



RFMCF

REGULAR FORCE

MEDICAL CONTINUATION FUND

BULLETIN – Vol 9

October 2021

MESSAGE FROM THE PRINCIPAL OFFICER



Dr. Anushka Jamuna - Acting Principal Officer of RFMCF

This year seemed to have flown past us without notice and may have been due to the fact that we have been extremely busy with Fund business.

Looking back, we have accomplished a lot in terms of member experience, ensuring that our service offering is constantly being developed and improved for your benefit.

To highlight a few accomplishments; we are pleased to have launched the **RFMCF Mobi App**, with many of our members enjoying the benefits thereof. With its success, an enhanced version is available now. Read more about this on page 3.

The **Disease Risk Management Programme** has been implemented, assisting our members to effectively manage their chronic conditions. Please ensure that you are registered for your chronic conditions.

With the **Protection of Personal Information Act (POPIA)** regulations that came into effect 01 July, The Fund has also implemented password protection on personal communication and are

applying consent protocols to ensure that your information remains protected.

In more recent news, RFMCF launched the **Daily Claims Acknowledgement** emails that notifies you via email once a claim has been processed by the Fund on your membership profile. This gives you immediate opportunity to revise the claims and ensure that it has been correctly processed. Read more about this exciting development on page 2.

Another important step towards improved management of the Fund is the development of the **Benefit Schedule** that will be introduced during 2022. Members will be kept abreast of the progress.

Although year-end is around the corner, our vision to enhance the Funds sustainability while also improving member experience, remains priority. Be sure to update your contact and membership details with us to remain up to date to receive important information relevant to you.

We would like to thank you, our RFMCF Members, for your positive feedback in supporting our vision and efforts for the future sustainability of the Fund.

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:

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

Read the other RFMCF Bulletins [here](#)

What's new on our WEBSITE?

The RFMCF website is a **great source of information**, whether you are a new or existing member of the Fund.

As a member, it is important to understand the processes and rules to ensure that you get the most out of your Fund. Click [here](#) to read the informative letter that will guide you through important processes and procedures. The following topics are covered in the letter:

- ✓ How to access medical services
- ✓ Script medication
- ✓ Optical benefits
- ✓ How to submit claims
- ✓ Mobi App
- ✓ Disease Risk Management Programme
- ✓ Contribution payments
- ✓ Postal services
- ✓ Legal Spouses
- ✓ Protection of Personal Information (POPI)
- ✓ Stakeholders
- ✓ Important Contact Numbers

Daily Claims Acknowledgements

One of your responsibilities as a member is to reconcile your claims that are received and processed by the Fund. To assist you, RFMCF launched the **Claims Acknowledgement** email notifications in August. These emails will notify you once a claim has been processed on your membership profile.

In the case where you identify an incorrectly processed transaction, you are required to notify the Fund immediately by email to info@rfmcf.co.za or contact 012 679 4200. In instances where you identify an unknown transaction, you are required report it to <<FRAUD>> immediately.

The notification emails are not a confirmation of payment. The payment will only be released after the payment run has been finalised. Final transactions will reflect on your monthly statements as per usual.

To help you understand the transactions, reason codes have been implemented that will explain the reason why a claim has been short-paid or rejected.

| Date of Service | Dep Code | Beneficiary Name | Tariff/Nappi Code | Description | Amount Claimed | Amount Payable* | Payment Due by Member to Provider** | Pay To*** | Status**** | Reason code |
|-----------------|----------|------------------|-------------------|-------------------------------|----------------|-----------------|-------------------------------------|-----------|------------|-------------|
| 2020/07/10 | 01 | Patient Name | 0190 | Tariff/Nappi code description | 450.00 | R0.00 | R450.00 | PR | Rejected | 090 |

Explanatory Notes:

* Refers to the amount payable with the next payment run if the status of the claim is indicated as "accepted".

** Only applicable if member has not settled the short/unpaid amount to the provider.

*** ME: Payable to Member
PR: Payable to Provider.

Reason Code:

090 Claim previously paid

STALE CLAIMS

A claim becomes 'stale' **six (6) months** from the date of service, and payment will then be the responsibility of the member.

We encourage you to follow up on claims that does not reflect on your monthly statements.



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In this example, the claim was rejected with reason code 090, with the explanation provided as "Claim previously paid".

This is therefore a duplicate claim that was previously processed. Refer to your previous claim statements to verify if this data is correct. Various other rejection codes will similarly give explanations to help you understand all the reason codes.

To receive the claim acknowledgement emails, ensure that your email address is correct on our database.

CONSENT PROCESS

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 the following information:

- VPA number;
- Name and surname of principal member;
- Name and surname of person you are giving consent to;
- ID Number of person you are giving consent to;
- E-mail address and cell phone number of person you are giving consent to;
- Do you want the consent to be continuous or once off;
- Do you give consent for this person to access all information (personal information, benefit information, financial information, medical information, and documentation like statements, membership certificate, tax certificate, etc; and
- What is your relation to the person you are giving consent to.

