

Service Provider Newsletter

DEAR HERITAGE HEALTH SERVICE PROVIDERS

We have gone past the half year mark and want to thank you for endurance and understanding of the Fund's situation as we work at the financial recovery of the Fund. The private healthcare industry continues to face tremendous financial pressure. Most of the private Medical Aid Funds have reported significant erosion of their reserves and there are reports of some Funds opting for voluntary winding up.

Heritage Health is in the fortunate position to report survival of the Fund under these tough financial circumstances. Gratitude is extended to all members for the patience and perseverance so far.

ANNUAL GENERAL MEETING (AGM 2023)

We are very pleased to share with all the members and service providers that the Fund held its Annual General meeting on 14th July 2023. The success in hosting such an event lies in the participation of members, knowing that the Fund belongs to the members. We appreciate all the members who attended the meeting either in person or by way of proxy. A lively and very engaged audience was present and pertinent questions which were raised are being attended to, for the improved management of the Fund.

The office of the Principal Officer and all the administrative functions are put in place to ensure that the Fund is managed properly, with adequate governance structures in place. The AGM gives a platform for members to interact with their appointed officials and ensure that their concerns are attended to. It is very encouraging to note the increased interest and attendance of the Fund's AGM.

As advised during the AGM, the 2022 audited Annual Financial Statements were not presented. The Auditors, PWC are yet to finalise the AFS and present them to the Board of Trustees. This process could not be concluded before the AGM date. The members shall be advised as soon as this process is complete and the AFS are ready for inspection at the Fund offices.

The meeting also ratified the appointment of the following new members of the Board of Trustees: Mr Herbert Schubert and Mr Jonathan Fourie. The Namfisa verification process for new Trustees will be conducted soon. We welcome the two new members to the Board of Trustees and look forward to their valuable contributions in the leadership of the Fund.

Feedback on the legal cases was also given at the AGM.

HERITAGE HEALTH COURT CASES

1. Namfisa // Heritage Health Supreme Court appeal

Heritage Health won the appeal in the Supreme Court in November 2022. This concludes the matter and we wait for the implementation of the findings of the Court. Such implementation has a far-reaching positive impact on the Fund's financial position.

2. Namfisa // Heritage Health: High Court application for liquidation

As previously communicated, Heritage Health also won the High Court case where we successfully defended the application by Namfisa to liquidate the Fund. The application was dismissed, the registrar has since lodged an appeal.

The appeal process is in progress and our legal team is diligently working on the Court documents to oppose this appeal. Details of the process cannot be shared at this stage since the matter is still subjudice.



IMPORTANT INFORMATION

Change of Email Addresses

All members should please take note as from **1st May 2023** we have purposed dedicated email addresses for the following submissions:

Claim Submissions: claims@heritagehealth-namibia.com

General Queries: admin@heritagehealth-namibia.com

Pre-Authorisation: preauth@heritagehealth-namibia.com

Hospital Case Management: case1@heritagehealth-namibia.com

New Member Applications: membership@heritagehealth-namibia.com

Referral and authorisation for physiotherapy treatment in-hospital

In hospital physiotherapist treatment must be approved by the Fund on the patient's authorisation.

Without a referral letter and Fund authorisation claims for the physiotherapist will not be refunded.

For the post-op treatment for patients who had orthopaedic surgery, Physiotherapists have to apply in advance for the authorisation. The authorisation date should be effective from the date of treatment after the patients was discharged.



No Inter-Hospital Transfers allowed for patients treated at a facility that does not provide radiology services.

Heritage Health in line with the industry has decided to no longer pay for the inter-hospital transfer of patients from a facility that does not have on-site radiology services, to an off-site facility that does provide the service.

One of the criteria's to be registered as a hospital is to have an on-site radiology service. Any Hospital without such a service may not bill transfer cost to a patient.

Co-payments on medication

The co-payment structure is designed to encourage members and providers to use and prescribe generic medication which is more affordable and will assist the Fund to recover financially.

A 51% levy will apply to all branded medication and a 30% levy to the use or prescribe of generic medication.

EDI Claims

We note that a sizable portion of service providers still submit their claims by way of email and paper-based submissions.

We would like to encourage service providers to make use of the EDI claiming system. We accept EDI and real-time claims.

Making use of the EDI channel to submit claims will ensure that claims do not get lost in transfer. Furthermore, the claims assessing process will be faster and more accurate resulting in faster payment of claims.

Visit: www.heritagehealth-namibia.com

Portal

Should your practice not receive any remittance, please contact our office or register on our web-portal to view benefits and generate remittances.

<https://hhmliv.heritagehealth-namibia.com/>





CLINITOUCH PORTAL

Clinico hereby announces a pioneering international partnership as it brings remote health tech to Namibia. It's a first-of-its-kind partnership between Clinitouch and Clinico to help transform healthcare services in Namibia, using proven technology from the UK's NHS. The collaboration makes total sense for the future of healthcare in Namibia. We look forward to commencing with the loading of Heritage members with chronic diagnoses on the Clinitouch portal which will allow us to better monitor chronic conditions and prevent costly hospital admissions. The remote monitoring technology, developed by Spirit Health and powered by Microsoft Azure, allows medics to track people's health from anywhere, helping to provide better care outside of hospitals & clinics. Clinico will be able to provide healthcare organisations and practices with real-time remote measurement of patients' vital signs and symptoms. This allows medical teams to provide more proactive, enhanced care from any location, at a more affordable cost. The multi-award-winning technology is behind one of the biggest healthcare at home projects in the UK, and now powers over 25 remote monitoring pathways across diseases including diabetes, heart failure and COPD.

Email sonja@clinicohealth.com to find out more.



WORD OF THANKS FROM THE PRINCIPAL OFFICER

On behalf of Heritage Health, the Board of Trustees and Fund Administrator, we extend our heartfelt appreciation for your membership, loyalty, understanding and support through difficult times. Thank you for choosing and entrusting us with your health.

V Muchero

Ms V Muchero

Principal Officer: Heritage Health



Please note our office hours are:

Monday - Friday: 7h30 - 16:30

**ANY QUESTIONS OR QUERIES?
CONTACT US:**

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