



BPOMAS HEAD OFFICE

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**ADMINISTRATORS OFFICE
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02 Aug 2023

Dear Service Provider,

Thank you for your continued servicing and support of the Botswana Public Officers' Medical Aid Scheme (BPOMAS) members through the transition from Associated Fund Administrators (AFA) to Health Risk Management Botswana (HRMB) that was effective 1 July 2023.

We understand that the changes may have had an impact on your processes and finances. This communication serves to provide some feedback post go live as the new Administrator and to give you an update on the enhancements.

The change over process resulted in a higher than anticipated backlog of claims. Our operations team are working hard to reduce this.

We take note of your frustration with the slow payment of claims and to address this we have temporarily implemented more frequent payment releases.

We would like to reiterate to you processes that have been designed to facilitate ease of doing business with HRMB.

1. Claims

- Please remember to use the new practice number as was communicated.
- We would like to encourage providers to submit claims via EDI as far as possible. This ensures regular payment releases:
 - Email claims in XML (format used in Botswana & the MIP format) OR CSV format (format used in Botswana) to ediclaims@bpomas.co.bw
- If you currently don't use a standardized naming convention for your electronic files, can we please ask that you use the below standardization for your file names:
 - SoftwareVendor_PracticeNumber_BatchNumber_SubmissionDate.XML
 - Example: Umed_9914999_4658_21072023.XML
- Please don't submit duplicate batches as it delays the process.

2. Dental Claims Submissions:

- Please note that any Dental Pre-authorisations and Claims Processing will still be dealt with by Supplementary Health Service Botswana (SHSB). As a reminder, please continue to utilize the following channels:
 - General Enquiries: +267 316 5319 or email: info@shsbotswana.co.bw



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- Pre-authorisations: dental@shsbotswana.co.bw
- Claim submissions through EDI: claims@shsbotswana.co.bw
- If EDI claims are not received on the above-mentioned email, it will result in your claims batches NOT being loaded and processed for Payment.

3. Provider Portal

- The Provider Web Portal can be accessed via the BPOMAS website on www.bpomas.co.bw (you will have to activate your login first).
- Please find attached user manual which has a step-by-step process to register and access the available services.
- A number of self-service functionalities can be accessed via the Provider Portal, and we encourage you to utilise this platform.

4. Payments and Statements

- Your statement indicating payment of claims will be e-mailed to you after each payment run.
- Statements will also be available on the Provider Portal.

HRMB is dedicated to ensuring a streamlined and effective process for providers.

Should you require any further information, please contact the Client Service Centre on +267 316 8900 or send an e-mail to clientservices@bpomas.co.bw. For Claims submission, send an e-mail to claims@bpomas.co.bw. The Client Service Centre is operational Monday to Friday between 08:00 and 17:00 and Saturday from 09:00 am until 13:00 pm, excluding public holidays.

Yours faithfully

