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Message from the Principal Officer

Coming out of the very cold winter months, we hope that you are all looking forward and preparing for Spring with good energy and sunscreen.

The past few months for the RFMCF have been very busy, filled with productive workshops between the various stakeholders to identify ways of improving processes for our members.

Although certain development processes are slow, we are driven to enhance our member experience and implement ways to strengthen the Fund financially.

One of the main projects the Fund has been working on this year is the Schedule of Benefits. This project is nearing its implementation stage, and communication is being prepared for members to keep you up to date with the implementation thereof.

A series of videos (one of 3) will be shared with you shortly to explain all about the Schedule of Benefits and the necessity thereof. Read more about that on page 2.

The Fund is also actively working on eliminating any and all fraudulent activities. This does not only have a financial impact on the Fund and our members, but it's an ethical issue as well. We encourage you to help us fight against fraud within the medical environment by reporting any suspicious activities that you might suspect. We wish to thank all those members who have helped us thus far by reporting on these matters. The process of doing so is available on page 4.

We again want to encourage you to update your contact details, now more than ever, since important updates and release of new information about your benefits will be communicated to you soon.

Take good care these coming months.

Until next time, *Happy Spring.*

Dr Anushka Jamuna
Principal Officer of the RFMCF





BEHIND THE SCENES

SCHEDULE OF BENEFIT LAUNCH

The Fund and its Administrator, PPS Healthcare Administrators, have worked tirelessly to compile a **Schedule of Benefits** by means of intensive data analysis to finalize the document that will be released shortly. This video will explain what the Schedule of Benefits entails, when it will commence, how it will affect the member, and why it was necessary to implement.

Be on the lookout for communication that will be coming your way soon!

IMPORTANT

Register your existing chronic conditions on the **Disease Risk Management Programme** *before* the launch of the RFMCF Schedule of Benefits to ensure that your claims are being processed from the correct benefit basket. Contact the Client Service Centre on 012 679 4200 for information on how to register your chronic conditions.



WEBSITE *upgrade*

[WWW.RFMCF.CO.ZA](http://www.rfmcf.co.za)

The Fund is extremely proud to announce the upgrade of the RFMCF website that launched on 01 September 2022. After months of hard work, we are pleased with the end product, and the feedback has been positive.

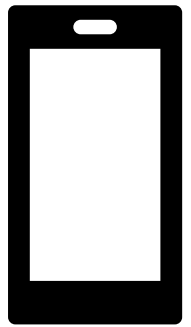
The primary inspiration for the upgraded website was the RFMCF members. The goal was to create a fresh website that allows members to easily access all information and added helpful descriptions in various areas to make the experience easy and pleasant for members to visit the RFMCF website.

Visit www.rfmcf.co.za to experience it yourself.

Important information you can find on the RFMCF website, amongst others:

- ✓ Member Guide
- ✓ Defence Act 42 of 2002
- ✓ General Medical Regulations – Chapter 15
- ✓ List of RFMCF Partners
- ✓ Annual Financial Statements
- ✓ Roadshow Videos
- ✓ Bulletins
- ✓ PAIA Manual
- ✓ Travel Claim Policy and Form
- ✓ ER24 Sticker Application Form
- ✓ Printable Emergency Contact List
- ✓ Disease Risk Management Programme Information
- ✓ Chronic Application Forms
- ✓ ER24 Benefits and Exclusions
- ✓ COVID-19 Information
- ✓ Various Forms
- ✓ Web Login – Member and Service Provider Platform

Hi Member



MOBI APP

 MEMBERSHIP INFORMATION

 VIEW MY DOCUMENTS

 SUBMIT DOCUMENTS

 HOSPITALS AND SICK-BAY'S

 ER FACILITY SEARCH

 VIEW MY PROCESSED CLAIMS

 MESSAGES

 CONTACT US

 WEB LOGIN

 LOGOUT

IT'S FREE, CONVENIENT AND YOU CAN ACCESS INFORMATION ON THE GO!

The RFMCF Mobi App is available to both members and their registered dependants which can be downloaded on each of their smartphones.

The RFMCF Mobi App includes an electronic membership card, which replaces the plastic version that was once posted to members.

