

Dis-Chem+

HEALTH

your care covered



# Lifestyle Benefits

Brochure 2023



Dis-Chem Health is not a Medical Scheme or an Insurer. The administrator of this product is Kaelo Risk (Pty) Ltd, an authorised Financial Services Provider (FSP 36931). The Lifestyle Benefits are Kaelo offerings and are not underwritten. Service Providers are contracted to Kaelo, the Network Provider.

# Lifestyle Benefits

Kaelo Lifestyle through our AskNelson programme provides valuable psychological, legal and financial support to policyholders and their immediate family members to best assist them in coping with life, work or school challenges that may be affecting their well-being.



Benefit Name	Benefit	Limit
<b>Telephonic Counselling</b>	Unlimited telephonic access to Counselling, health information and education from registered health professionals.	✓
<b>Virtual Face-to-Face Counselling</b>	Unlimited Virtual Counselling managed by appointment only.	✓
<b>Face-to-Face Counselling</b>	Upon a comprehensive clinical and risk assessment, there may be a referral for Face to-Face Counselling with a Treatment Professional.	✓
<b>Children and Teenager Support</b>	Counselling support for Children and Teenagers on life challenges they may encounter. Plan rules apply.	✓
<b>Life Coaching</b>	Life Coaching helps policyholders and dependants to identify goals and develop an actionable plan to achieve them. Life Coaching is provided by professionally trained individuals to help people maximise their full potential and reach desired results. Plan Rules apply.	✓
<b>Parent Coaching</b>	Confidential support to help parents navigate the challenges of successful parenting. Plan Rules apply.	✓
<b>Career Guidance</b>	Guidance to individuals to help them acquire the knowledge, information, skills and experience necessary to identify career options, and narrow them down to make a career decision. Plan Rules apply.	✓
<b>Leadership Coaching</b>	Developmental Coaching is personalised to help Leaders achieve their goals as effective Leaders. Building high-performance teams and personalised with a specific purpose. Plan Rules apply.	✓
<b>Financial Advice</b>	In partnership with a financial services provider, financial support and guidance are provided. Plan Rules apply.	✓
<b>Legal Advice</b>	In partnership with a legal services provider, legal advice is provided. Plan Rules apply.	✓
<b>Road Accident Fund Cover</b>	In partnership with a third-party provider, this benefit assists policyholders with legitimate claims against the Road Accident Fund. Plan rules apply.	✓
<b>Workman's Compensation Cover</b>	In partnership with a third-party provider, this benefit provides advice for injury on duty claims. Plan rules apply.	✓
<b>Health-on-Line</b>	Netcare 911's 24hr medical advice line - 082 911.	✓
<b>Dis-Chem Health extra rewards programme</b>	<b>extra</b> is a rewards programme available to Dis-Chem Health and Kaelo Health policyholders who, through making healthy choices, have access to 20% discounts on a variety of healthy and essential products.	✓

## Please note:

We are continuously improving our communications and content. The latest version of this document is available on [www.dischemhealth.co.za](http://www.dischemhealth.co.za)

## Contact Details

AskNelson

☎ 0861 635 766 or Dial \*134\*928#

Send a 'please call me' to 072 620 5699

✉ asknelson@kaelo.co.za

Welcome to Dis-Chem Health's  
**extra** rewards programme.What is **extra** rewards

**extra** is a rewards programme available to Dis-Chem Health policyholders who, by making healthy choices, have access to an immediate **20%** discount on a variety of healthy and essential products including health, home care, personal care and baby products from leading brands.



Home Care

How do I qualify for **extra** rewards?

Dis-Chem Health: Medical Insurance and Gap Cover policyholders get access to AskNelson and **extra** when they have Lifestyle Benefits.



Baby



Health

What are the benefits of **extra**?

**extra** rewards gives Dis-Chem Health policyholders access to an immediate **20%** discount on a basket of 2500+ healthy and essential products, purchased from Dis-Chem. In the event that an **extra** qualifying product is already on promotion, the policyholder will receive both discounts (excluding Bonus Buy promotions, for example, 2 + 1 Cheapest free). Products available in the **extra** basket include healthy foods, vitamins and supplements in the health category and essentials such as nappies and baby toiletries in the baby category. Medical and personal care items range from unscheduled pain relief and cough and cold medication, to toothpaste, deodorant, shampoo, and women's sanitary products. Products such as washing powders, household cleaning and dishwashing products are included in the home care category, to help policyholders maintain a healthy home environment.



Personal Care

Discount  
**20%**How do I access my **extra** rewards?

The **extra** discount is automatically applied when the policyholder swipes their Dis-Chem Benefit card at the tills in-store or when logged into their Dis-Chem Benefits profile when shopping online. If you are not a Dis-Chem Benefits member, sign up on the Dis-Chem website or in-Store and **extra** will be automatically activated within 24 hours.

Can my dependants access **extra**?

Only the policyholder has access to the **extra** discounts on behalf of dependants.

## Can I redeem rewards with my Dis-Chem Health digital policy card?

No, **extra** cannot be accessed by presenting the Dis-Chem Health policy card. This card is only used in-store to access your policy benefits at the Dispensaries or Clinic Services i.e. medication or healthcare services.

## Are there any waiting periods?

No, the **extra** reward is activated on the inception date of your Dis-Chem Health policy, and remains active as long as your policy is in good standing.

Do I have to pay an additional cost for **extra**?

**extra** is a benefit included in the Lifestyle Benefits. Lifestyle Benefits are included in the MyHealth Core and MyHealth Plus policies but is an optional benefit on Accident or Gap Cover at an additional fee of R75.

Visit [www.dischemhealth.co.za/extra-by-dis-chem](http://www.dischemhealth.co.za/extra-by-dis-chem)  
for all the details.

