



Bulletin - Vol 5

012 679 4200
info@rfmcf.co.za

MESSAGE FROM THE PRINCIPAL OFFICER

Dear Member,

Autumn greetings to you.

It is sincerely hoped that you are well and safe.

As we have entered 2020 with plans envisaged for the year ahead for the RFMCF, many of these plans have had to be put in abeyance amidst the Covid-19 Pandemic.

The world has been struck by unprecedented times of vast health, and economic upheaval. South Africa has not been spared in the scathe of the Coronavirus.

Whilst it must be extremely difficult for us all, we need to be alert and vigilant in the compliance of the President's message of the lockdown rules. Whilst our health and livelihoods have been hit hardest during this time, we still need to ensure we continue to stay safe even as the easing of the lockdown rules take effect.

As many of our members perhaps live alone, our dependency and access to friends and family have been impacted by the need to stay home. You are all encouraged to still reach out to family and friends, the RFMCF and SAMHS, should the need arise. Whilst maintaining social distancing, your needs can still be met as far as possible with the respective persons.

The Department of Defence has instituted a tollfree hotline – 0800027028 for COVID-19 related matters. Please call this number should you require information regarding COVID-19. You will be directed appropriately based on the reason for your call. The Surgeon General has instructed the SAMHS to postpone all chronic services and elective surgery until further notice. At this stage, only emergencies are attended to. For all your chronic related medication please contact the sickbays and/or pharmacies you deal with as your movements to healthcare facilities must be as restricted as far as possible. This time will pass, and we can continue with our plans for 2020. The RFMCF Roadshow/Wellness day had commenced however this has been halted until we can travel and get together once again.

We urge you to assist one another wherever it may be possible in ensuring everybody is kept abreast with relevant and accurate information.

You are further encouraged to keep all your personal information and contact details updated with the Fund regularly. Members have moved homes between provinces and not updated their personal details. You are also encouraged to have an email address and/or cell phone so that information can be sent to you as speedily as possible.

Please do make use of the RFMCF website whereby you can find much of the information.

Remember the RFMCF is fully functional, not the way we are accustomed to, but working, nevertheless. We need everyone to be patient and calm; to have faith and hope as we overcome the scourge of this Covid-19 disease.

It is sincerely hoped that you enjoy reading this edition. Your comments and feedback are most welcomed.

I wish to express my heartfelt thanks and appreciation to you for the support and cooperation with the Fund during these trying times.

Sincerely,

Dr Anushka Jamuna, Acting Principal Officer of RFMCF

FLU VACCINE



Winter is around the corner with the flu season lurking. Since prevention is better than seeking a cure, RFMCF encourages all VPA members to obtain their annual flu vaccines.

Visit your nearest pharmacy for your annual flu and pneumococcal vaccine.

This will be at no cost to you and will be covered by RFMCF.

WHAT IS MY RESPONSIBILITY

AS A VPA MEMBER?

- Notify the Fund immediately when your **contact details** have changed.
- Read, take notice of and, if required, act upon all communication received from RFMCF.
- Ensure that your claims have been submitted within **six (6) months** from date of service.
- **Verify your details** with the service provider to ensure that it's correct, as this will avoid any unnecessary delays in the processing of your claims.
- **Obtain authorisation** (DD2703 form) from SAMHS when receiving medical treatment from outsourced facilities.
- Follow up on enquiries when contacting the Client Service Centre.
- Review your **monthly statements** and ensure that all information on the statements are correct.

Understanding the difference between RFMCF, SAMHS and AMHU

The Fund's success depends greatly on the wholehearted co-operation of all its Stakeholders. It is therefore important to understand the different roles.

RFMCF along with its administrator (PPSHA) manages your healthcare benefits, contributions and claims to ensure that it is ethically processed in accordance with the rules of the fund. RFMCF does not provide authorisation for services rendered, but process claims received against the authorisations received from SAMHS.

SAMHS is responsible for the medical facilities and providing medical care to all VPA members. If the necessary services to treat your medical condition are not available within the SAMHS and if you reside further than 50km from the nearest SAMHS facility, SAMHS will provide you with an authorisation by means of a DD2703 form and refer you the nearest private facility for treatment.

AMHU There are 9 AMHUs (one Area Military Health Unit per province) that manages military health centers and sickbays within their province. VPA Members can contact the AMHU Officer Commanding should you wish to submit a complaint or compliment about healthcare treatment received from these SAMHS facilities.

KZN ROADSHOW

On 12 March, RFMCF hosted its first roadshow for 2020 at KwaZulu-Natal where VPA members gathered for an exciting Wellness Day – a first for RFMCF.

RFMCF is doing things a little different this year, focusing on wellness. As the pace of life excels, we tend to neglect taking care of ourselves, which is why RFMCF introduced an exciting new addition to its roadshows known as **Wellness Days**.



The first RFMCF roadshow was held on 12 March in KwaZulu-Natal and upon arrival, VPA members received a helpful booklet containing RFMCF contact details, along with an important medical section used at the medical booths.