DISEASE RISK MANAGEMENT (DRM) PROGRAMME

If you have been diagnosed with a chronic condition, visit <https://rfmcf.co.za/drm/> to find out whether one of your conditions has been listed to qualify for the RFMCF DRM programme.

There is a defined list of consultations and tests that should be done each year to effectively manage and monitor a chronic condition. This programme will provide you with a comprehensive treatment plan that is unique to the condition you have been diagnosed with, along with regular health information to help you better understand your condition. We therefore strongly suggest you register. **Read frequently asked questions about the DRM Programme [here](#).**



We are pleased to announce that RFMCF has partnered with ER24 as the Designated Service Provider for ambulance services to provide our RFMCF members with private emergency medical care within the borders of South Africa.

ER24 will provide our members with quality emergency response and pre-hospital care services. The effective date of this service will be communicated with members shortly.

REGISTER FOR COVID-19 VACCINE

We hope that you have received your vaccination. If not, you are required to contact your nearest AMHU facility to arrange an appointment to be vaccinated if you have not yet received the vaccine. The contact numbers are provided [here](#).

The Fund will not be able to assist with queries in this regard and queries can be directed to the respective AMHU facilities.

RFMCF MOBI APP

Since the launch of the Mobi App, more than 2100 members have downloaded and currently use the RFMCF Mobi App on a regular basis.

The positive engagement by our members have encouraged us to launch a new version of the RFMCF Mobi App with improved functionalities.

Update your Mobi App to the latest version by visiting your Smartphone App Store.

Some smartphones update their applications automatically, and others don't. Visit your App Store to verify if you have the latest version installed.

You are encouraged to use the free RFMCF Mobi App to enhance your experience and save time having all your information at your fingertips.

AMBULANCE SERVICES

RFMCF PROTECTION OF PERSONAL INFORMATION ACT (POPIA)

The Protection of Personal Information Act No. 4 of 2013 (POPIA) came into effect on **1 July 2021**. The Act promotes the protection of personal information processed by the Fund and the various service providers you and your family make use of.

As per POPIA regulations, The Fund has implemented password protection on all communication. To view correspondence, you will need to open the PDF attachment and insert your **South African ID number** as your password.

Which information is deemed as personal information?

- Personal information means information relating to an identifiable person (member and dependants). This information may include the following:
- Your contact information: telephone number, email address etc;
- Your private correspondence e.g. with your doctor;
- Your biometric information: blood group etc;
- Your demographic information: age, gender, race, date of birth, ethnicity etc;
- Your personal opinions, views, and preferences
- Your Medical history etc.

The Fund also updated its Privacy Policy that can be viewed [here](#).

JUNKMAIL

All communication sent to you from the Fund is important and relevant to you. Where necessary, your feedback and response to the communication is necessary for the Fund to be kept up to date.

Haven't received any communication from the Fund in your inbox recently? Check your Junkmail. If you notice that the Fund's emails are going to your Junkmail, you can add our email addresses to your list of "Safe Senders" to prevent it from going to Junkmail.

HERE'S HOW:

Refer to the image on the right as a guide for the instructions below.

- In your **Junkmail Folder**, you can **mark** our emails as
- Not Junk by **right-clicking** on the email and then select
- **Junk > Not Junk** in the right-clicking menu.

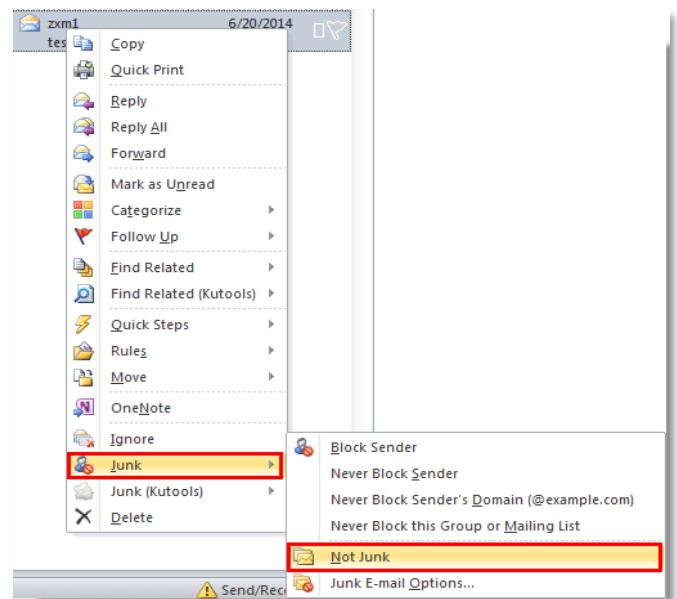


Hearing Aid Benefit

The fund covers hearing aid appliances up to the value of R15,000.00 every 5 years, subject to a SAMHS authority (DD2703).

The following should be noted:

- One sheet of batteries is covered during the initial fitting of the new hearing aid. Thereafter, payable by Member.
- Hearing aid repairs will be paid when the warranty expires.



THANK YOU for
reading the
RFMCF Bulletin