

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 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 and Disease Risk 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. Claims will be paid according to available benefits and limits. 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 SAMHS as their primary service provider. Should there be a need to outsource the service, the member will be referred to a private service provider by means of a **DD63 Referral Form**. A copy of this Form is attached for ease of reference. Services may only be provided to members if they have a DD63 Form. **There is no longer a need to request or submit a DD2703 Form (G-authorisation number).**

Members situated more than a 50km radius of a SAMHS facility may obtain services directly from a private service provider. **There is no longer a need to request or submit a G-authorisation number.**

The RFMCF will be implementing a GP and Specialist DSP network. It is therefore prudent to utilise the services of a DSP provider in order to avoid any co-payments to the member. ICON is the Oncology Managed Care partner. Existing Oncology treatment plans prior to 1 April 2023 will be honoured. The Fund also has an existing Hospital DSP network in place.

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

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>



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 status 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,

A handwritten signature in black ink that reads 'RFMCF' in a stylized, cursive font.

Regular Force Medical Continuation Fund