

MESSAGE FROM THE PRINCIPAL OFFICER

It is with enthusiasm that I write the message for this edition following the many positive developments at RFMCF.

During the past few months, we successfully launched the Mobile App designed to improve your client service experience as an RFMCF member. You will have your Fund information at your fingertips. Additional development will take place to further improve the Mobi App platform to enhance your experience.

Secondly, the Chronic Disease Risk Management Programme treatment plans are in the process of being released to all RFMCF beneficiaries who have registered their chronic conditions. Although we understand that there is a delay at the SAMHS facilities due to the COVID-19 pandemic, we encourage you to register at your earliest convenience to benefit from the programme. You can read more about this on page 2.

Another first for RFMCF was the recording and distribution of our 2021 virtual roadshow. The RFMCF would like to thank every member who viewed and responded to the content thereof. Although we did encounter minor technical challenges in the beginning, it was rapidly resolved, and we thank

you for your patience.

If you have not watched the video yet, you are encouraged to do so at your soonest convenience as important information is covered in the video.

You can refer to page 4 in the bulletin on the process of accessing the video.

On another note, you are strongly encouraged to access information only from RFMCF directly and not any other social media platform.

We thank you for your consistent support for the RFMCF to achieve its goals. Together, we can make a difference to the Fund.

Sincerely,

Dr. Anushka Jamuna (Acting Principal Officer of RFMCF).



In this Edition

The RFMCF Bulletin has become an important platform for RFMCF to communicate with its members, therefore, the RFMCF Bulletin will be published on a quarterly basis.

Here is what you will find in this quarter's bulletin:

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RFMCF BULLETIN:

KEEPING OUR

MEMBERS

INFORMED

COVID-19 Vaccine Registration

The National Department of Health has implemented Phase 2 of the vaccine rollout on 17 May 2021. During Phase 2, members who are 60 years and above as well as healthcare workers can register for and receive the vaccine. To be vaccinated you will need to register using one of the following channels:

- **Electronic Vaccine Data system (EVDS):** <http://vaccine.enroll.health.gov.za/#/>. For RFMCF members, remember to choose **NO** on step 6. This is because the Fund is not a registered Medical Scheme and does not appear on the list of medical schemes on the EVDS.
- **You can also register by dialling: *134*832#**
- **Should a SAMHS facility appear on the list and is close to you, please select this facility.**
- **WhatsApp the word REGISTER to 0600 123 456.**

Based on your registration details, EVDS will issue you with your unique voucher number when it is your turn to be vaccinated. Without this voucher, you will not be eligible for vaccination. Kindly refer to the email sent to all VPA members on 24 May 2021 for more information in this regard.

RFMCF FORMS

The RFMCF website (www.rfmcf.co.za) is a great source of information for our members. You can obtain the following forms on the website:

- Member Detail Update Form
- Life Certificate Form
- Travel Claims Form
- Debit Order Form
- Chronic Application Form

Apart from the forms, you will also find information such as the SAMHS Healthcare Facilities, all the RFMCF Bulletins, amongst other helpful information.

Visit the RFMCF website for more information.

MOBI APP

The RFMCF Mobile App is now available for download.

Please click here http://bit.ly/RFMCF_Mobi_App to access the electronic booklet to guide you through the downloading process. You will be able to view your claims, download documents, send your membership card electronically, find sick-bays near you amongst many other functionalities.

Feel free to contact the Client Service Centre on 0126794200 if you have any questions in this regard or challenges registering.

CHRONIC DISEASE RISK MANAGEMENT (DRM) PROGRAMME

We are pleased to notify you that the **Disease Risk Management Programme** has gone live. Members who have registered their chronic conditions will start receiving personalised treatment plans based on the conditions they have registered for.

You will receive one treatment plan for all your registered chronic conditions. The treatment plan will guide your treating doctor on relevant tests and investigations available to optimally manage your specific chronic condition(s).

Educational infographics for your specific condition(s) will also be shared with you to help you better understand your chronic condition once you have registered.

If you have any further questions in this regard, please do not hesitate to contact us on 012 679 4200 or email chronicregistration@rfmcf.co.za.

We understand that there is a delay at the SAMHS due to the pressure of the COVID-19 pandemic. Please be assured that there is no cut-off date for you to register your condition(s) as this will be an ongoing programme.

We do urge you to register for the programme at your earliest convenience.

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.

For a list of telephone numbers to be used, please click here:

http://rfmcf.co.za/wp-content/uploads/2020/05/2020-AMHU-Facilities_Version-1.pdf

FLU VACCINE

RFMCF encourages you to obtain your flu vaccination this season. RFMCF funds **1 flu vaccine per beneficiary each year**. If you have a healthcare worker and have received your COVID-19 vaccine, take note to allow **14 days** between the flu vaccine and COVID-19 vaccine. Although the flu vaccine is not effective against COVID-19, it is important to protect you and your family against the flu this winter.

No buy-out is needed for the flu vaccine.

If you encounter any challenges in obtaining the flu vaccine at your local pharmacy, please contact us on 012 679 4200 or email info@rfmcf.co.za and we will help accordingly.

