



RFMCF

REGULAR FORCE

MEDICAL CONTINUATION FUND

BULLETIN – Vol 11

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MESSAGE FROM THE PRINCIPAL OFFICER



Dr. Anushka Jamuna - Acting Principal Officer of RFMCF

RFMCF has started 2022 on an exciting note following the release of the **2022 Roadshow** series during the month of February. We believe that it is important to consistently remain in contact with our members about the developments within the Fund, and this year will be no different.

If you have not watched the RFMCF Roadshow videos yet, be sure to do so as it highlights the primary enhancements and developments within the Fund that has a direct impact on you, our Member. Through watching the videos, you might have identified that our primary goal is to enhance the services and experience of our Members and maintain the sustainability of the Fund.

There is still a lot of work to be done, no doubt, but we would like to thank you for your input, patience and encouragement whilst we work towards a sustainable Fund that offers great service to our Members.

We are also pleased to announce that the **RFMCF Wellness Days** will commence early this year, following the prolonged postponement due to the COVID-19 pandemic.

Since most, if not all, of our Members should be vaccinated against COVID-19 by now, we feel it would be good to start focusing on the registration and management of your chronic conditions, which will be the primary focus of our wellness days. Read more about this on page 2.

Due to all the development and events being planned for our Members, it remains critical that you keep your contact details up to date on your membership profile with the Fund. The Fund communicates on a variety of platforms, we therefore encourage you to update your **cell phone number, e-mail address, postal and physical address**.

You don't want to miss out on any communication this year, it's going to be a year filled with important news, events, and development.

Sincerely,

Dr. Anushka Jamuna
(Acting Principal Officer of RFMCF)

What is up in this Edition?

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

▪ Wellness Day Tour	2
▪ Membership	2
▪ RFMCF Roadshow	3
▪ Development Feedback	3
▪ ER24 Stickers	4
▪ ER24 Authorisations	4
▪ Vaccine Certificate	4
▪ Stale Claims	5
▪ Members not yet 60	5



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

WELLNESS DAY



We are excited to announce that the Fund will visit all nine (9) provinces during March and April for the **2022 Wellness Day Tour**.

Be sure to look out for communication that will be shared with you within the next few weeks, as it will include an invitation where you would need to RSVP to reserve your place at the event. The day will be filled with the following:

- Health check-ups
- Educational material
- Registration booth to register on the Disease Risk Management (DRM) Programme
- Exhibitors
- Presentations by special guests
- Registration and bookings for your COVID-19 vaccine

But that's not all – there will be gift bags and prizes in store for you. Remember to RSVP once you have received your invitation. These events will be held at your respective AMHU facilities. We look forward to seeing you there.

Ensure that your contact details are up to date with the Fund to receive your invitation and more details about the tour. Send an email to membership@rfmcf.co.za or contact the Client Service Centre on 012 679 4200 to update your details with the Fund.

*All COVID-19 precautions will be adhered to.

MEMBERSHIP

Membership Cards

The Fund would like to remind you that the physical membership cards are being *replaced* with the **RFMCF Mobi App**, which consists of a digital membership card, and offers multiple useful functionalities for you. Herewith is a comparison:

Physical Membership Card	RFMCF Mobi App
The replacement of physical cards may be charged at a cost.	The Mobi App is <i>free</i> .
New or replacement cards are being posted, but at times get lost or delayed in the postage system.	The Mobi App is <i>available immediately</i> , you do not have to wait for the card to be delivered.
Student dependant medical aid cards will no longer be replaced on an annual basis.	The status of student dependants and all other information will be <i>real-time</i> on the Mobi App.
If a membership card is lost or stolen, the member must report the loss immediately to the SA Police Service as well as to the Fund. Physical cards that are lost/stolen can become a fraud risk.	The Mobi App is <i>safe and secure</i> .

Refer to the Mobi App article below under “Development Feedback” for more information in this regard.

Student Beneficiaries

A friendly reminder to submit student proof by the **28th of February 2022** for your child dependant(s) to remain as a registered beneficiary on your membership profile without a break in membership.

The following should be noted:

- Students that finalized their studies/qualifications, will be removed from RFMCF.
- If a student has a part-time job, the student is not allowed to be on RFMCF.
- No gap year is allowed for students on RFMCF.
- Only select honours students are allowed on RFMCF when submissions are made.

Student proof must be emailed to membership@rfmcf.co.za for processing.



Virtual RFMCF Roadshow

The first few episodes of the **2022 RFMCF Roadshow** have been shared with you. We would like to thank you for the feedback we have received to date.

If you have not received the SMS's with the links and passwords to access the videos, we might have an outdated cell phone number listed on your membership profile. Be sure to update your contact information by sending an email to membership@rfmcf.co.za to receive important information shared by the Fund.

If you do not have a smartphone but received the SMS with the link to the video, please note that you can type the link in your internet browser on your computer and should be able to access it. Do not type or copy any spaces when entering the password.

If you have any questions based on the content of the **2022 RFMCF Roadshow** series, send an email to roadshow@rfmcf.co.za and we will gladly assist you.