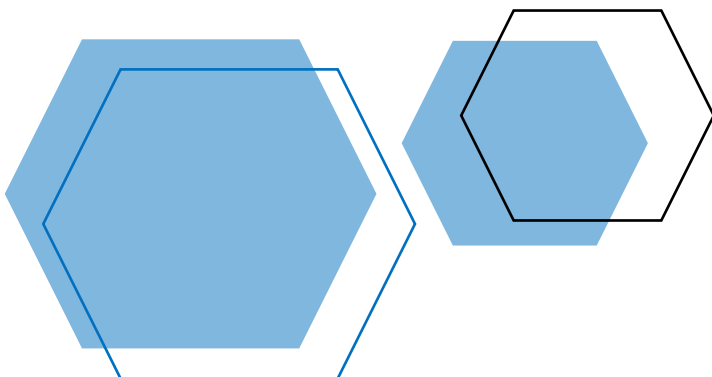
The electronic membership card is not the only functionality that the Mobi App offers. A series of videos will soon be shared with you to guide you through the Mobi App one screen at a time. Download the Mobi App and have your membership profile in the palm of your hands!

- ✓ View real-time membership information
- ✓ View recent documentation, such as statements
- ✓ Easily submit your claims or important documentation
- ✓ Search hospitals or sick bays in a certain area or near you
- ✓ Find your nearest ER facilities in an emergency
- ✓ View a summary of your recently processed claims
- ✓ Contact us
- ✓ Log in to your web portal to access more information
- ✓ Log-out

The principal member will have full access to the membership information, whereas the dependants will have restricted access.

DOWNLOAD THE MOBI APP HERE

In the meantime whilst we finalize the step-by-step videos, download the latest version of the RFMCF Mobi App 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.



STOP FRAUD

WE NEED TO WORK TOGETHER TO STOP FRAUD IN THE MEDICAL INDUSTRY. HERE'S HOW.

Fraudulent activities have become a big challenge in the medical industry, and the Fund and our members are also at great risk. It is therefore crucial that whenever suspicious activities are noticed, no matter how big or small, that it is reported for investigation.

It is each person's responsibility to report fraud, since looking the other way is part of the problem. Monthly statements are being sent to members to reconcile the processed claims to ensure that the information is correct and to report any peculiar claims. Here's how to report fraudulent activities to the Fund:

Send an email to fraud@rfmcf.co.za or you can contact 0860 444 120.

WELLNESS TOUR

LET'S MEET AGAIN IN 2023

The Fund and its members found it extremely beneficial to meet during the 2022 Wellness Tour earlier this year. That being said, the Fund would like to visit various provinces again in 2023. Workshops have already commenced with the planning of the 2023 events. **We encourage all members to attend these extremely important events on the RFMCF calendar for your benefit. You will be asked to RSVP to secure your place at the event. Be on the lookout for further communication in this regard.** The value in attending the 2023 event will be to showcase all the developments within the Fund, of which the primary focus point will be the **Schedule of Benefits**. The tour is a great platform for members to:

- ✓ Meet with the Fund on a 1:1 basis about the Schedule of Benefits and other enquiries
- ✓ Meet with fellow members and friends
- ✓ Ask questions that might arise as communication is distributed
- ✓ Update contact details
- ✓ Register on the Disease Risk Management programme
- ✓ RFMCF Mobi App assistance
- ✓ New website navigation
- ✓ Assist members with web login registration and demonstrations, among many other things





Your CONTRIBUTIONS

READ THIS BEFORE YOU MAKE PAYMENT TOWARDS YOUR CONTRIBUTIONS

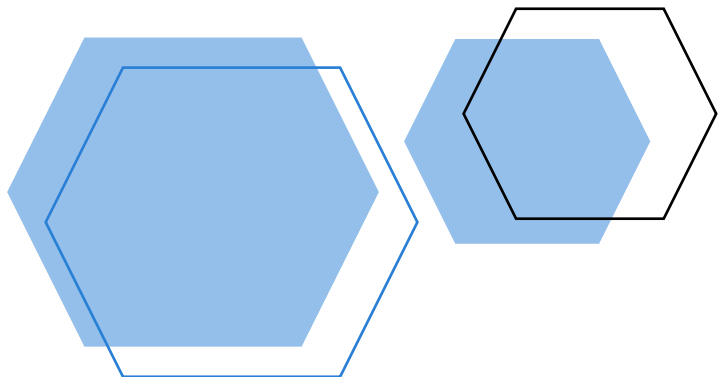
A number of members are not using their VPA number when paying their contributions, making it nearly impossible for the funds to be allocated to the correct membership profile. This leaves the funds unallocated, and the membership suspended.

This is a challenge for both the Fund and the member. The Fund therefore urgently asks that whenever a payment is made to the Fund, the correct **VPA number** be used as the payment reference to ensure that the funds are allocated. *No other reference number is required for the allocation of funds.*

The Fund is sitting with a large sum of unallocated payments due to the incorrect use of a payment reference. If you have NOT used your VPA number, ensure that you send the proof of payment to membership@rfmcf.co.za with your VPA number in the body of the email so that our Finance Department can allocate your payment.

