



15 February 2022

Dear Service Provider

**Re: EDI Submission of 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 paper claims and would like to request your support to alleviate this in the interest of ensuring financial stability for our providers.

Please be advised that EDI claims can be sent via various claims switching houses. The following switching houses can process RFMCF electronic claims. If you utilise the services of these switching houses, please contact them to assist with the EDI claiming process.

- MediSwitch
- Healthbridge
- Medikredit
- Datamax
- Ediserve/Medilink
- Emd
- MedEdi

We understand that the claims submission process for the RFMCF has some key dependencies and varies slightly from submission to medical schemes.

When submitting your claims, please ensure that your electronic claims contain the G -Authorisation number as provided by the South African Military Health Services (SAMHS) on the DD2703 authorisation for example: G9999648. Upon receipt of the claim, we will validate the auth number provided against the SAMHS auth database that we have inhouse. If an incorrect authorisation number is used or if no G-authorisation number is received the scheme will reject the claim for "Authorisation required". Should you need to resubmit your claim, you may still do this via the electronic submission process.

- The G-Authorisation number would have been obtained from the treating/requesting doctor for out of hospital claims.
- The Hospital's G-Authorisation number should be used for any in-hospital associated claims.

We encourage you to submit claims electronically to gain the benefits of quicker payment of claims, high levels of accuracy and the ability to receive electronic remittance advice.



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

Should your practice be EDI enabled, we will unfortunately not accept any paper claims due to the inefficiency this creates in our environment.

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](mailto:info@rfmcf.co.za). The Client Service Centre is operational Monday to Friday between 08:00 and 16:00, excluding public holidays.

Kind regards,

A stylized, handwritten signature of the letters 'RFMCF' in black ink, positioned below the 'Kind regards,' text.

Regular Force Medical Continuation Fund