reply **Yes**, MedXpress will automatically place an order with the same medicines from the month before. The order will be processed in the same way as the previous month. It will be either delivered or ready to collect the same as it was the month before.

Please note that there is a limit to the number of times you can claim for medicine within a year. The medicine reorder reminders are sent every 27 days to make sure that members in outlying areas receive their medicine without any interruption in their treatment.

Please order your medicine once a month or when you only have enough medicine left to cover you until the next delivery date. If you order every 27 days, this may result in ordering more than 12 times in a 12 month period, which will result in a claim rejection.

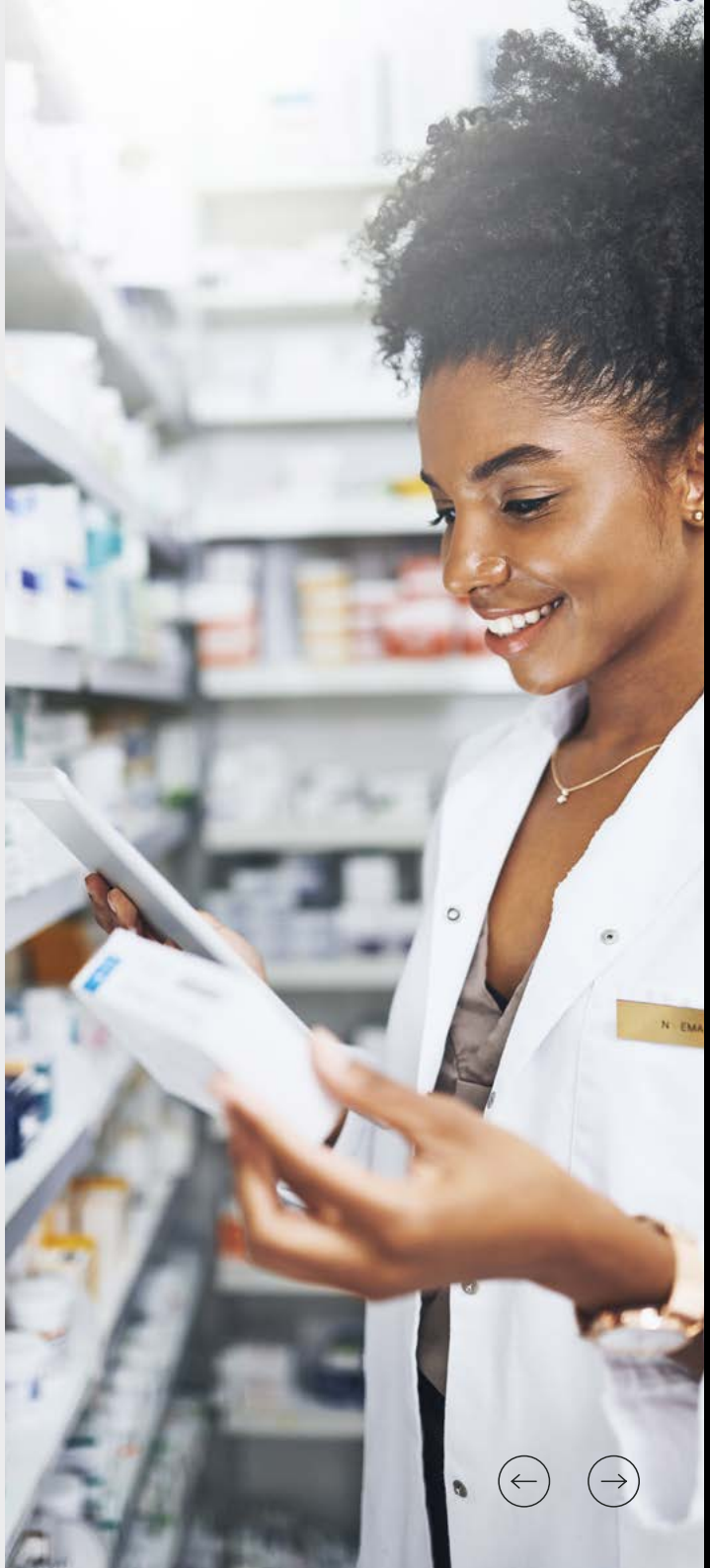
How to settle your co-payment

- You will receive an SMS invitation to reorder with an approximate co-payment value (the same value as your last order).
- If you would like to refill your prescription, you can reply **Yes** to the SMS.
- You will receive a subsequent SMS once your order has been processed. This SMS will confirm the co-payment value that will be deducted from your nominated bank account that was saved at your initial interaction with MedXpress.

The SMS reorder functionality will not be available in cases where:

- There is a change in your delivery address from the previous month.
- You would like to collect your medicine from a different store.
- The quantity or type of medicine to be ordered has changed.

In these cases, you can use the web reorder facility on the website or mobile app.



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If your prescription contains **schedule 5 medicine**

If you have ordered medicine that is a higher schedule item, MedXpress will need your original prescription to process the order.

For your convenience, if you have chosen in store collection, you may hand in your original script when collecting your first order.

If you have chosen to have your order delivered, you can send the original script by using one of the following ways:

- Registered mail: PO Box 650866, Benmore, 2196.
- Hand it in at the member lounge at Life Fourways Hospital.
- If the above options are not possible, you can log a query on the website or app to find out which pharmacy partner you are currently registered with. Then you can drop off your script at one of the pharmacy retail branches. Please notify us once you have dropped off the script on medxpressassist@discovery.co.za or by logging a query online using the website or app, by confirming which pharmacy and with whom you have dropped your original script off with.

LOCATION	ADDRESS	TELEPHONE NUMBER
Member lounge at Life Fourways Hospital	Corner of Cedar Road and Cedar Avenue West, Fourways, Johannesburg	011 875 1000

Remember to write **MedXpress** and your medical scheme membership number on your prescription.





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Discovery MedXpress is brought to you by Discovery Health (Pty) Ltd; registration number 1997/013480/07, an authorised financial services provider and administrator of medical schemes.

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