

28 February 2013

Dear Health Professional

CLAIM PROCESSING OF HIV / AIDS CLAIMS EFFECTIVE 01 FEBRUARY 2013

You are kindly referred to our notice dated 08 February 2013 regarding the claiming process of AFA claims. Prosperity Health Namibia will process all medication claims including the HIV/Aids claims for Renaissance Health Medical Aid Fund (RHMAF).

Aid for Aids (AFA) will still be responsible for the HIV/Aids pre-authorisation, setting of protocols, medication regimes and disease management for RHMAF.

AFA Claim Process

The HIV/Aids claims must be submitted in real-time batch format as part of the normal RHMAF medicine claims to email medinet@na.prosperityhealth.com

For any claim queries, please contact the following persons at Prosperity Health Namibia, the Fund Administrator for Renaissance Health Medical Aid Fund (RHMAF).

Call Centre:	Tel: +264 61 299 7920	Jerome Henckert
	Tel: +264 61 299 7930	Doloratis Towe
Service Supplier suite:	Tel: +264 61 299 9124	Michele van Zyl
	Tel: +264 61 299 9303	Cathy Muller
	Email: servicesuppliersuite@prosperitynam.com	

AFA Pre-authorisation Process (not claim queries)

For all new HIV pre-authorisations, please contact AFA to obtain an application form for RHMAF members.

Ms Lahja Shikongo	Tel: 061 – 400860	Fax: 061 – 400861
	Email: renaissance.afa@medscheme.com.na	

Should you have any questions in this regard, please do not hesitate to contact our Client Services on +264 (61) 2999 000.

Kind Regards

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Prosperity Health Namibia

Fund Administrators for:

