



REGULAR FORCE
MEDICAL CONTINUATION FUND

Dear Member

It is our pleasure to have you as a member of the Regular Force Medical Continuation Fund (RFMCF). As a member, it is important to understand the processes and rules to ensure that you get the most out of your Fund. Kindly read the below-mentioned, as this will guide you through processes to eliminate any unwanted delays in the resolution of your requests.

Website

Visit the RFMCF website which is a great source of information for members regarding the Fund. The website hosts: all the published bulletins; the most up-to-date information about COVID-19; the vaccine processes; detailed information about newly released projects, such as the Mobi App & Disease Risk Management (DRM) programmes; important forms; and letters you might need, amongst other things. Visit www.rfmcf.co.za to view all the information about the Fund.

How to access medical services

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 the 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.

Obtain authorisation (**DD2703 form**) from the SAMHS when receiving medical treatment from all outsourced private facilities.

Verify your details with the service provider to ensure that they use the correct details, as this will avoid any unnecessary delays in the processing of your claims.

Script Medication

Members are urged to obtain their chronic medication through the SAMHS pharmacies. Herewith the process to be followed to make the necessary arrangements:

- A member who resides within 50KM from a SAMHS health facility must always use the SAMHS pharmacy for all their medication. If the SAMHS does not have some items in the script, they will provide a buyout for the member to get their medication from a private pharmacy.
- A member who resides further than 50KM from a SAMHS health facility and who makes use of a private general practitioner may go to a private pharmacy with their script for acute medication only. It is important to give the G-number for the doctor's visit to the pharmacist. Chronic medication scripts must be faxed to the nearest SAMHS pharmacy. The SAMHS pharmacy will courier the chronic medication to the member. To view a list of the **RFMCF Pharmacy Network**, click on the link below and select "Pharmacy Network": <https://rfmcf.co.za/lookups/>.

Optical Benefits

The optical benefits are managed by **Opticlear** on behalf of RFMCF. Authorisation is required for services and material from the Opticlear call centre (claims without authorisation will be rejected). If benefits are available, a unique authorisation number will be created. Authorisation is not a guarantee of payment, as claims will still be subject to final clinical validation, protocols and rules/policy. Contact Opticlear on (011) 461 6337 or (021) 680 3823 or email opticlear@optics.co.za. To view a detailed breakdown of your optical benefits, click on the link below and select "Optometry Network": <https://rfmcf.co.za/lookups/>

How to submit claims

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. If, however, the service provider provided you with a paper claim, you can submit the claim using the Mobi App (see below), or email a copy of the claim to claims@rfmcf.co.za.

Ensure that your claims have been submitted within **six (6) months** from the date of service to avoid them being rejected as a stale claim.

When the fund has received claims on your VPA number, a monthly statement will be sent to you. Please review your monthly statements and ensure that all information on the statements is correct. Should the information in this statement not be correct, please notify the Client Service Centre (012 679 4200 or info@rfmcf.co.za) immediately. If you suspect fraudulent activities on your claim, kindly report it to fraud@rfmcf.co.za or contact 0860 444 120.

Mobi Application

The Mobi App is a secure application you can download on your smartphone to access your membership profile and it offers various functionalities at your fingertips.

With the Mobi App, you will be able to:

- View your membership profile
- Update your contact details
- Submit claims for processing by taking a picture
- View your latest processed claims
- View your latest claims statements
- E-cards (electronic medical aid cards)
- Locate sickbays and emergency facilities

The Mobi App will substitute the plastic medical aid cards. New RFMCF members will use electronic cards when downloading the Mobi App. Electronic cards will eliminate the risk of disease transfer when the cards are exchanged at medical facilities. You will also not have the risk of losing a plastic card. Your e-card is safe and inaccessible by unauthorized parties, even if you lose your phone.

Please click here http://bit.ly/RFMCF_Mobi_App to access the electronic booklet to guide you through the downloading process.

Disease Risk Management Programme

Do you have a chronic condition that forms part of the RFMCF Disease Risk Management (DRM) Programme? You can register your condition with the Fund and join the DRM programme. This programme helps you to optimally manage your chronic condition. Optimal management of chronic conditions improves overall health, and this means fewer hospital admissions and complications.

