



NAMDEB

Medical Aid Scheme

◆ DEBMARINE NAMIBIA | ◆ NDTC | ◆ NAMDEB



23 March 2020

RE: NAMDEB MEDICAL AID SCHEME - COVID-19 PREPAREDNESS AND RESPONSE PLAN

1. PREAMBLE

- 1.1. On 11th March 2020, the World Health Organisation (WHO) declared the Coronavirus disease (COVID-19) a pandemic.
- 1.2. On 17th March, 2020, His Excellency The President of The Republic of Namibia, Dr. H Geingob addressed the nation on government's plans to address the scourge and declared a state of emergency.
- 1.3. Government has setup a National Coronavirus call centre which is reachable at 0800 100 100, 24 hours of the day, 7 days a week.
- 1.4. Namdeb Medical Aid Scheme ("Namdeb" or "The Scheme") would like to assure all its members and key stakeholders that it is well committed to coordinating and implementing the necessary measures to address this pandemic.
- 1.5. In support of efforts to avoid the spread of COVID-19, The Scheme will be guided by the national and international agenda, as led by the relevant authorities within the provision of the declared pandemic by the World Health Organization (WHO). The National Guidelines are as announced by the Government of Namibia through the Ministry of Health & Social Services (MoHSS).
- 1.6. Namdeb coordinates its efforts through Prosperity Health Administrators, who will be closely monitoring the situation within Namibia, and will share all appropriate information to respond appropriately to curb any adverse effects that COVID-19 may pose for its members, staff, suppliers and healthcare practitioners.
- 1.7. Namdeb has also set up the email address namdebmember@prosperitynam.com, where all questions and queries that need to be directed for Namdeb's attention may be addressed. Furthermore, this can be channeled through the Namdeb Scheme webpage at www.namdebmedical.com.

Board of Trustees: Ms. K. Angula, J. Dumeni, Ms. R. Kalipi, P. Matthews, H. Nashenda (Chairperson), S. Nekundi, Ms. Q. Oliver, A. Phillips, Ms. L. Profijt, D. Somseb, C. Schäfer (Principal Officer)

- 1.8. The Prosperity help and support line +264 83 299 9736 will also remain available for any enquiries in Namibia and South Africa.
- 1.9. With the above in mind, we are all reminded to be cautious, but to not be alarmed by information disseminated by unqualified sources. To this end, we will keep our stakeholders apprised with our responses to efforts and our initiatives to support those who may be infected and affected.
- 1.10. Since The Scheme operates in an environment where the risk associated with the spread of the virus is inherently high, Namdeb has developed the guidelines below.

2. **MEMBERS**

- 2.1. Members are assured that The Scheme will make the necessary arrangements to ensure that, together with their dependents, benefits are availed to screen, treat and support infected members and their dependents within the provision of the Namibian National Guidelines and MoHSS treatment protocols.
- 2.2. We encourage Members to consult their healthcare practitioners at the first sign of symptoms, which may include fever, cough, difficulty in breathing, fatigue and headache.
- 2.3. As these symptoms are also associated with a common cold, and in view of the fact that Namibia is at the beginning of the winter season, Members are reminded to utilise the flu vaccine screening and prevention benefit that is available for those who are 65 and above and those who are 10 years and below. The benefit also extends to those registered for chronic conditions.
- 2.4. All members are covered for ONE (1) influenza vaccination per beneficiary per year. We encourage you to have your flu vaccine in order to prevent seasonal flu.
- 2.5. Members who are diagnosed with the virus or whose family members, work colleagues or people with whom they are in close contact and might have been exposed to the virus are advised to inform The Scheme by emailing us at namdebmember@prosperitynam.com, or the Prosperity Health Managed Care Department.
- 2.6. The Scheme will immediately stop issuing pre-authorisations to Members, for scheduled non-critical procedures that require travel outside the country, unless it is with extreme urgency and within the Governments Travel policies and protocols. Pre-authorizations already issued for which patients are yet to travel are, therefore, revoked immediately and will have to be requested afresh.
- 2.7. Members are advised to exercise caution when visiting establishments where there are large volumes of people and are encouraged to be ensured that these establishments have put in place the necessary precautions to avoid infection.
- 2.8. Members who are ill at home or looking after others who are ill, are advised to ensure that personal visits are kept to a bare minimum and that proper hygiene is exercised at all times.
- 2.9. To limit Members visits to our offices, Members are encouraged to utilise the following self-service platforms or download relevant forms from the website www.namdebmedical.com.
 - Download the Prosperity Connect App from “Google Play store or App Store”
 - Or register for the Prosperity Portal for 24/7 on-line access to all platforms of the Scheme administration activities and interaction with the Administrators. - and/or phone/email to the below:

