



Message from the Board and the Principal Officer

Dear RFMCF Members,

The Regular Force Medical Continuation Fund (RFMCF) acknowledges the concern and uncertainty that members may be experiencing regarding the future sustainability of the Fund.

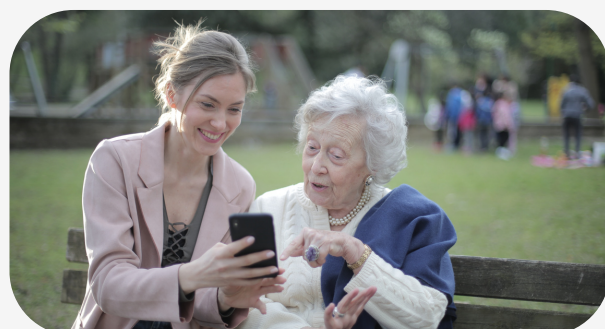
The Fund continues to operate under significant financial constraints, and its financial position remains uncertain at this stage. The Department of Defence is currently engaging with National Treasury (NT) to secure interim funding aimed at preventing any disruption to the established healthcare treatment currently provided to RFMCF beneficiaries.

It is anticipated that this interim funding, if secured, will provide a temporary framework to support the continued provision of healthcare services in their current form. This will allow the DOD time to finalise the approach for a broader consultative process, which will inform the development of a strategic policy intervention aimed at ensuring the long-term sustainability of the Fund.

The Department of Defence continues to keep the RFMCF informed of its engagements and communications with NT. Should there be any material changes to the Fund's position, members will be informed promptly through the Fund's official communication channels.

We appreciate your continued understanding, patience and support during this period.

Yours sincerely,
Dr Anushka Jamuna
Principal Officer



REGISTER YOUR CHRONIC CONDITIONS

Effectively managing your chronic condition(s) is crucial for long-term well-being and preventing avoidable complications, which is why we offer the Disease Risk Management (DRM) Programme to support you.

By registering your condition, you'll receive a tailored treatment plan, regular health information, and the necessary consultations and tests, leading to better management, fewer complications, and improved overall health.

If your chronic condition is not registered under the DRM Programme, medication costs will be deducted from your Acute Medicine Benefit.

- To ensure claims are correctly processed, all qualifying chronic conditions must be registered on the DRM Programme.
- Chronic registrations will not be backdated.

You may click ([HERE](#)) to download your chronic registration form and email it to chronicregistration@rfmcf.co.za



Did you know?

- The DRM/Chronic Programme is directly linked to your chronic medicine.
- SAMHS Pharmacies **MUST** dispense Chronic Medicine.
- Courier services available. Arrange directly with SAMHS Pharmacy.
- Buy-out Medicine is subject to reference pricing.

Are you aware that...

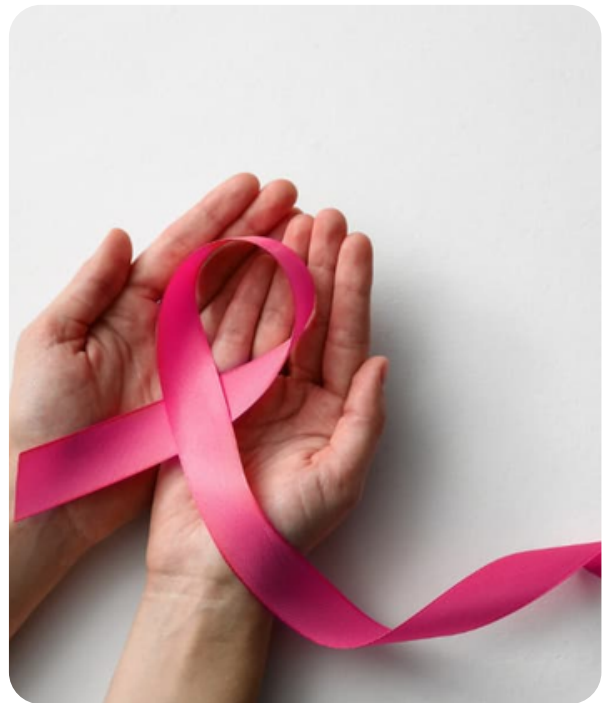
You are able to search for network pharmacies on the RFMCF Website...

