

April 2023

Dear Healthcare Practitioner

We need to send your communication in a secure format

Thank you for your support to date with our rollout of initiatives to support the Protection of Personal Information Act (POPIA). We will further improve the security of your claims statements effective from 19 April 2023 to comply with the POPIA regulations.

You currently get your claims statements by email in unencrypted PDF format (you do not need a password to open them).

How the process will work from 19 April onwards

To improve the security further, and to get the statements to you securely, we will use three methods:

1. Send the statements to your **Secure Inbox that you can access on the Health Professional Zone (HP Zone)**.
2. **Encrypt** (password-protect) your practice claims statements and **send them to you by email**.
3. Store all your statements **on the HP Zone** (as we currently also do).

What the Secure Inbox is and how it works

The Secure Inbox is a personalised inbox on the HP Zone where we store all your practice's important information. The claims statements in the Secure Inbox do not have any password encryption as they are already secured. This means that when you access your claims statements through the Secure Inbox, you will not have to type a password to open the file.

We have attached the how-to-guide that explains the steps you must take to access your Secure Inbox.

How the encrypted PDF files work

We encrypt the claims statements we send to you by email. This means that you will need to use your **7-digit billing practice number as the decryption key** (password) to open these statements.

If you have any queries, please contact us by email at healthpartnerinfo@discovery.co.za or call us on 0860 44 55 66.

Regards

Data Security Team
Discovery Health