



MEDIA ADVISORY

ALL EDITORS/ HEALTH JOURNALISTS

12 JANUARY 2026

CMS WELCOMES DISCOVERY HEALTH MEDICAL SCHEME RECOVERY PROCESS TERMINATION

CMS welcomes the announcement by Discover Health Medical Scheme (“the Scheme”) to terminate the recovery process of fees erroneously paid to members by Discovery Health (Pty) Ltd (“the Administrator”) as overpayment between January and December 2025. CMS also welcomes the decision of the Administrator, to settle the overpayments by reimbursing the Scheme for the loss incurred.

Following complaints raised by members of the Scheme via the media and healthcare consumer groups, on the processing error that affected members of Discovery Health Medical Scheme, CMS met with the Scheme on 09 January 2026.

During this engagement, the Scheme informed the regulator that a solution would be announced to members shortly after the meeting and by no later than 12 January 2026.

The CMS will nevertheless proceed to enquire into the error that led to the overpayments with the view of strengthening governance in order to prevent recurrence thereof.

Ends.

ISSUED BY THE CMS

NOTE TO EDITORS:

The CMS is a regulatory body as established by the Medical Schemes Act, 1998 (Act No. 131 of 1998) (“the Medical Schemes Act”) which requires the regulator to; protect the interests of the beneficiaries at all times; control and co-ordinate the functioning of medical schemes in a manner that is complementary with the national health policy; make recommendations to the Minister on criteria for the measurement of quality and outcomes of the relevant health services provided for by medical schemes, and such other services as the CMS may from time to time determine; investigate complaints and settle disputes in relation to the affairs of medical schemes as provided for in this Act; collect and disseminate information about private health care; make rules, not inconsistent with the provisions of the Act for the purpose of the performance of its functions and the exercise of its powers; advise the Minister on any matter concerning medical schemes; and perform any other functions imposed on the Council by the Minister or by the Act. Visit www.medicalschemes.co.za