

Dear Pharmacists and Bureau Personnel

Introducing enhanced secure website access with multifactor authentication

Discovery Health is committed to protecting your pharmacies' information and complying with the Protection of Personal Information Act (POPIA). We're making important security updates to how you and your teams access Discovery's digital platforms in 2025.

These changes will enhance security and give you uninterrupted, secure access to the support services you rely on. You'll need to do a few things so that your pharmacy will have a smooth transition.

A. Staff who need access to the Healthcare Professional Zone (HP Zone)

- Pharmacy clinic nurses, diabetes educators and nurses who may need access to patients' ICD-10 code authorisations
- Staff at the pharmacy's financial office, payment bureau or head office who need information about payments, statements or administrative matters. They must first get access to our website and be linked to the practice before they can access claims statements.

Enhanced website security with multifactor authentication (MFA)

From 25 July 2025, access to the Healthcare Professional Zone (HP Zone) will be protected by multifactor authentication (MFA). This extra layer of security means that users will need to verify their identity using two or more methods along with their username and password – offering you greater peace of mind when working online.

What to do next

To make sure these security features work smoothly, please check that your email address and cell number are up to date. This helps make sure that you always get your one-time password (OTP). If you already have access to the [HP Zone](#), you can update your contact details there.

Follow these steps to make sure you're set up correctly:

1. **Complete and send us the relevant forms**
[Practice access management](#)
[Permission to grant bureau access to practice information](#)

2. Register for your Discovery Digital ID (DDID)

Once we've received and acknowledged your forms, you'll be invited to register on our website to create a Discovery Digital ID.

3. Link your DDID to your practice

Once created, your DDID will link you to your practice and give you access to the Healthcare Professional Zone (HP Zone) and HealthID. This unlocks secure access to key tools like practice communication, claims statements, self-service functions and other value-added services designed to support your work.

B. Pharmacists and pharmacy assistants

Pharmacists and other clinical staff who need help with authorisations or any other information for the pharmacy, whether by email or telephone, will still quote their pharmacy-specific password to verify their relationship to the pharmacy.

The pharmacy-specific passwords have been sent to you before. These are:

- Your pharmacy's entity number
- Your pharmacy's supplier number.

This process will not change.

Introducing OTPs on our interactive voice response (IVR) system

We're also enhancing telephonic access security. Soon, your registered team members will receive OTPs on our IVR system when they call us. The OTP will help us verify their identity and protect sensitive information from unauthorised access.

Thank you for taking the time to review and action this important update. By making sure we have the right documents and your latest contact details, you're helping us protect your practice and continue providing seamless service.

Regards

Your Healthcare Professional Management team
Discovery Health