

17 February 2022

Dear Service Provider

Re: Stale Claims

The Regular Force Medical Continuation Fund (RFMCF) would like to thank you for your continued support and dedicated service provided to our members.

The Fund has unfortunately been experiencing a high volume of stale claim requests over the past year and would like to request your support to alleviate this in the interest of ensuring financial stability to our providers.

We understand that the claims submission process for the RFMCF has some key dependencies and varies slightly from submission to medical schemes. We have therefore highlighted the process and the special requirements below to allow for seamless claims processing.

- The authorisation number is provided by the South African Military Health Services (SAMHS).
- The claim may be submitted electronically or alternatively, it can be submitted via e-mail to claims@rfmcf.co.za for processing.
- It remains the responsibility of the provider and member to submit the claim, accompanied by a valid military authorisation form (known as a DD2703), for the services rendered.
- Any claims submitted without a military authorisation will be rejected and the claim will be for the member's own account.
- In line with best practices, the RFMCF has implemented a stale claim period of 6 months. Any claims submitted after 6 months from the date of service will be considered stale and will be rejected by the Fund.
- In the event where a military authorisation was obtained after 6 months from the date of service, the claim and DD2703 must be sent directly to the Patient Administration at SAMHS to process, and not to the RFMCF. Herewith are the email addresses per region for the submission of these claims:

Province	Email address
North West	pamac_grp1@dod.mil.za
Gauteng & Western Cape	pamac_grp2@dod.mil.za
Free State, Mpumalanga, Eastern Cape	pamac_grp3@dod.mil.za
Kwa-Zulu Natal, Limpopo, Northern Cape	pamac_grp4@dod.mil.za

Service Providers must be registered as a supplier with the SAMHS to qualify for refunds where military authorisations were obtained after 6 months from the date of service. To register, send an email to pamac_grp5@dod.mil.za.

The RFMCF will allow providers until 15 March 2022 to submit all outstanding stale claims, following which the stale claim period of 6 months will be adhered to.



PPS Centurion Square
Cnr Heuwel Avenue and Gordon Hood Road
Centurion
PO Box 3799, Pretoria, 001

It is important to note that RFMCF members are not supposed to have co-payments.

Kindly refer to the latest Rand Conversion Factors available on the RFMCF website. Visit <https://rfmcf.co.za/provider-information/> or <https://ppsha.co.za/providers/> to view the information.

Should you require any further information, please contact the Client Service Centre on 012 679 4200 or send an e-mail to info@rfmcf.co.za. The Client Service Centre is operational Monday to Friday between 08:00 and 16:00, excluding public holidays.

Kind regards,

Regular Force Medical Continuation Fund