Simply click [HERE](#)



Oncology Registration

- SAMHS remains the primary healthcare provider and must be your first point of entry for healthcare treatment.
- Members diagnosed with an ongoing active oncology treatment are required to register and receive a pre-authorisation to gain access to their basket of treatment.
- Oncology registration requests are sent to oncology@rfmcf.co.za.
- A treatment plan and basket of approved treatment will be sent via email to the member.



Treatment Plan Management

Members registered with the 27 core chronic conditions will receive a treatment plan via email to support the effective management of their health. Members are encouraged to review their treatment plans carefully and ensure that service providers use the correct diagnosis codes when submitting claims for chronic-related consultations. This is important to ensure that claims are assessed and paid from the appropriate chronic benefits, where applicable.

Contact Detail Update

Members are urged to update their details.

If you have changed contact details, addresses and a change in beneficiary status, please contact our client services department to update your membership profile.

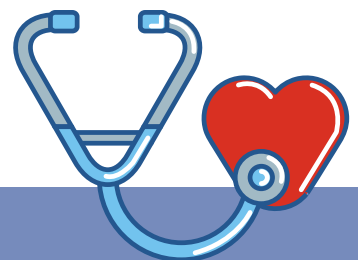
Preventative Care

Early prevention will help you pick up problems quickly rather than later.

You are able to see your prevention benefits, vaccines and annual screenings via the schedule of benefits.

No authorisation required for the first year of preventative testing.

You may click the following link ([HERE](#)) to view the benefits.



Claim Reimbursements

A reminder to our members: Upfront cash payments should **NOT** be made by members to any healthcare professional. The claim is to be sent to the RFMCF claims department.

Members are urged to inform the Fund of such healthcare providers

HEALTHCARE ACCESS

SAMHS remains the primary healthcare provider and must be your first point of entry for healthcare treatment.

Healthcare access when residing within 50KM of a SAMHS Facility

If SAMHS cannot provide the necessary medical services, the SAMHS must provide you with a DD63 to access healthcare treatment at a designated service provider. The DD63 must be provided to your outsourced designated service provider.

Healthcare access when residing further than 50km from a SAMHS Facility

Members may use a designated service provider without a DD63 (referral letter).

The payment of the claim will be subject to your available benefits.



Benefit Extender

A benefit of R2 000 is available per beneficiary for qualifying medical treatment.

This benefit is applied automatically once day-to-day funds are exhausted.

Important: This benefit applies to out-of-hospital medical care only.

The benefit is used for:

- General practitioner consultations
- Acute medication
- Out-of-hospital pathology services

Need urgent medical transportation?

ER24 is RFMCF's designated ambulance service provider, with a national footprint across South Africa to support members with quality emergency response and pre-hospital care.



Did you know?

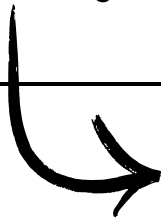
When you log in to your Mobi App or member portal, you are able to view your benefit limits.



24-Hour Healthcare Helpline
to get guidance in the time of need: 010 205 3595

DSP vs Non-DSP Service Provider

DSP Service Provider	Non-DSP Service Provider
Claims received are paid at the negotiated rate between the DSP doctor and RFCMF , subject to the available benefits. DSP Service providers will charge according to the negotiated rates.	Claims received by the RFCMF from NON-DSP service providers/GP'S are paid according to the RFMCF rates, subject to the available benefits. Can only be used in emergency case Voluntary admissions will result in a 30% Co-payment on medical claims.



Reminder to our Members...

Upfront cash payments should not be made by members to the DSP doctors.
The provider must submit claims to claims@rfmcf.co.za.

We advise members to report it and send an email to rfmcfproviders@ppsha.co.za if an upfront payment is requested.

Mil Ombuds Survey

The Office of the South African Military Ombud is conducting the Awareness and Perception Survey (APS) among former members of the SANDF to assess their awareness and understanding of its mandate, as well as their perceptions of the services it provides. The survey seeks to evaluate awareness of the Ombud's role; measure perceptions of its impartiality, accessibility, and credibility; identify service gaps in communication and support; and strengthen accountability and trust in its oversight function.

Participation in this survey is voluntary, non-binding and confidential, as the individual responses will not be shared with any external parties.

Please click ([HERE](#)) for the survey link.

Thank you for your support and participation.



Contact Us



Call Centre	012 679 4200	info@rfmcf.co.za
Pre-Authorisation	012 679 4201	preauth@rfmcf.co.za
24-Hour Healthcare Helpline	010 205 3595	

Click [HERE](#) to view all the RFCMF contact details.