

DEPRESSION RISK MANAGEMENT PROGRAMME

DISCOVERY HEALTH MEDICAL SCHEME
2026





Overview

The Depression Risk Management Programme is a 6-month programme grounded in neuroscience, aimed to help you reduce the risk of depression and enhance your mental wellbeing. This Programme gives you access to tools and benefits to monitor and manage your depression risk and symptom severity. As part of this programme, enrolled members will have access to a face-to-face consultation with their Premier Plus Network General Practitioner (GP) or a psychologist in the Mental Health network, consultations with a dietitian, approved digital therapeutics and virtual sessions with a qualified mental health coach.

In consultation with your nominated Premier Plus Network GP or network psychologist, you will be guided on the best way to optimise your mental health. You will be able to access guidance and support for making healthy dietary changes, increasing your physical activity and improve your stress management, sleep and resilience. Your nominated Premier Plus Network GP or network psychologist may also recommend approved internet-based cognitive behavioural therapy (iCBT) to provide ongoing support during the programme.

Qualifying members will be proactively identified as eligible for this programme either based on the results of their mental wellbeing assessment, or by a machine learning algorithm designed to dynamically identify depression risk. This document gives you more information about the Depression Risk Management Programme, which is available on all Discovery Health Medical Scheme plans for eligible members 18 years and older.

About some of the terms we use in this document

There may be some terms we refer to in the document that you may not be familiar with. Here are the meanings of these terms.

TERMINOLOGY	DESCRIPTION
Designated service provider (DSP)	This refers to a healthcare professional or provider (for example, a doctor, specialist, allied healthcare professional, pharmacy or hospital) who/that has agreed to provide Discovery Health Medical Scheme members with treatment or services at a contracted rate. To view the full list of designated service providers, visit www.discovery.co.za or click on 'Find a healthcare provider' on the Discovery Health app
Digital Therapeutics	Digital Therapeutics is software designed to treat, manage or prevent a condition or disease. This is an online mental health and wellbeing tool.
Discovery Health Rate (DHR)	This is the rate that we pay for healthcare services from hospitals, pharmacies, healthcare professionals and other providers of relevant healthcare services.
HealthID	Discovery HealthID is an online digital platform that gives your doctor fast, upto-date access to your health information. Once you have given consent, your doctor can use HealthID to access your medical history, refer you to other healthcare professionals and check your relevant test results
ICD-10 code	A clinical code that describes diseases and signs and symptoms, abnormal findings, complaints, social circumstances and external causes of injury or diseases, as classified by the World Health Organization (WHO).
Internet-Based Cognitive Behavioural Therapy (iCBT)	iCBT is an on-demand, supported, internet-based course that is designed to improve mental health. It provides convenient, self-paced access to effective, evidence-based content and tools for the management of mental health conditions.
Premier Plus GP	A Premier Plus GP is a network GP who has contracted with us to provide you with coordinated care and enrolment on one of our Care programmes for defined chronic conditions
Primary Care doctor	A Primary Care doctor helps you to take care of your general health. You are likely to have better health outcomes when you nominate one doctor to manage your health and coordinate your care. Your Primary Care doctor knows your complete medical history and takes the healthcare approach that is best for you



Benefits available on the Depression Risk Management Programme

If you qualify and are enrolled on the Depression Risk Management Programme you have access to the following benefits while registered on the programme:

- One face-to-face or virtual mental wellbeing consultation with a Premier Plus Network GP or psychologist on the Mental Health Care Programme Network.
 - Members on KeyCare Plans must consult with their nominated KeyCare network GP who is also a Premier Plus GP.
 - Members on KeyCare Start Regional must remember that they must access their nominated GP via the online practice.
 - Members on Smart Saver and Smart plans must consult with their nominated Smart network GP who is also a Premier Plus GP.
- Three virtual coaching sessions with a suitably trained mental healthcare professional to monitor progress, set goals, and identify the appropriate next steps. This mental health coaching service will be provided by Discovery Health Care Services (Pty) Ltd.
- Two sessions with a dietitian. One hour-long session, and one thirty-minute follow up session.
- Digital therapeutics to improve mental wellbeing, sleep, resilience, stress management and reduce depression symptom severity.
- Approved iCBT if recommended by your Premier Plus Network GP or Mental Health Network psychologist.
- Continued clinical baseline monitoring through a validated mental health assessment focused on symptom severity. The assessment will be sent regularly for you to complete.

Your nominated Premier Plus GP or network psychologist will work with you to manage your risk

The Depression Risk Management Programme gives you and your healthcare provider access to tools and benefits to monitor and manage your mental wellbeing. Your healthcare professional can track your progress on a personalised dashboard on HealthID. This will help to identify which areas require attention so that your healthcare professional can help with the management of your condition.

The Depression Risk Management Programme runs over a 6-month period.

Additional support for mental wellbeing

You can also access the Mental Health Information hub for additional resources and content for enhanced mental health and wellbeing support.

Cover is up to the Discovery Health Rate and subject to the Scheme's clinical entry criteria, treatment guidelines and protocols.



It pays to take care of your health

Build your **Personal Health Fund** by up to R500 every time you complete your recommended health actions on your **Personal Health Pathway**.

Use your fund for eligible day-to-day medical expenses like GP and dentist visits.

[LEARN MORE](#)



How to contact us

	Members can call us on 0860 99 88 77 Health partners can call us on 0860 44 55 66
	Go to www.discovery.co.za to get help from our chatbot, Ask Discovery.
	You can ask us a question by just saving the number 0860 75 67 56 on your phone and typing 'Hi' to start chatting with us 24/7.
	You can send us a letter to PO Box 784262, Sandton, 2146
	You can visit our offices at 1 Discovery Place, Sandton, 2196

We welcome any feedback about our service

We would love to hear if there's anything we can improve on or if we have exceeded your expectations. Your feedback helps us serve you better. To give us feedback, you can complete our short *Complaints and compliments form* on the right side of the [Complaints, compliments or disputes page](#) under **Contact us**.

What to do if you have a complaint

1. To take your query further

If you have already contacted Discovery Health Medical Scheme and feel that your query has not been resolved, you can take the next step. Please complete our short online *Complaints and compliments form*. It's on the right side of the [Complaints, compliments and disputes page](#) under section 1, Contact us.

2. To contact the principal officer

If you are still not satisfied with the outcome after following the process in Step 1, you can escalate your complaint to the principal officer of Discovery Health Medical Scheme by choosing one of these options:

- Complete our short online *Contact the principal officer form*. You'll find it on the right side of the [Complaints, compliments and disputes page](#) under section 2, Contact us.
- Send an email to principalofficer@discovery.co.za.

3. To lodge a dispute

If you have received a final decision from the principal officer of Discovery Health Medical Scheme and want to challenge it, you can lodge a formal dispute. You can find more information online about the [Scheme's dispute process](#).

4. To contact the Council for Medical Schemes

Discovery Health Medical Scheme is regulated by the Council for Medical Schemes. You can contact the Council directly at any stage of the complaints process, but we encourage you to follow the steps above before doing so.

The contact details are:

	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 12 32 67
	www.medicalschemes.co.za

Your privacy matters to us

We take your privacy seriously. We're committed to protecting your personal information and keeping it safe and confidential. You can read our full privacy statement anytime at www.discovery.co.za > **MEDICAL AID** > **About Discovery Health Medical Scheme**.