



**HERITAGE
HEALTH**®
LIVE BOLDLY

Member Newsletter

August 2022

Dear Heritage Health Members.

The first half of the year is behind us. The year thus far has been challenging as we grapple with very high claims.

Namfisa Court Case

We note with great concern a message having been passed around the industry which implies that Heritage Health MAF is being liquidated. This information is not entirely correct. Heritage Health is currently engaged in court proceedings with Namfisa who applied for the Fund to be liquidated in February 2021. Heritage Health opposed the application and is contesting it vigorously in court. The court proceedings will likely be finalized by December 2022. At present, the Fund is a going concern and is operating as normal.

Please direct any questions in this regard to the Heritage Health Principal Officer at:

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High Claims Experience

As reported by Namaf in the second quarter Claims Trends Report, the Medical aid fund industry has seen an unprecedented rise in claims post Covid-19 which is cause for concern, even for the bigger Funds, let alone for a small sized Fund such as Heritage Health MAF. For this industry to survive and remain sustainable, we must all hold hands and find solutions in the best interests of the members.

Being the smallest fund in the industry, we are struggling to cope with the extremely high claims experienced over the last 10 months. Payment cycles are affected negatively resulting in negative responses from some service providers. It is therefore very important that members do their part by following the below set out practical measures.

- **Make use of generic medication to save on medication costs and avoid a 20% co-payment**
- **If you need minor surgery, have it done at a day clinic instead of an acute hospital**
- **Make your benefits last longer by using service providers that charge Namaf rates**
- **Make your benefits last longer by not asking your doctor for medical care that you do not need urgently**
- **Help Heritage health grow its reserves by referring friends and family in need of medical aid cover to membership@heritagehealth-namibia.com for a quote**

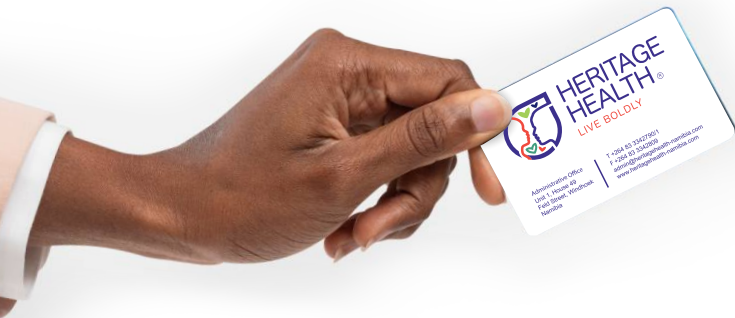
Website

We are happy to announce that the Funds new and improved website is up and running. Members can now register and login on the self-service tab to view personal details, claims and benefits. New additions to the website, include a self-care tips section, where we furnish members with some helpful tips on saving their benefits, as well as leading a healthier lifestyle.



Membership Cards

We thought it well to update all membership cards as part of the Fund's marketing plan and new "look & feel". All members, both existing and new members can now make a request to our offices to have their card(s) renewed without any additional cost. Please make the relevant arrangements prior to the collection of the new cards.



Financial Intelligence Act (FIA) Compliance

Thank you for your co-operation in the on-going exercise to update the Fund's membership database contact information and Financial Intelligence Act (FIA) compliance documents. For those who still have not submitted the requested documents, please submit the requested documents to avoid any inconvenience, and by doing so, to avoid non-compliance regulatory fines. For more information, please do not hesitate to contact our offices should you have any questions.

Generic Vs Branded

We are nearing the end of the year and members may start to run out of benefits. Be smart about your choices and perhaps opt to use Generic drugs. Generic drugs are copies of brand-name drugs that have the same dosage, intended use, effects, side effects, route of administration, risks, safety, and strength as the original drug. In other words, their pharmacological effects are the same as those of their brand-name counterparts. Many people are concerned because generic drugs are often substantially cheaper than the brand-name versions. They wonder if the quality and effectiveness have been compromised in order to manufacture a less expensive drug. The various regulatory councils require that generic drugs should be as safe and effective as branded-name drugs.

- **Do generic drugs work the same way as brand-name drugs?**
Generics are made to work the same way as brand-name drugs. They have the same active ingredient and are the same as brand-name medications when it comes to quality, dosage (how much and how often you take it), strength and route of administration (how you take it).

- **Why do brand-name drugs cost more than generics?**

Generic drugs are only cheaper because the manufacturers have not had the expenses of developing and marketing a new drug. When a company brings a new drug onto the market, the firm has already spent substantial money on research, development, marketing and promotion of the drug. A patent is granted that gives the company that developed the drug an exclusive right to sell the drug if the patent is in effect.

To save on your benefits ask your doctor to prescribe a generic version of your medication, if available. Heritage Health members will benefit from a no co-payment when using generic medication, whilst using branded medication requires a 20% co-payment.

AGM

We report that the Fund's Annual General Meeting (AGM) which was scheduled for the 28th of June 2022 was a disappointing failure due to poor attendance. The quorum for holding the AGM as per the Fund Rules is an attendance of 60 members. We had an attendance of 20 members, one third of the required number. This is very disappointing taking into account the huge efforts made to organise and fund the AGM. The members should realise that the Fund belongs to them, and each member should take interest in the affairs of the Fund. It is up to the members to ensure that the Fund is managed properly, for their own benefit. Therefore, attendance of the AGM is not optional but should be a priority for each member. With poor participation from members, the critical issues of the Fund's management are compromised. It is our sincere hope and encouragement that turnout at the next AGM is improved, and we should all hold hands to ensure that the Fund survives and thrives, for the ultimate benefit of the members.

In conclusion, we point out again that the claims experience during the last few months has been unusually high. This has affected the payment lead times and has caused delays in payments to service providers. We urge all members to be circumspect in all that is done as it is indeed an industry reality that all Medical Aid Funds are facing similar challenges. Larger funds are however better placed to cope with the challenges. We urge you to do your part to assist the Fund to continue to provide the services and benefits expected by members.

Any questions or queries? Contact us:

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