



**HERITAGE
HEALTH**®
LIVE BOLDLY

2nd Quarter 2024

Service Provider Newsletter

DEAR HERITAGE HEALTH SERVICE PROVIDER

As we stride into the second quarter of 2024, the healthcare landscape continues to evolve, presenting both challenges and opportunities. Heritage Health, though smaller in scale, stands resilient amidst economic pressures such as inflation. In response to these dynamic conditions, we've embarked on a journey of strategic adaptation. Our focus remains steadfast on optimizing our services to better serve our valued members and partners like you.

FINANCIAL TRANSPARENCY: 2022 AUDIT UPDATE

We're 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'll keep you informed of any developments as we progress.

STREAMLINED AUTHORIZATION PROCESS: YOUR PATH TO EFFICIENCY!

We are observing a trend of late applications for preauths. Members must obtain pre-authorization for major medical treatments, hospital admissions, specialized radiology, and selected procedures. Pre-authorization must be completed 48 hours before the procedure.

SPECIALIZED SERVICES REFERRAL REMINDER

We believe that GP's should occupy an important gate keeper roll to accessing specialist services. Access to orthopaedic, surgical and Obs-n-gyne care therefore require GP referrals to ensure that patients are treated at the appropriate level. To avoid claim rejections and guarantee seamless access to these essential treatments ensure patients have a well written referral letter submitted as part of the preauth process for any procedures.

PHYSIOTHERAPY TREATMENT IN HOSPITAL

Optimize patient care by ensuring timely authorization for physiotherapy treatment in hospitals. It's essential that all treatments are approved by the Fund to guarantee reimbursement. Claims submitted without proper authorization will not be refunded. By adhering to these guidelines, you can streamline the process and ensure that patients receive the necessary care without delays or complications.

MAXIMIZE SAVINGS: EMBRACE GENERIC MEDICATIONS!

To address unsustainable pharmaceutical claims, we're promoting greater use of generic medication. A 51% levy applies to branded medication, and a 30% levy to generic medication use. It's important to note that a chronic script must be provided for generic medication. Encourage your patients to submit their chronic scripts promptly to stay on top of their conditions. This ensures accurate payments and avoids any potential hassles.



EMPOWER YOUR PRACTICE AND EXPAND YOUR HORIZONS WITH CLINITOUCH!

Explore the potential of virtual patient care in expanding the boundaries of your clinical practice. Monitor your patients remotely and free your hands to do more. For more information view the link <https://www.youtube.com/watch?v=xn1p3DBQe4> .

For inquiries on how Clinitouch can enhance your practice, connect with us at Clinitouch@clinicohealth.com.



CONTACT INFORMATION UPDATE:

For efficient communication:

- Claims Submissions: claims@heritagehealth-namibia.com
- EDI batch submissions: batch@pace.systems
- 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



A MESSAGE FROM THE PRINCIPAL OFFICER

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



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? CONTACT US:

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