

06 October 2011

CONCERNS REGARDING CONFIDENTIALITY OF MEMBER INFORMATION

We have been asked to confirm the level of information that is made available to us as UCT's appointed healthcare intermediaries. Discovery Health restrict the information they provide us and the employer representatives under the terms of our appointment, and the contract entered into between Discovery and UCT themselves, as follows:

- Basic membership information via a broker profile report that provides details of membership option and contributions (these are community rated and does not indicate any kind of personal information), savings balances, savings used and threshold values reached. It includes only an indicator of yes or no with regard to whether a family is registered for chronic or not and does not specify which dependant nor which diagnosis. It is based on this information that we provide general advice as per the Outbound Campaign we recently embarked on to alert members prior to year-end whether we felt they were under or over-insured.
- Any reports provided to the employer or to us that include any kind of claims statistics are provided on an anonymous basis and only ever for employer groups that exceed 35 in order to protect the members confidentiality. HIV statistics are only provided if the scheme has access to the full employee demographics and only as percentages representative of the total group. Again only for large employer groups.

Should a member approach PSG Konsult Corporate to provide specific assistance in terms of a hospital authorisation, claims tracking and advice, or assistance with large claims or severe diagnoses like cancer – we assume implied consent to access a claims transaction history which provides a detailed history of the claims type and providers which allows us to assist. The member then also provides the relevant information like oncologists name, diagnostic and procedure codes etc.

If a member wants specific assistance regarding their chronic medication utilisation and registration, we are required by Discovery to get a signed release of information, or they contact the member telephonically to approve this access. It is only then that we see any kind of diagnostic information. This exchange remains between the broker and the member, and this information is not released to the employer unless the member sent the request for assistance via the HR representative, and HR has specifically asked to be included in the feedback to the member.



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HEALTHCARE : PRACTICE OWNER