



# RFMCF BULLETIN

Quarter 1 - 2019

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## From the desk of the Principal Officer

Greetings to all our readers.

Welcome to our first RFMCF Bulletin for 2019.

2019 has started off on a positive note taking cognisance of the progress and achievements by the Fund gained over the past two years.

The financial position of the Fund has improved to the extent that the Fund can now reinvestment. The Funds enhanced management and administration, as well as better governance has placed the Fund in an encouraging position.

The Fund continues to endeavour in making cost effective choices for its members in 2019. Negotiations with hospital providers have resulted in better managing the hospital costs.

There will be ongoing discussions with various other service providers in 2019 to further negotiate better tariff pricing in areas of increased usage of services by members.

The RFMCF team is addressing challenges that continue to persist for the members.

In these communiques, as well as the road shows that have already commenced for 2019, we are urging members to please pay attention to all the information shared at these platforms.

Please do look out for your invitation in all provinces to attend our planned Roadshows for 2019.

## Member statements

To continuously improve the service to our members, we will be sending member statements for all claims paid to the service providers. This will assist you in keeping track of claims received and paid for and/or rejected by the fund.

The fund will send the statements at the end of each month only to members who received services during that month.

Member are encouraged to utilize the statement to detect and report possible fraudulent claims.

## Incontinence products

- Effective 01 January 2019 the fund has implemented a list of identified (formulary) incontinence products as fund benefits. Members who opt to use items outside this list will incur out of pocket expenses. The list of identified products is available on [www.rfmcf.co.za](http://www.rfmcf.co.za) under the lookups.

## Fraud reporting

The fund has established fraud reporting channels to enable members to report suspected fraud. Members are encouraged to utilize these channels to better manage the fund. Members can remain anonymous when reporting fraud.

Email address : [fraud@rfmcf.co.za](mailto:fraud@rfmcf.co.za)

Fraud hotline : 0860444120 .

This number is operational from Mondays to Fridays 07:30 –16:00



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## Membership

Members who join the Fund before the age of 60 are required to pay an initial lump sum amount that bridges the gap between the current age and age 60. These members are also required to pay for annual increases until they reach the age 60.

These annual increases may be paid as a lump sum at the beginning of each year or as a monthly debit order or EFT payment.

When a member has failed to make the monthly payment, they are suspended immediately and will not be eligible for any medical services during the suspension period.

### Authorisations for medical services

- **We wish to emphasize that all medical and health services should be accessed through the South African Military Health Service (SAMHS). If the SAMHS is unable to provide medical and health services, the SAMHS will outsource the service to a private service provider.**
- **Please take note that members must obtain authorisation from a SAMHS facility/sickbay for ALL services whether to a Designated Service Provider (DSP) or non-DSP.**
- **Members are required to obtain individual authorisations when treated by multiple service providers out of hospital (consultation, x-rays, blood tests etc.).**
- **In case of emergency services, members are reminded to ensure that a post facto (retrospective) authorisation is obtained from the SAMHS at the soonest possible time.**

### Flu and pneumococcal vaccines

Members are encouraged to visit their nearest private pharmacy for a flu and pneumococcal vaccine.

The Fund has arranged for the vaccines with Dischem, Clicks and Medirite pharmacies only.

### Please update your:

- ◆ Physical address
- ◆ Postal address
- ◆ Cell phone number
- ◆ Email address

**HYPERTENSION WORLDWIDE**

Worldwide, 1 in 3 adults has high blood pressure—a condition that leads to heart attack and stroke.

Everyone can take **five concrete steps** to help prevent high blood pressure:

- Healthy diet
- Physical activity
- Avoiding tobacco
- Avoiding harmful use of alcohol
- Managing stress in healthy ways