



RFMCF

REGULAR FORCE

MEDICAL CONTINUATION FUND

BULLETIN – Vol 7

March 2021

MESSAGE FROM THE PRINCIPAL OFFICER



Dr. Anushka Jamuna - Acting Principal Officer of RFMCF

As we entered 2021 with more knowledge and appreciation of what 2020 taught us and remain hopeful as the COVID - 19 vaccines become available to the South African population.

We have published a COVID – 19 vaccine communicate that covers the most frequently asked questions and will continue to keep you informed with the latest news that becomes available on our RFMCF website for you to access.

Your health is important, now more than ever, and thus highlight the vaccine roll-out plan and talk about the Disease Risk Management (DRM) Programme in this Bulletin. It is important to understand the purpose of the DRM programme, as it has been developed to help you manage a healthy lifestyle with a chronic condition that is well controlled.

The RFMCF Mobile Application (Mobi App) will be launched soon, and a brief overview of its functionalities are explained on page 2, which will improve your experience as a Member of the Fund. We also focused on answering a few questions we frequently receive and will continue to do so to help you better understand the RFMCF.

We remain concerned with the health and safety of our members; therefore, we have decided on an alternative way to present our roadshows to you during 2021 - a first for RFMCF. Read more about this on page 4.

We thank you, as Members of the Fund, for remaining responsible for the safety of yourself and your loved ones. Even though the vaccine roll-out has brought us hope, we urge you to continue to practice all health and safety precautions, even during Lockdown Level 1.

Sincerely,

Dr. Anushka Jamuna

Acting Principal Officer of RFMCF

What is up 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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Our deepest condolences go out to the bereaved families of RFMCF who have lost their loved ones due to the COVID - 19 pandemic. You are in our thoughts.

Covid-19 Vaccine Roll-Out Plan

The primary service provider for the COVID – 19 vaccine will be the SAMHS and the roll-out will be in a phased manner. Once the vaccine distribution is ready, it will be introduced as follows:

- **Phase 1:** Health care workers (HCW): All health sector workers and key personnel.
- **Phase 2:** Essential workers: Deployed members, Persons in congregate settings (military courses), persons >18 years with co-morbidities, persons aged >60 years and Military Pensioners.
- **Phase 3:** Other persons >18 years.

We are aware that there are members who do not reside near a SAMHS facility (50km). These members have been identified based on the contact details listed on their membership profiles. The Fund will be in contact with these members to explain how they will receive their vaccination outside of the SAMHS facilities. It is crucial that you ensure your contact details are up to date with RFMCF for an effective roll-out of the vaccinations.

Please refer to the RFMCF website (www.rfmcf.co.za) under “Member Information” for the Frequently Asked Question document along with all the latest developments on COVID-19 and its vaccinations.

Disease Risk Management (DRM) Programme

The Fund is very excited to be informing you, that the second phase of the DRM programme will start soon.

The DRM programme will enable members to manage their chronic condition more effectively for a healthier lifestyle and to minimise possible hospitalisation.

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.

Have you registered your chronic conditions on the DRM programme? If not, we urge you to not visit the sickbay for the sole reason to register your condition. Instead, take a chronic application form with you to your next follow-up doctor's appointment to register. After registration, we will send you a **personalised chronic treatment plan** for optimal management of your chronic condition. Visit the RFMCF website for more information.



Introducing the RFMCF Mobi App

The **Mobi App** is a secure application you can download on your smartphone to access your membership profile and 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. Existing members can continue to use the plastic cards but are encouraged to move towards using the e-cards instead.

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.

The Mobi App will be launched on **1 April 2021** – more information will follow.

YOU WILL SOON RECEIVE AN SMS WITH A LINK TO EXPLAIN HOW THE RFMCF MOBI APP WORKS AND HOW TO DOWNLOAD IT ON YOUR SMARTPHONE.

Tax Rebate

As a VPA member, you do not qualify for a tax rebate on the excess or co-payments of your medical claims, because RFMCF is not registered as a Medical Scheme with the Council for Medical Schemes.

Gap Cover

As a VPA member, you do not qualify for gap cover because the Fund does not have benefit limitations. Gap cover is there to cover the gaps between benefit limits and the actual cost of services.

Frail Care

The General Regulations do not make provision for covering the costs of admissions to an institution for frail care or to receive home-based care by private nurses.

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.

STATEMENTS & FRAUDULENT CLAIMS

You can access your monthly statements and membership profile via the RFMCF website. This information will also be available on the RFMCF Mobi App once it has been launched.

Please review your statements regularly. Statements will be sent to you only if you have received services by a private healthcare provider. The fund takes all precautionary measures to ensure that correct information is processed. If you are unsure how your statement works, do not hesitate to contact the Call Centre on 012 679 4200 for assistance and guidance. Understanding your statements will help you **identify any irregularities**.

Fraudulent claims result in the fund paying excessively large amounts of money. It is our duty, as members of the RFMCF, to report any suspected fraudulent activities. Please **report fraud** to fraud@rfmcf.co.za or contact 0860444120. We can assure you that your enquiry will be handled sensitively.



What is POPI and how does it affect me?

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.

This means that should you ask a friend or colleague (third party) to obtain information on your behalf, whether it is verifying if a claim has been paid, or updating contact details, it will not be possible unless you have given written confirmation to the Fund giving that individual authority to handle enquiries on your behalf.

To give authority to a third party, 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.

IMPORTANT DATES

March & April 2021

10 March	Isra and Mi'raj
21 March	Human Rights Day
22 March	Public Holiday (Human Rights Day)
31 March	School Closes Ending Term 1
02 April	Good Friday
04 April	Easter Sunday
05 April	Family Day
13 April	Schools Open Term 2
27 April	Freedom Day

URGENT NOTICE

Please note that as of **1 April 2021**, the RFMCF monthly contributions will increase. You will receive communication per e-mail in this regard shortly.

CONTACT US

For General Enquiries

Call Centre

Claims

Finance

Membership

Complaints

Chronic Medication Advisory Services

Optical Authorizations or Optical enquiries

info@rfmcf.co.za

claims@rfmcf.co.za

finance@rfmcf.co.za

info@rfmcf.co.za

complaints@rfmcf.co.za

012 679 4200

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ROADSHOWS

Given the pandemic and the lockdown regulations it is not possible to conduct our roadshows during 2021.

However, to keep you informed of all the developments within the Fund, a **video presentation** will be placed on the RFMCF website during the month of April.

The video will include, among other things, the successes and challenges to date, the Funds financial status, COVID - 19 information relevant to the Fund and some exciting new developments to enhance the member experience.

An SMS alert will notify you once the video is available.

Claim Submissions

Email new claims to claims@rfmcf.co.za for processing within **six months** from the date of service to avoid it from being rejected as stale. Ensure that all the supporting documentation is included when it is submitted to avoid delay in the process thereof.



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THANK YOU for reading the RFMCF Bulletin