

22 September 2023

Dear Member

RE: Information following the RFMCF Virtual Schedule of Benefit Workshops

It has been 5 months since the Fund's Schedule of Benefits was implemented, and we are pleased to report that the implementation has been successful. We extend our heartfelt thanks and gratitude to our RFMCF Members who have actively engaged with the Schedule of Benefits and the related processes. Your commitment to staying informed has greatly assisted in minimising any challenges that may have arisen along the way.

As with any new initiative, teething problems are to be expected. The Fund has been actively collaborating with its Administrator, PPS Healthcare Administrators, to identify and address challenges. Our primary objective remains the sustainability of the Fund, and we are dedicated to ensuring that this objective remains both relevant and achievable. However, we also require the co-operation and support of the Members.

Please ensure that you keep yourself up to date with all communication sent by the Fund, such as emails, SMSs, Mobi App, Web Portal and the website (www.rfmcf.co.za). To facilitate communication and provide clarity regarding the Schedule of Benefits, we have created virtual platforms in the form of Microsoft Teams workshops. These workshops offer our RFMCF Members the opportunity for one-on-one sessions with the Fund. These virtual sessions are not only cost-effective but also convenient for our members.

The upcoming workshop dates are scheduled as follows:

- **Tuesday, 03 October 2023, from 16:00 – 18:00**
- **Thursday, 05 October 2023, from 13:00 – 15:00**
- **Thursday 12 October 2023, from 10:00 – 12:00**
- **Thursday, 26 October 2023, from 12:00 – 14:00**
- **Thursday, 02 November 2023, from 14:00 – 16:00**
- **Thursday, 09 November 2023 from 09:00 – 11:00**
- **Thursday, 16 November 2023 from 12:00 – 14:00**
- **Thursday, 23 November 2023 from 10:00 – 12:00**
- **Tuesday, 28 November 2023 from 16:00 – 18:00**

To reserve your spot, please select a date and email roadshow@rfmcf.co.za with your VPA number, email address, physical address, and cell phone number. You will receive the workshop link two days before the session. You are welcome to join multiple sessions to address any questions or concerns you may have.

We understand that not all members have access to the internet or email to attend these sessions or read Fund communications. In such cases, we encourage members to nominate a trusted third party with internet access to manage their RFMCF profile on their behalf. This nomination process is also relevant for members who may be frail and unable to manage their profiles themselves. To nominate a third party, please complete the Consent Form (<https://rfmcf.co.za/member-forms/> > scroll down to Consent Form) and send it to info@rfmcf.co.za for processing.

Since the implementation of the Schedule of Benefits, we have identified some areas of concern that we would like to bring to your attention:

Pre-Authorisations:

- We have received high volumes of pre-authorisation requests for services that do not require pre-authorisation. This causes unnecessary delays for services that do require authorisation.
- Please use the Pre-Authorisation guidelines (<https://rfmcf.co.za/schedule-of-benefits/> > go to Pre-Authorisation Guide) to determine whether your treatment necessitates pre-authorisation.

Dental Services:

- All dental services remain subject to a DD2703.
- No dental claims will be paid without a military authorisation (DD2703).
- Dental claims will be processed up to the RFMCF Tariff for both in- and out-of-hospital.
- If a DD2703 is received with a claim but does not specify the practice number of the treating provider, the claim will be rejected. The SAMHS will be required to resubmit the DD2703 with the valid practice number of the treating provider.

Communication:

- Some members have been sending the same email enquiry to all email addresses listed by the Fund, leading to duplicate enquiries and delays in response times. Refer to the RFMCF Bulletin (Volume 16) for guidance on where to send specific types of enquiries. You can also obtain contact details on the RFMCF website: <https://rfmcf.co.za/contact/>.
- Please note that SANDU is not a point of contact for RFMCF-related enquiries. This does not allow for an appropriate documentation tracking process, which is important to investigate and resolve your enquiry. Therefore, please familiarise yourself with the appropriate contact details of the Fund for your enquiry.
- Should your contact details change, please update your contact details (cell phone number, physical address and email address) by emailing membership@rfmcf.co.za.

Medicine Dispensing Process:

- There are no rand value restrictions for medicine, but it is subject to the SAMHS Formulary.
- Co-payments at the point of dispensing may occur for various reasons.
- Should the SAMHS pharmacy not have your medication in stock, they may issue a buy-out for you to obtain the medication from a private pharmacy. A private pharmacy will not dispense medication without a buy-out.
- Members within a 50km radius of a South African Military Health Services (SAMHS) facility must use SAMHS as their primary service provider and SAMHS pharmacy for all medication (acute and chronic).
- Members residing more than 50km away from a SAMHS facility **must** obtain chronic medication from a SAMHS pharmacy. Acute medication with a prescription may be obtained directly from a private service provider.

Disease Risk Management (DRM) Programme:

- Members and registered dependents must register chronic conditions as listed on the chronic application form to prevent treatment from being paid from the day-to-day Schedule of Benefits.
- Registration will not be backdated, so submit your chronic conditions if you have not already done so.
- All new chronic conditions must be registered upon diagnosis.
- More information and forms can be found at <https://rfmcf.co.za/drm/>.

Travel Claim Policy:

- Kindly refer to the RFMCF website (<https://rfmcf.co.za/travel-claim-policy/>) that explains the travel claim policy.

Designated Service Providers:

- Members outsourced by a SAMHS facility must ensure they are referred to an RFMCF network doctor.
- Network doctors can be obtained via the RFMCF website and Mobi App.
- Kindly refer to Bulletin 15, which stipulates that you must download the latest RFMCF Mobi App (**version 1.5.8**) from the app store to have access to search for General Practitioners (GPs) & Specialists.
- If you visit a non-network doctor when a network doctor is available within a 50km radius, out-of-pocket expenses will be your responsibility.
- The GP and Specialist Network is continuously expanding.
- If your doctor is not on the list, email their details to rfmcfprovider@ppsha.co.za.

Exception Management:

- The Fund has established the Exception Management process to address medical needs that exceed benefit baskets.
- Contact the Pre-Authorisation Department on 012 679 4201 or email preauth@rfmcf.co.za for additional benefits to be reviewed.
- Additional clinical information will be requested to support the benefit required.

Claims:

- The Fund has 30 days to process claims from the date of receipt.
- New claims should be emailed to claims@rfmcf.co.za.
- Avoid sending duplicate claims.
- Check the status of claims through the web portal or RFMCF Mobi App and reconcile your claims statement.

For further information, please visit <https://rfmcf.co.za/>, contact the Client Service Centre at 012 679 4200 or email info@rfmcf.co.za. The Client Service Centre operates Monday to Friday from 07:30 to 16:00, excluding public holidays.

Thank you for your continued support and collaboration in ensuring the sustainability of the RFMCF.

Sincerely,



Dr Anushka Jamuna
Principal Officer of the Regular Force Medical Continuation Fund