DEVELOPMENT FEEDBACK

Welcome Wrap

All new members joining the RFMCF will receive an SMS that is known as a Welcome Wrap. This is an electronic booklet that will, amongst other information, assist you to download your RFMCF Mobi App.

Mobi App

The Mobi App offers the following functionalities to all RFMCF members and active registered beneficiaries:

- You can access your membership profile via the RFMCF Mobi App 24/7.
- You can view your most recent claim statements.
- You can view your most recent processed claims.
- You can access all contact numbers and call or email the Fund via the App.
- You can allocate your nearest sickbay or emergency medical services.
- You can update your contact details via the RFMCF Mobi App.
- You can submit your claims via the RFMCF Mobi App and send it to the Fund for processing instantly.
- You can verify the status of your membership in real-time.
- It is free, safe and secure.

Further enhancements have been submitted to our development team, so be sure to look out for information about that in the near future. Thank you to all members of the Fund who actively utilize this effective product that is available to you for free.

Website

The Fund is in the process of upgrading the RFMCF website to increase its functionalities, update the information, and make it as user-friendly to you as possible.

Online Membership Application Process

The Fund is working towards having an electronic new member application process online in the coming months.

Based on a frequently asked question the Fund received in terms of ER24 ambulance services, please take note of the following:

Would I need to obtain authorisation for the treatment at the medical facility where the ambulance will take me to?

- Although you do not require a DD2703 when an ER24 ambulance is dispatched to you, you would require military authorization for the services at the medical facility where the ambulance takes you.
- It is therefore important to make use of the [printable emergency contact list](#) shared by the Fund in the previous bulletin (version 10), for your family member, friend, or neighbour to ensure that authorization is obtained for your medical treatment.
- The only time you would not require a DD2703 for medical services is when the Fund notifies you, like in this case, ER24 ambulance services. Any other services still require military authorization as per usual. Refer to the letter sent to you on <date> for further information in this regard.



DISTRIBUTION – ER24 Stickers

We have received a large number of ER24 sticker requests and are being distributed via the South African Post Office.

We have received numerous confirmations from our members that their stickers have been delivered.

Please note that the exact date for when you can expect receipt of your envelope cannot be confirmed by the Fund, since the delivery depends on the turnaround time of the post office in your area.

If the post office is not active in your area, please notify us so that we can make the necessary arrangements for our members in that area, by sending an email to er24stickers@rfmcf.co.za.

Once you receive the stickers, you will notice there is a large sticker and a smaller one with different contact numbers. Some individuals cannot contact the short number (084 124) from certain switchboards, therefore an alternative (landline) number is provided for those instances. The 084 124 is the primary number being communicated since it's easier for members to remember, but both numbers go to the same place to obtain ambulance assistance.

Have you downloaded your official South African COVID-19 Vaccine Certificate?

Visit <https://vaccine.certificate.health.gov.za/> and select "Get my vaccine certificate". Follow the prompts by selecting your identify type, and enter the details on the certificate system. Select "Next", enter your contact information to download your COVID-19 Vaccine Certificate.

GET MY VACCINE CERTIFICATE

VERIFY A VACCINE CERTIFICATE

NOTICE



STALE CLAIMS

The Fund has been experiencing a high volume of stale claim requests over the past year and would like to request your support to alleviate this. We have therefore highlighted the process and the special requirements below to allow for seamless claims processing.

The authorisation number is provided by the South African Military Health Services (SAMHS), not the RFMCF.

- The claim may be submitted electronically or alternatively, it can be submitted via e-mail to claims@rfmcf.co.za for processing.
- It remains the responsibility of the member to ensure the submission of claims by the service provider, accompanied by a valid military authorisation form (known as a DD2703), for the services rendered.
- Any claims submitted without a military authorisation will be rejected and the claim will be for the member's own account.
- In line with best practices, the RFMCF has implemented a stale claim period of 6 months. Any claims submitted after 6 months from the date of service will be considered stale and will be rejected by the Fund.
- In the event where a military authorisation was obtained after 6 months from the date of service, the claim and DD2703 must be sent directly to the Patient Administration at SAMHS by the service provider to process, and not to the RFMCF.

The RFMCF has allowed providers until **15 March 2022** to submit all outstanding stale claims, following which the stale claim period of 6 months will be adhered to. Service providers have been accordingly informed.

Please ensure that your service providers have submitted your claims timeously for it to be processed within the 6 month period.

RFMCF Members under 60

In the past, the Regular Force Medical Continuation Fund (RFMCF) has assisted the South African Military Health Services (SAMHS) with the processing of claims for members who are under the age of sixty (60).

Although the Fund has assisted with the processing of payments for these members in the past, the SAMHS is liable for these services.

The Fund will no longer process and pay claims for members under the age of 60 years. These invoices must be submitted directly to the *SAMHS Patient Administration Department at LEW, Selbourne Street, Lyttleton, Pretoria* for processing and payment.

These members are requested to ensure that their claims/invoices are paid by the SAMHS in the future. Members will individually be informed of the implementation date.



Thank you for taking the time to read the RFMCF Bulletin.