



15 March 2023

Dear Service Provider

**Re: RFMCF - Administration Enhancements**

The Regular Force Medical Continuation Fund (RFMCF) recognises that providers are core to ensuring healthcare delivery to members and would like to ensure that both the member and provider experience is a seamless, integrated one. In light of this, the RFMCF will be implementing fundamental changes to enable an enhanced provider experience.

PPS Healthcare Administrators are excited to be providing full administration services to the RFMCF that will include Hospital Benefit Management in addition to existing services. A Schedule of Benefits (SOB) will be introduced with effect from 1 April 2023, similar to that available to Medical Scheme members. The SOB will be available on the Scheme's website [www.rfmcf.co.za](http://www.rfmcf.co.za).

Members who are situated within a 50km radius of a South African Military Health Services (SAMHS) facility will still need to utilise the services of the SAMHS as their primary service provider. Should there be a need to outsource the service, the hospital may contact PPSHA directly for an authorisation even if the SAMHS Healthcare Practitioner is the treating service provider. **There is no longer a need to request or submit a G-authorisation number.**

Members situated more than a 50km radius of a SAMHS facility may obtain services directly from a private facility. The hospital or treating doctor may contact PPSHA directly for an authorisation. **There is no longer a need to request or submit a G-authorisation number.**

In both instances, it is important to note that admission needs to be within a DSP hospital to avoid co-payments to the member. A list of DSP facilities is available on the RFMCF website. This does not apply to medical emergencies. The RFMCF will also be implementing a GP and Specialist DSP network and it is therefore prudent for the treating Specialist to be on the network.

Please find below important contact information.

Service area	Contact e-mail address
Chronic registrations	<a href="mailto:chronicregistration@rfmcf.co.za">chronicregistration@rfmcf.co.za</a>
Pre-Authorisation for oncology Treatment	<a href="mailto:oncology@rfmcf.co.za">oncology@rfmcf.co.za</a>
Pre-Authorisation for hospital admissions/procedures, major medical services, specialised radiology	<a href="mailto:preauth@rfmcf.co.za">preauth@rfmcf.co.za</a>
Psychiatric/Psychology Treatment (in- and out-of-hospital)	<a href="mailto:psychology@rfmcf.co.za">psychology@rfmcf.co.za</a>

All claims, including any resubmissions must be submitted via EDI. Paper claims will not be accepted.



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

Please use the provider portal on <https://ppsha.co.za/providers/> for 24/7 access to member validation, claims tracking, statements and updating of provider contact details.

We trust that the above process will ensure efficiencies and a better member and provider experience.

Kind regards,

Regular Force Medical Continuation Fund