This programme will provide a comprehensive treatment plan that is unique to the condition(s) you have been diagnosed with, along with regular health information to help you better understand your condition(s). When you register your condition(s), you as a member will become more informed and involved in the active management of your chronic condition(s). There are defined consultations and tests that must be done per year e.g. if you have Diabetes you will need to get pathology tests done that monitor your Diabetes.

To view the list of chronic conditions that form part of the DRM programme, visit <https://rfmcf.co.za/drm/>.

Important

Update your contact details

If your contact details (cellphone, email, landline, physical address) change, please notify the Fund by sending an email to membership@rfmcf.co.za and your membership profile will be updated accordingly. This will ensure that we have an open path of communication with you to ensure that you are always kept up to date with Fund information. This also helps the fund when planning for provision of services by the SAMHS or other private service providers.

Contribution Payments

Kindly note that only your **VPA number** must be used as the reference when making payments, and NOT your surname, ID, former force number, etc. The Fund is unable to allocate the payments with any reference numbers other than the VPA number, causing the membership profile to become suspended and the payment unallocated.

Contributions are due by the 7th of each month.

Herewith the bank details:

Regular Force Medical Continuation Fund

Bank: First National Bank (FNB)

Account No: 62464197237

Branch Code: 210524

Reference of payment: <VPA number>

Postal services

The sending and receiving of postal communication discontinued effective 01 January 2021.

Legal Spouses

The Fund will continue to provide for healthcare to legally registered dependants who chose to remain on the Fund after the member's retirement or death.

Should a relationship be dissolved by a relevant court order or a cancellation of agreement, such spouse is no longer entitled to any benefits and neither are his or her children, stepchildren or legally adopted children who are in the custody of the ex-spouse as per the rules contained in the General Regulations.

POPI

The Protection of Personal Information (POPI) Act has been implemented at RFMCF to ensure that your personal information is protected and not shared with any unauthorized party. To give authority to a third party to query your membership profile on your behalf, please email the following information to info@rfmcf.co.za for processing:

- Your membership number;
- The name, surname, and ID number of the person you give authority to;
- Specify the type of enquiries you allow the person to handle on your behalf, for example, claims enquiries, membership enquiries, or full authority.

Stakeholders

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 (PPS Healthcare Administrators) 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 to the nearest private facility for treatment.
- **AMHU** There are Area Military Health Units (AMHUs) across all 9 provinces that manage 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.
- **Three military hospitals (Pretoria, Cape Town and Bloemfontein).** Contact the hospital Officer Commanding should you wish to submit a complaint or compliment about healthcare treatment received from these SAMHS facilities.

Important Contact Numbers

Chronic Registration and Disease Risk Management Programme Enquiries	chronicregistration@rfmcf.co.za
Road Accident Fund and Injury on Duty Enquiries	finance@rfmcf.co.za
Travel Claim Enquiries	finance@rfmcf.co.za
Update bank details for claim refunds	finance@rfmcf.co.za
Proof of payment for contribution deposits	finance@rfmcf.co.za
Membership and Contribution Enquiries	membership@rfmcf.co.za
Submission of New Claims	claims@rfmcf.co.za
Mobi App Registration and Enquiries	info@rfmcf.co.za
COVID-19 and Flu vaccine enquiries	info@rfmcf.co.za
All other general enquiries	info@rfmcf.co.za
Complaints	complaints@rfmcf.co.za
Escalated Clinical Enquiries	MHcescalationsK@ppsha.co.za
SAMHS Escalations	Members must contact Officer Commanding in dedicated region. Refer to contact list on website: https://rfmcf.co.za/wp-content/uploads/2021/07/MEDICAL-AUTHORISATION-CONTACT-NUMBERS_SAMHS-062021.pdf
RFMCF Website	www.rfmcf.co.za

Should you require any further information, please contact the **Client Service Centre on 012 679 4200**. The Client Service Centre is operational Monday to Friday between 07:30 and 16:00, excluding public holidays.