

**BPOMAS HEAD OFFICE**

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**ADMINISTRATORS OFFICE
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27 July 2023

Dear Service Provider

RE: CLAIM PAYMENT DELAYS

BPOMAS would like to take this opportunity to thank you for your continued servicing and support to members of the Scheme as well to your patience during the transition from Associated Fund Administrators (AFA) to Health Risk Management Botswana (HRMB).

Upon monitoring the immediate period after change of administrators, the Scheme has observed some administrative and operational challenges that have contributed to claim processing backlogs, which in turn have resulted in claim payment delays. Notable challenges include claim submission errors; difficulties in utilisation of the portal; wrong member/patient details; wrong practice code numbers as well as continued high volumes of paper claims.

HRMB has been working around the clock to speedily address the above stated challenges in order to speed up claims processing and payments. However, we note that it may take some time for all issues to be resolved and for HRMB to achieve the intended turnaround times in claims processing and payments. It is therefore in this regard that the Scheme has resolved to advance payments to providers to cover claims received in June and July 2023, based on historic claim trends, while HRMB continues to process claims and address claims related issues with the providers. Such advance payments will be processed between 28 and 31 July 2023. The impact of this is that while some providers will receive payments by 31 July 2023, others will only receive their payments in the first week of August 2023.

We understand that the delays in payments might have an impact on your business operations and we highly regret the situation at hand. Please be assured that HRMB is dedicated to ensuring that the currently experienced challenges are resolved, and they will be scheduling engagement sessions with the providers in the first week of August 2023 to address claims submission issues and portal usage challenges.



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For any questions and queries on claims or portal registration/submissions, please continue to engage with HRMB through the following communication channels.

Call Centre Enquiries +267 316 8900

Client Services/General Enquiries: ClientServices@bpomas.co.bw

Claims Submissions/Enquiries: Claims@bpomas.co.bw

We thank you for your patience and support.

Yours faithfully

A handwritten signature in black ink, appearing to read 'Thulaganyo W.A. Molebatsi'.

Thulaganyo W.A. Molebatsi
PRINCIPAL OFFICER/CEO