Herewith are the bank details:

Regular Force Medical Continuation Fund
Bank: First National Bank (FNB)
Account No: 62464197237
Branch Code: 210524
Reference of payment: **VPA number**



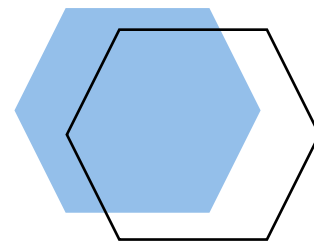
Notice

A **debit order** arrangement is an easy way to ensure that your contributions are always paid on time to avoid the suspension of your membership profile. To arrange a debit order with the Fund, simply complete the debit order form available on the website and send the completed form to membership@rfmcf.co.za.

IMPORTANT PHARMACY *Notice*

The following pharmacies are not available to use for RFMCF Members:

- ✘ Valhalla Pharmacy (Valhalla)
- ✘ Blue Valley Pharmacy (Kosmosdal)
- ✘ MediVillage Pharmacy (Vereeniging)



Invoices from these pharmacies will be rejected. Please use any other pharmacy in your area with immediate effect - Example: Dis-Chem, Clicks, MediRite, etc.

HOW TO OBTAIN *authorisation*

FOLLOW THE CORRECT PROCESS TO OBTAIN MEDICAL AUTHORISATION

An analysis was done in terms of the telephonic calls received by the Fund over the last 12 months on the 012 679 4200 number, and majority of the calls were from members requesting authorisation for medical treatment from the Fund.

The Fund does not provide authorisation. Authorisation is provided by the SAMHS.

The aim of the Fund is to provide continued medical, dental, and hospital treatment through the South African Military Health Services (SAMHS).

The SAMHS is responsible for the medical facilities and providing medical care to all beneficiaries of the Fund. If the necessary services to treat medical conditions are not available within the SAMHS, or a beneficiary resides further than 50km away from the nearest SAMHS facility, **SAMHS will provide the beneficiary with an authorisation** known as a DD2703 as a referral to the nearest private facility for treatment.

Ensure that a separate authorisation is required for each service provider.

Contact your nearest SAMHS to obtain authorisation. The contact list is available on the RFMCF website under **Member Information > "SAMHS Healthcare Facilities"**.

RFMCF *tariff*

PROCESSING MEDICAL CLAIMS

The RFMCF implemented a tariff rate back in August 2017 that all service providers should use when they invoice beneficiaries of the RFMCF. The RFMCF Tariff refers to a specific rand value payable by the Fund for various medical treatments when services are authorized in the event of outsourcing.

Some outsourced service providers do charge more than the RFMCF Tariff which may lead to a co-payment for the member.

Although the Fund does encourage private service providers to charge the RFMCF Tariff to avoid co-payments for the members, members are required to discuss this with their service providers. The service provider can access the Rand Conversion Factors on the RFMCF website as a tariff guide.



STALE Claims

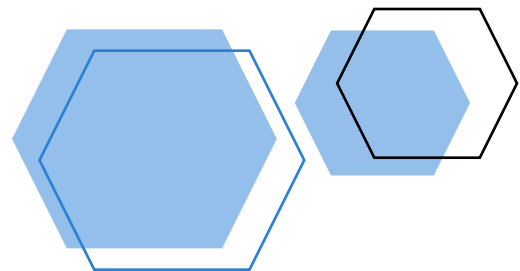
CLAIMS MUST BE SUBMITTED TO THE FUND WITHIN 6 MONTHS FROM THE DATE OF SERVICE.

1. The 6-months claims submission period remains. Claims must be submitted to the Fund within 6 months from the date of service.
2. Claims submitted after 6 months from the date of service will be considered stale and will be rejected by the Fund.
3. Claims submitted without a military authorisation will be rejected and the claim will be for the member's own account.
4. In the event where a military authorisation was obtained after 6 months from the date of service, however, the claim was received within 6 months from the date of service, the Fund will review the claim by means of a formal stale claim process submitted via the Client Service Centre. These claims should no longer be sent to Patient Administration at SAMHS for processing.
5. If both the claim and military authorisation were received after 6 months from the date of service, it will be rejected for the member's own account.
6. Rejected claims, for whatever reason, must be queried and resubmitted with the required information within one month (30 days) from the date of rejection. Resubmissions after one month will not be considered for payment by the Fund.

Medicine Scripts for Courier Delivery

It is important to submit your medicine prescription to your nearest SAMHS pharmacy to ensure that the necessary arrangements are made in advance for your medicine to reach you in time via courier services.

Follow up with the SAMHS pharmacy to ensure that they have received your prescription to make the necessary arrangements.



REMINDER: ER24 must be contacted on 084 124 who will assist with the dispatch of an ambulance in your area in the event of a **medical emergency**.

Thank you for reading the RFMCF Bulletin