

Your well-being Our priority

All things Flexicare Plus

Olá Nandocas,

Welcome to **Discovery Flexicare**, your essential day-to-day Healthcare Benefit.

At Chickenland, Nando's to us all, we understand it's about the People that make the Chicken so we don't just try and create meaningful employment opportunities in the most welcoming, hospitable restaurants imaginable. We appreciate the importance of the health & well-being of our family, which is why we provide the Flexicare day-to-day health benefit at no charge (yes, for free) to our qualifying Nandocas, it's another one of the ways we invest in our People.

How does Flexicare work?

Flexicare is administered by Discovery and it's Discovery's state of the art web-based platform that makes using Flexicare as easy as 1, 2, 3 for all Flexicare members.



When all your information has been loaded on payroll at the end of the month of your appointment, your information is sent to Discovery.

By the 10th of the month following your appointment - for example, if you were appointed on the 1st of January, you'll receive a WhatsApp message from Flexicare by the 10th of February. If you haven't already, please make sure WhatsApp is installed on your phone so you don't miss it.

The WhatsApp message from Flexicare will look like this: By selecting the "Get welcome pack" tab you'll automatically be taken to the Discovery website (the platform powered by Discovery for all your Flexicare needs).

Once you have registered you will be able to access your digital membership card. This is very important because you will need to share your membership details when you need to visit one of the **network** medical practitioners or to access a **defined network** benefit from the **network** pharmacies. (A useful hint, download the membership card to your My Files on your phone)

On the same Welcome pack landing page where you accessed your membership card you will find two very important buttons:

1. Ask Flexicare on WhatsApp - this is an interactive message service where you type in a question about Flexicare and you'll receive responses that will ultimately guide you (often by sharing applicable links to the Discovery website) to the information you require as you progress through the steps.

2. Member Information guide -here you will be able to access all the information you need about the benefits provided by Flexicare, see the Flexicare benefit leaflet link.

Explore the options of your digital communication below:



ELECTRONIC MEMBERSHIP CARD

[Download](#) >



MEMBERSHIP CERTIFICATE

[Download](#) >



APPLY FOR OTHER PRODUCTS

[Apply here](#) >



ASK FLEXICARE ON WHATSAPP

[Access now](#) >



FLEXICARE DIGITAL TOOLS

[Register now](#) >



MEMBER INFORMATION GUIDE

[Access now](#) >

What are the benefits provided by the Flexicare cover?

The full detail relating to the benefits is available to you from Discovery (WhatsApp or website), below are the essential highlights for ease of reference:

- Unlimited **network** GP consultations
- **Defined** list of medical procedures in **network** GP's rooms
- Medicine (day-to-day medicine prescribed by **network** GP. Over the counter, limited value on **defined** list of medicines provided by **network** pharmacy. Chronic medication, defined list provided by **network** pharmacy)
- **Dentist**: a **defined** list of procedures by **network** dentist – A full mouth exam, cleaning, scaling and polishing is an annual benefit. Treatment of pain, sepsis, infection, and extractions are benefits available when needed.
- Optometry, once a year eye test at **network** optometrist (consult discovery app for more details.)
- Maternity **defined** list of benefits by **network** GP.
- Wellness Screening, once a year at a **network** pharmacy or wellness day. Screening includes blood pressure, blood sugar, cholesterol, and body mass index. You can also have an HIV test done at the same time.
- Prevention, once a year flu vaccine at a **network** pharmacy.

The words **defined** and **network** are in bold for an important reason, this is to highlight that only **defined** benefits and **network** medical practitioners are covered under the Flexicare policy.

If you go to a medical practitioner that is not on the **network** or the benefit or medication is not on the **defined** list, then Flexicare will not cover the cost and the cost will be YOURS to pay.

Just as important as the words **defined** and **network**, you can only see two different GP's in a 12-month period, if you visit a third GP during the applicable 12-month period all applicable costs for GP number 3 will be at your own cost.

If you have any questions on costs for medication or if you are unsure about which medical practitioner to see, contact Discovery as follows:

Contact Discovery before you visit a medical practitioner or purchase any medication etc.

- Discovery contact center 0860 44 47 79
- Discovery WhatsApp Ask Flexicare the same number 0860 44 47 79

Ask first, don't pay later.

• Is Flexicare a hospital plan or medical aid?

No, Flexicare is a day-to-day health benefit.

• Can I add dependants to Flexicare?

Yes, only your spouse and children though, no parents or siblings etc.

If you add dependants effective the same date as your Flexicare joining date, then no waiting periods apply to your dependants, they enjoy cover from the effective date of joining.

If you add dependants after your date of joining, then a three-month waiting period will apply for your dependants, this means you pay premiums during the three-month waiting period, but your dependants will only enjoy Flexicare benefits after the three-month waiting period has expired.

By way of an example, if you joined Flexicare on 1st January and you added dependants on 1st March, your dependants will only be able to enjoy Flexicare benefits from 1st June, after the three-month waiting period has expired.

Interested in adding dependants? The cost of adding dependants will have to be paid by you, and will be deducted from your monthly salary - processed by payroll.

To add dependants, email the following for assistance: medicaladmin@nandos.com

Final important consideration, plastic membership cards are available but there are challenges around printing the cards and getting them delivered to members in a timely manner, often taking months.

Save yourself the headache & frustration, download the digital card, it's available immediately when you register and it's accepted by all the network medical practitioners and network pharmacies. Let's move forward embracing the new digital world.

Welcome again to Flexicare your day-to-day health benefit assisting with your health & well-being while you're one of the People that make the Chicken.

Obrigado,



Nando's®