



HERITAGE
HEALTH®
LIVE BOLDLY

2nd Quarter 2024

Member Newsletter

DEAR HERITAGE HEALTH MEMBERS

As we move forward into the second quarter of 2024, we acknowledge the challenges faced in the healthcare funding landscape. Despite these challenges, we remain committed to providing quality healthcare services to our members.

FINANCIAL STATEMENTS UPDATE:

We are pleased to share that our team is nearing completion of the 2022 financial audit, reinforcing our commitment to transparency and accuracy in financial reporting. We will keep you informed of any developments as we progress.

ANNUAL GENERAL MEETING (AGM) ANNOUNCEMENT:

Save the date! Our AGM is scheduled for June 27, 2024, at Arebbusch Windhoek. Formal invitations will be sent out soon, and we encourage all members to attend and participate.

For those members who cannot attend the meeting in person, proxy forms will be made available well in advance.

AUTHORIZATION PROCESS ENHANCEMENTS

We are dedicated to refining our authorization process to ensure a seamless experience for both members and service providers. Our recent enhancements include aligning dates and patient information, verifying accommodations, and ensuring consistent ICD10 and CPT codes. These updates aim to streamline the authorization and claims settlement process, providing you with a more efficient and reliable experience.

PROMOTION OF GENERIC MEDICATIONS

We're continuing to advocate for the use of generic medications as a cost-effective healthcare solution. Generics are equally effective as brand-name alternatives and can significantly reduce medication costs. We encourage prescribing physicians to prioritize generic alternatives, especially for patients on chronic medication.

TAKE CONTROL OF YOUR HEALTH WITH CLINITOUCH

Enhance your connection with your healthcare provider especially if you suffer from severe chronic conditions. Allow your doctor to keep a constant watchful eye on your health. Access your doctor when its most needed, and avoid unnecessary hospital admission. Join our Clinitouch community today! For inquiries, please email Clinitouch@clinicohealth.com.

BILLING REQUIREMENTS AND REFERRAL GUIDELINES:

Verify the accuracy of member details on accounts and complete all necessary information when submitting claims. Claims older than four months will regrettably not be processed for payment. Additionally, ensure proper referral and authorization for orthopaedic and surgical treatment as well as physiotherapy treatment within the hospital setting to avoid claim rejections.



CONTACT INFORMATION UPDATE:

1. Claims Submissions:

Email: claims@heritagehealth-namibia.com

2. General Queries:

For queries related to claims payouts, premiums, member refunds, and amendments.

Email: admin@heritagehealth-namibia.com

3. Pre-Authorisation:

For authorization requests, utilize the following email address.

Email: preauth@heritagehealth-namibia.com

4. Hospital Case Management:

Contact this email address for hospital case management.

Email: case1@heritagehealth-namibia.com

5. New Member Applications:

For all new membership applications.

Email: membership@heritagehealth-namibia.com

6. Clinitouch Inquiries:

Email: Clinitouch@clinicohealth.com



NAMFISA IMPOSES TEMPORARY PREMIUM INCREASE LIMIT: REGULATORY UPDATE:

Namfisa has imposed a temporary 9.9% limit on annual premium increases for medical aid funds. Heritage Health have chosen a more conservative approach and implemented a 6% increase for 2024 to ensure affordability while securing our Fund's long-term financial stability.

INTRODUCING OUR NEW FORMAL COMPLAINTS PROCESS:

YOUR FEEDBACK MATTERS:

We're pleased to inform you that we have established a formal complaints process to better address member concerns. Members can now lodge a complaint by emailing admin@heritagehealth-namibia.com. We believe this initiative will allow us to be more responsive to member complaints.

BOOST YOUR IMMUNITY AND BEAT THE WINTER FLU:

- Vitamins B, C, and D:** Fuel your body with essential vitamins to strengthen your immune system.
 - Vitamin B:** Found in leafy greens, milk, yogurt, eggs, and chicken, it helps produce energy and maintain healthy skin.
 - Vitamin C:** Vital for forming blood vessels, cartilage, and collagen in bones, and found in strawberries, papaya, red pepper, broccoli, and citrus fruits.
 - Vitamin D:** Maintain healthy bones and support immune health with salmon, egg yolks, mushrooms, and oatmeal.
- Minerals Zinc and Selenium:** Enhance your body's defence mechanisms with these essential minerals.
 - Zinc:** Boosts immune cell function and found in shellfish, meat, poultry, dairy, beans, nuts, and seeds.
 - Selenium:** Reduces inflammation and supports immune function, found in seafood, nuts, seeds, meat, poultry, grains, and vegetables.



How you can stay healthy during Cold and Flu season



Getting Your Annual Flu Shot



Sanitizing Frequently Used Items



Using a Tissue When You Cough or Sneeze

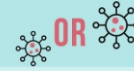


Washing Your Hands Thoroughly

Should you get sick

THE FLU

- Quick onset of symptoms
- Fever
- Headaches
- Body aches & chills
- Severe fatigue



- Sore throat
- Sneezing
- Stuffy nose
- Chest discomfort or cough

A COLD

- Gradual onset of symptoms
- Low chance of fever
- Low chance of aches and chills
- Mild fatigue

You can prevent the spread of illness by:



Seeing Your Doctor



Staying Home



Avoiding Contact With Others

A MESSAGE FROM THE PRINCIPAL OFFICER

We extend our sincere gratitude for your ongoing support and understanding as we navigate together these challenging times in the healthcare funding industry. Your continued loyal membership is instrumental in our collective pursuit of a healthier, more resilient healthcare ecosystem.

Ms V Muchero

Ms V Muchero

Principle Officer: Heritage Health

Public Holidays for the 2nd Quarter:

- 01 May - Workers' Day
- 04 May - Cassinga Day
- 09 May - Ascension Day
- 25 May - Africa Day

Please note our office hours are :

Monday - Friday 7H30 - 16H30

ANY QUESTIONS OR QUERIES?

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