

**BPOMAS HEAD OFFICE**

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**ADMINISTRATORS OFFICE
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**ADMINISTRATORS OFFICE
FRANCISTOWN**

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05 July 2024

Dear Valued Member

RE: UPDATE ON PHYSIOTHERAPY BENEFITS

1. Reference is made to the above subject matter and the 2024/25 Benefit Guide, in terms of which, effective 01 April 2024, the physiotherapy benefits were amended to the effect that principal members and their beneficiaries would be entitled to a maximum of twenty (20) physiotherapy sessions per year and that written motivation would be required after ten (10) physiotherapy sessions and beyond the maximum number of sessions allocated.
2. Following the above stated change, the Botswana Physiotherapy Association (BPA), an Association representing Physiotherapy Practitioners in the country, expressed their concerns with respect to the changes through a statement which was placed in various local newspapers. In their statement, the BPA highlighted their concerns and informed the members of the measures they were intending to implement until an amicable solution is reached between BPOMAS and BPA.
3. While the above changes were deemed necessary as a benefit management and health risk management intervention to among others, minimise exhaustion of benefits before end of the year, we are pleased to inform our members that BPOMAS and BPA (the parties) met on 02 July 2024 to consider the concerns raised by BPA as well as what is generally believed to be in the best interests of the members by both parties and the following was agreed:
 - 3.1 Limitation of physiotherapy sessions is removed with immediate effect.
 - 3.2 As a benefit management intervention, motivation and authorisation will be required once a member reaches fifteen (15) sessions and it is determined that the member still needs to continue with physiotherapy. Further motivation and authorisation will be required for extended sessions of physiotherapy, based on the medical condition of the member or their beneficiary.
 - 3.3 The Physiotherapy Practitioners will, on behalf of the member or their beneficiary, engage with the Scheme Administrators and the referring Doctors for the above stated motivation and authorisation procedures as and when needed.



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4. We wish to emphasise that the Scheme understands the critical role physiotherapy plays in the health and wellness of our members and remain committed to facilitating that our members access quality affordable services while balancing sustainability and longevity of the Scheme. To that end, we will continue to look out for ways and means to provide sustainable health funding to our members. We are committed to collaborating with the BPA to achieve these intended goals.

5. For any questions, please do not hesitate to contact the Scheme Administrators (HRMB) through the following channels:
 - 5.1 Call centre **+267 316 8900**

 - 5.2 Client services / general enquiries - clientservices@bpomas.co.bw

6. We wish to apologise for any inconvenience this may have caused.

Yours sincerely

Dr Lorato Mangadi
Head of Operations

Copy: Mr T. Molebatsi - CEO/PO (BPOMAS)

Dr T. Moumakwa - CEO (HRMB)

Ms F. Ketshogile - COO (HRMB)

