

Dear Residents,

Discovery Home Care Services – Important Information

We would like to inform all residents who are members of Discovery Health that Home Care services for certain medical procedures are available through the Discovery Home Care arrangement.

These services may include, but are not limited to:

- IV Infusion Therapy
- Wound Care
- End-of-Life / Palliative Care
- Short-term Care following Hospitalisation
- Other clinically indicated Home Care services as approved by Discovery.

Important: Pre-Authorisation is required

Please be advised that pre-authorisation must be obtained from Discovery before any of the above services commence, without exception.

Residents should therefore **not arrange for services to commence before the required authorisation has been obtained**, as services provided without the necessary authorisation may not be covered by Discovery and could result in the resident being personally liable for the costs.

What Residents Need to Do

If you or a family member requires any of the above services, please notify your Healthcare Services team as soon as possible.

Our Case Managers team will assist with the necessary process and documentation and, facilitate the submission for Discovery pre-authorisation.

Once authorisation has been received, the approved services can commence in accordance with the authorisation and the resident's clinical needs.

Please note that pre-authorisation does not automatically guarantee that all services or costs will be covered. Coverage remains subject to the resident's Discovery Health plan, clinical criteria and the terms of the authorisation.

We encourage residents and families to contact the Healthcare Services team as early as possible when Home Care is anticipated, particularly when planning for discharge from hospital or when ongoing wound, IV, palliative or post-hospitalisation care is required.

Thank you for your cooperation in ensuring that the correct processes are followed and that residents receive appropriate and authorised care.

Regards

Evergreen Healthcare Team