2.9.1. Member Enquiries: Tel: +264832999736 Email :

clientservices@prosperitynam.com

2.9.2. Provider/claims Enquiries: Claudia Tjizoo: claudia.tjizoo@prosperitynam.com,

Stephanie Bezuidenhoudt: stephanie.bezuidenhoudt@prosperitynam.com

2.9.3. Oranjemund Office: Tel: 083 323 2111

- 2.10. Members are also encouraged to visit our website (www.namdebmedical.com) and register on the member portal to be able to access their membership details, status of claims, statements, available benefits and any other member information.
- 2.11. Members who are enrolled for chronic medication are encouraged to engage with their dispensing facility about the possibility of courier deliveries for refills to avoid repeat visits, or running out of telephone consultation benefits and congestion at the facilities.
- 2.12. Members that will not be able to obtain monthly medication refills for chronic illnesses due to possibly being quarantine and/or self-isolation can contact 0832999120 to submit proof of merits and to obtain approval to receive 2 months' supply of medication.
- 2.13. Members are reminded that the Scheme does not provide for international travel insurance cover. Members must therefore activate their own international insurance in cases of travel, for emergencies and/or otherwise. However, in spite of what may be allowed, members are further reminded to avoid international travel.

3. HEALTHCARE PRACTITIONERS

- 3.1. Providers of health care services are encouraged to avoid visiting Namdeb offices to submit claims, and rather use electronic claims submissions channels including the electronic data interchange (EDI) system and the claims submission portal, which are available to them. Remittances are also available on the web portal.
- 3.2. Practitioners are encouraged to diagnose, notify and treat suspected cases in line with Government protocols, as well as in line with their professional judgement and Namdeb rules.
- 3.3. Practitioners can contact christine.grobler@prosperitynam.com to register and or set up electronic access to download claims electronically. The Administrator offers a simple and effective process to receive claims, provide immediate confirmation of claims received, confirmation of payment of claims and electronic statements.
- 3.4. The Scheme scheduled pay runs will continue uninterrupted every 14 days.

4. SPONSORED AND CLIENT ACTIVITIES

- 4.1. All scheduled client engagement seminars and healthcare practitioner engagements are cancelled until further notice, but contact via any electronic means is encouraged and fully operational.
- 4.2. Prosperity Health staff have been instructed to carry out an assessment of risks and seek approvals from their Management Team where they are requested to attend client activities outside the office.

- 4.3. The Scheme Board of Trustees is engaging with the Principal Officer and Prosperity Senior Management team at all industry platforms to ensure that we are fully informed on any developments and Prosperity Health will keep members and all stakeholders fully informed through regular newsletters, briefs, SMS communication or other.

5. STAFF OF PROSPERITY HEALTH

- 5.1. Please contact Reception at Tel: +264 83 299 9000 / 9736 for any matters relating to the business of the administration process and/or administrators affairs. All international business travel has been cancelled until further notice.
- 5.2. Hand sanitizers are placed across all Prosperity Health Client Service offices. Visitors and Staff are requested to sanitise as they enter and leave the premises.
- 5.3. Door handles will be sanitised throughout the day.
- 5.4. An attendance register will be filled-in by all parties to allow for follow-up, should this be necessary.

We will update you shortly with more specific details relating to the available benefits, process to follow, telephone consultations, flu vaccines and other.

Yours sincerely

Callie Schäfer
Principal Officer