Members had the opportunity to check their vitals with registered nurses, such as blood pressure and cholesterol amongst others, and guidance was given to secure a healthy lifestyle.

During the roadshow, members were able to address their RFMCF and SAMHS-related concerns, and guidance was provided.

Dr Anushka Jamuna, the Acting Principal Officer of RFMCF, discussed the challenges and successes of the Fund, working to secure a bright future for RFMCF and its members.

RFMCF wishes to thank everyone involved, including Clicks Pharmacy for assisting VPA members with their wellness check, Ecomed for sponsoring the lucky-draw prizes and everyone from SAMHS for the information booths, catering and venue arrangements.



All future 2020 Roadshows have been postponed due to COVID-19 as mentioned in the letter dated 18 March 2020, which is available on the RFMCF website (www.rfmcf.co.za) but we wish to assure you that once possible, the national roadshows will resume.

IMPORTANT

You will receive an **SMS** from RFMCF to confirm the new roadshow dates in your area. Please ensure that your cellphone number and all other contact details are correct and up to date on your RFMCF membership profile.

5 FREQUENTLY ASKED QUESTIONS

WHEN CAN I SEE A PRIVATE PRACTITIONER?

A private practitioner may only be consulted in the event of an emergency or if the nearest sickbay exceeds 50km from your place of residence. In the case of an emergency, authorisation must be obtained from SAMHS soon after the emergency event. Without the proper authorisation, all services pertaining to the event not rendered by military institutions/officials shall be for your own account.

WHAT IS CONSIDERED AN EMERGENCY?

A medical emergency means the sudden and, at the time, unexpected onset of a health condition that requires immediate medical treatment and/or intervention. If the treatment is not provided, the emergency could result in a weakened bodily function, serious or lasting damage to organs, limbs or other body parts, even death.

WHAT IS A NAPPI, TARIFF AND ICD-10 CODE?

Tariff codes are numeric digits that explain the type of treatment you received at a healthcare facility. Like tariff codes, **NAPPI codes** are also numeric digits which is used to identify medication, surgical or consumable products. **ICD-10** codes are used by healthcare providers to classify your diagnosis, symptoms and procedures. All these codes must reflect on medical invoices to allow the Fund to process the services.

WILL I BE COVERED BY RFMCF WHEN I TRAVEL ABROAD?

No medical, dental or hospital treatment is provided by the SAMHS to beneficiaries and their legal dependants outside the borders of South Africa. The Fund is therefore not responsible for any costs incurred abroad.

HOW DO I ENSURE THAT MY DETAILS ARE UP TO DATE WITH RFMCF?

Verify your rank and other personal information upon completion of your application form. Should you notice that your details are not up to date, please notify the Fund by sending an email to membership@rfmcf.co.za and your membership profile will be updated accordingly. Please note that supporting documentation may be requested to confirm your rank.

Contribution Increase

Visit the RFMCF website to view the latest video pertaining to the **contribution increase**.

IMPORTANT RFMCF CONTACT DETAILS

To ensure that your enquiry is forwarded to the correct department, please take note of the following contact numbers to avoid any unwanted delay in the resolution of your enquiry.

Department	Email Address	Contact Number
Finance	finance@rfmcf.co.za	012 679 4200 (Option 2)
Membership	membership@rfmcf.co.za	012 679 4200 (Option 2)
General Enquiries	info@rfmcf.co.za	012 679 4200 (Option 2) Fax: 012 679 4460
Claims Submission	claims@rfmcf.co.za	012 679 4200 (Option 2)
Chronic Medication	chronic@rfmcf.co.za	012 679 4200 (Option 2)
Complaints	complaints@rfmcf.co.za	012 679 4200 (Option 2)
Fraud	fraud@rfmcf.co.za	086 044 4120
Optical/Authorisation*		012 679 4200 (Option 1)

*This refers to Hospital Admission and Optical Authorisation. Please contact SAMHS for any other authorisation.

SUBMISSION OF CLAIMS

We are committed to uphold our service levels during the lockdown period and to maintain social distancing to flatten the COVID-19 curve.

We have therefore encouraged all service providers to submit medical claims to RFMCF electronically. This will eliminate the need for human intervention that paper claim submission would require.

We encourage you to ask your service provider to submit your claims electronically to the fund. This method is also known as an EDI claim submission.

Should you need more information in this regard, do not hesitate to notify us and we will gladly explain the process and its benefits to you.

IMPORTANT DATES

MAY 2020

Anti-tobacco Campaign Month

Burns Awareness Month

International Multiple Sclerosis Month

5 World Hand Hygiene Day

5 International Midwives Day

3-10 Hospice Week

6-12 National Burns Awareness Week

8 World Red Cross Day

10 Global Move for Health Day

12 International Awareness Day for Chronic Immunological and Neurological

Diseases

12 International Nurses Day

15 May -15 Jun Go Turquoise for the Elderly Campaign

17 World Hypertension Day

31 May- 7 Jun National Child Protection Week

28 International Day of Action for Women's Health

31 World No Tobacco Day