

MESSAGE FROM THE PRINCIPAL OFFICER



Dr. Anushka Jamuna - Acting Principal Officer of RFMCF

We have reached the end of 2021 in a flash, but one thing is for sure, it has been an eventful year for the RFMCF. Throughout all the developments, the Fund has kept our communication channels with you a priority. This will not change during 2022, as your feedback is critical for us towards the success of this Fund. We wish to thank each of you for taking time out of your day to read our e-mails, SMS's and bulletins, but more importantly, for responding.

We already have a very busy schedule for the year ahead, but we are ready to take on 2022 with great enthusiasm for the Fund.

Since the previous virtual roadshow was such a success, we have already started planning for our next virtual roadshow. Instead of everything being condensed into one long video, a variety of episodes will be released once a week during February 2022, each episode focussing on specific topics. This will give you a clear indication of what to expect from your Fund during 2022. We are extremely excited to share this

information with you.

In this edition, we included a printable emergency contact list for you to use, which includes our new designated service provider for ambulance services, ER24. You are encouraged to print and complete this form and have it handy at all times. If you are unable to print one, create your own, it could save a life.

Although we have a fourth COVID-19 wave in our midst, we are confident that our RFMCF members will remain safe during the festive season and take all the precautionary measures as we enter into the new year. We strongly encourage all members who have not yet received their vaccinations to do so without hesitation. It has been shown that vaccinations do provide a level of protection, especially to the elderly population. If you have any questions or concerns in terms of the COVID-19 pandemic, visit <https://sacoronavirus.co.za/> for the latest news and guidance.

The RFMCF wishes you and your loved ones a joyful and peaceful festive season and a prosperous 2022.

Sincerely,

Dr. Anushka Jamuna
(Acting Principal Officer of RFMCF)



What is up in this Edition?

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*Best wishes to all our
RFMCF Members.*

*Enjoy a peaceful and
festive holiday season and
a Happy New Year!*

From the RFMCF Team



QUICK SURVEY

COVID-19 Survey



The RFMCF Bulletin has become an important platform for RFMCF to communicate with its members.

Read the other RFMCF Bulletins [here](#)

Alternatively, visit www.rfmcf.co.za

A survey has been created to understand the views of the RFMCF Members in terms of the COVID-19 vaccinations and distribution process. Please note the following:

- Surveys have been distributed to randomly selected members across all 9 provinces.
- If you have received the survey, we encourage you to complete it by 14 December 2021.
- Two similar surveys will be sent out during 2022 to obtain comprehensive feedback from our Members because your input is important to the Fund.

It is a secure survey and your feedback will remain confidential.

DISEASE RISK MANAGEMENT (DRM) SELF-REGISTRATION PROCESS

The Fund is aware of the various challenges members have experienced in getting their chronic conditions registered on the DRM programme at various SAMHS facilities due to the COVID-19 pandemic responsibilities.

If you are unable to get your documentation completed at your sickbay/doctor, you may use the attached self-registration chronic form in the interim.

The form can be emailed to chronicregistration@rfmcf.co.za for processing. You will then receive your chronic treatment plan and educational material.



PHARMACY

Please take note that the Fund does not support exclusive use of a particular pharmacy. Members are encouraged to use any pharmacy provided on the RFMCF website. A wide range selection of pharmacies are available to you. To view the comprehensive list, [click here](#) or visit www.rfmcf.co.za under "Lookups" then click on "Pharmacy Networks".

The Fund is always on the lookout to evaluate usage as well as invoicing provided by pharmacies to prevent any fraudulent and untoward activities impacting the funds of the RFMCF.

An SMS was sent to all RFMCF members on 19 November 2021 indicating that the Valhalla pharmacy is not available for RFMCF members. Any claims received from this pharmacy after the SMS was sent will be rejected. Please use *any other pharmacy in your area* until further notice.

BENEFIT SCHEDULE

The Fund will introduce a basket of benefits during 2022 as part of the efficient managed healthcare mandate of the Fund with the long-term financial sustainability goal of the Fund.

The benefit baskets will allow members outside of the 50km radius from a SAMHS facility to manage the services available to them that are offered on an annual basis.

A phased approach will be taken during 2022 with regards to the implementation of the Benefit Schedule, and members will be kept informed of the development to ensure transparency throughout the process.

ER24 STICKERS

ER24 is the designated service provider for ambulance services for all RFMCF members effective 01 December 2021 within the borders of South Africa. Members can apply for two (2) vehicle stickers by completing the ER24 sticker application form that is available on the RFMCF website under Member Information and emailing it to er24stickers@rfmcf.co.za.

The following should be noted:

- You only qualify for the stickers if you do have a vehicle.
- Only two (2) vehicle stickers are available per membership profile, irrespective of the number of vehicles you may have.
- No courier options are available, normal postage services only.

We encourage all members of the Fund to compile a list of emergency numbers and keep it visible and accessible at all times. **A printable version has been created for you to make use of. This emergency list can save a life, use this list to your advantage.**



TRAVEL CLAIM POLICY

Provision exists for VPA beneficiaries to claim traveling costs for having been hospitalized in military and private hospitals. Please take note of the following:

- This has been expanded to also include consultations as approved by relevant SAMHS facilities.
- The updated policy in this regard is set out below and the RFMCF guide booklet is to be regarded as amended to this extent in the meantime.
- The purpose is to compensate a beneficiary for traveling expenses to and from SAMHS health facilities as a patient for health reasons when such patient resides more than 50 km (shortest distance) from a SAMHS Military Hospital.
- Traveling costs are limited to the most economical means of cost.

To view the full policy, visit the RFMCF website or click [here](#).



THANK YOU for
reading the
RFMCF Bulletin

Enquiries: 012 679 4200 | Fax number: 012 679 4460 | Email address: info@rfmcf.co.za

UPDATE YOUR DETAILS

A number of RMFCF member contact details remain outdated on our database. **We urge you to verify the contact details on your RFMCF membership profile to avoid missing out on the important information shared by the Fund.** Please verify the following information if you have not done so as yet:

- Cell Phone Number
- Email Address
- Physical Address
- Postal Address
- Dependant updates

You can verify and update your contact details on the RFMCF Mobi App once you have registered, contact 012 679 4200 or email membership@rfmcf.co.za.

RFMCF MOBI APP

Thousands of RFMCF Members have already downloaded the RFMCF Mobi App and using it to their advantage.

Download the latest version on your Smartphone App Store. Click [here](http://bit.ly/RFMCF_Mobi_App) to access the electronic booklet to guide you through the downloading process.

REMINDER: Consent

Consent is required if a third-party queries information on your behalf. Without written consent, assistance will not be possible.

To provide consent to a third party (SAMHS personnel, family, colleagues, etc.) to enquire on your behalf, the principal member must send an email to info@rfmcf.co.za with detailed information as provided in the previous bulletin (V9).