

Dear Healthcare Professional

## **Streamline your PMB psychotherapy applications: Mandatory digital transition starting 1 November 2025**

Your dedication to mental health care is transforming lives daily. We're writing to support your practice with an important update that will enhance how you access care for your patients.

Since we launched digital PMB psychotherapy applications in January 2025, you and your colleagues have submitted over 13,000 applications through HealthID for major affective disorders, including unipolar and bipolar depression under the 902T diagnostic provision. This enthusiastic response shows your commitment to efficient patient care.

### **What's changing and why it matters**

From 1 November 2025, you will need to submit all PMB psychotherapy applications digitally through HealthID. This transition ensures:

- Instant decisions as you submit applications
- A streamlined four-step process for busy practitioners
- A reduced administrative burden on your practice
- Faster patient access to essential mental health benefits.

### **Maximise patient benefits with one application**

For psychologists and GPs: enrolling patients in the Mental Health Care Programme unlocks two benefits with a single application. Your patients gain access to additional programme benefits AND automatic psychotherapy allocation in the PMB basket of care for out-of-hospital treatment.

### **Implementation support**

We've listened to your feedback and enhanced the user experience. Access these comprehensive resources:

- [Register on HealthID](#)
- [PMB psychotherapy application video tutorial](#)
- [Access the step-by-step guide on enrolling patients](#) on the Mental Health Care Programme and automatically opening out of hospital PMBs on HealthID

## Dedicated technical support

Need assistance? Our specialised support team will be available to help from 1 November 2025 to 31 January 2026.  
Email [healthpartnerdigitalsupport@discovery.co.za](mailto:healthpartnerdigitalsupport@discovery.co.za).

Important: If you have a technical query, please supply screenshots and URL details. This will help the team to solve your problem quickly.

Regards



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