SA Military Ombud Survey

We would like to **thank all members** who took the time to complete the SA Military Ombud Survey. Your input will provide great insight in the perception of the SANDF and ways to improve the conditions of the Defence Force.

MEMBERSHIP

To avoid obstacles when it comes to your RFMCF membership profile, it's critical that you understand the rules and regulations. We therefore focus on membership aspects based on recent enquiries we receive from the Membership Department to help you through the process. This month we will be focusing on 3 things:

CONTRIBUTIONS

We noticed that several members use the incorrect bank deposit reference numbers when making EFT and bank deposits towards monthly contributions.

Kindly note that **only** your **VPA number** must be used as the reference when making payments, and **NOT** your surnames, 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.

Please use your unique **VPA number** for all payments to allow RFMCF to allocate your contributions.

REINSTATEMENT

If, for whatever reason, you as a VPA member decide to terminate your membership with RFMCF, kindly note that you have **30 days** from the date of termination to reinstate your membership profile. Once the 30 days have lapsed, you will not be able to join RFMCF as a VPA member again.

Taking the actuarial valuation of the Fund into account the decision was made by the Board during a Board meeting held on 31 January 2018 to retract the decision made for payout of reimbursements and therefore the Fund cannot reimburse the contributions made to the Fund by any member that exits the SANDF, and who chooses not to join the RFMCF.

DIVORCE

In the case of divorce/termination of civil union partnership agreement, the Fund must be advised without delay by sending an email to membership@rfmcf.co.za and include the relevant supporting documentation for the update of your membership profile.

If the Fund is not advised of the divorce/termination of a civil union partnership agreement within 30 (thirty) days of such an event, the **principal beneficiary will be held liable all medical costs incurred** by the former spouse/civil union partner after such event.

2021 VIRTUAL ROADSHOW

As a first for RFMCF, we recorded the annual roadshow instead of visiting the different provinces this year due to the COVID-19 pandemic. The video went live on 19 May 2021. We would like to thank everyone who have taken the time to watch and comment on the video. We have received positive feedback from our RFMCF members, and we have responded to them. We have compiled some of the frequently asked questions below so that other members can also be informed.

Q. Will it be possible to compile the content of the roadshow into a letter for us to read?

A. No. This is not possible due to confidential aspects; however, we encourage you to submit your questions for any clarifications. We will gladly respond.

Q. Why do I have to deal with SAMHS if I have nothing to do with them?

A. SAMHS is responsible for providing medical care for all RFMCF members as per the General Regulations. 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.

Q. It would be great if you could do it every year (electronically), as it is not always possible to attend the roadshows.

A. We will consider conducting future roadshows virtually following the positive feedback we received. We will work on the minor technical challenges we encountered on our first effort, such as increasing the sound to ensure that you find this process effortless. At this stage, we are currently bound by the lockdown regulations and unaware as to how long this may continue.

Q. It would appear the chronic application forms to register on the Disease Risk Management Programme will only be completed when the COVID-19 pandemic is fully under control country-wide and the military hospitals are again able to reduce the patient load being experienced by the understaffed and under equipped sickbays. How will this affect me as a RFMCF member?

A. We understand that there is a delay at the SAMHS due to the pressure of the COVID-19 pandemic. Please be assured that there is no cut-off date for you to register your condition(s) as this will be an ongoing programme. Kindly refer to the email that was sent to you on 26 May 2021 for further confirmation thereof. We are aware that certain SAMHS facilities have begun to see more members to complete the chronic application form to register on the Disease Risk Management programme.

To watch the 2021 RFMCF Virtual Roadshow, click here <https://rfmcf.co.za/roadshow2021/>.

Your password has been emailed and SMS'ed to all RFMCF members.

If you have any questions with regards to the Virtual Roadshow, please direct your enquiry to roadshow@rfmcf.co.za.

RFMCF Communication Channels

It has come to our attention that **WhatsApp groups and Facebook pages** have been created to address concerns in terms of the RFMCF. Please note that these platforms are not regulated, and **not promulgated from the RFMCF** and thus incorrect unofficial information could be provided to you. We encourage you not to entertain these platforms and instead direct your concerns or questions to the Fund for accurate information and assistance.

The RFMCF strongly distances itself from any social media platform that uses the RFMCF name. Any new development within the RFMCF and changes to any procedures or process will be communicated to you through the official channels (e-mail and SMS). You can also find important information on our website (www.rfmcf.co.za). **IT IS THEREFORE IMPORTANT THAT YOUR CONTACT DETAILS ARE ALWAYS UPDATED WITH THE FUND.** The RFMCF will not be held liable or responsible for any incorrect information you may have obtained from an unauthorised party.

Chronic Registration and Disease Risk Management Programme Enquiries	chronicregistration@rfmcf.co.za
Roadshow	roadshow@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
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.

Important Dates:

16 June – Youth Day
20 June – Father’s Day
09 Jul – School Closes (Ending Term 2)
18 Jul – Nelson Mandela Day
20 Jul – Eid ul Adha
26 Jul – School Opens (Term 3)
9 Aug – National Woman’s Day

