



NAPOTEL

MEDICAL AID FUND

Affordable and quality health insurance for employer groups



NEWSLETTER MAY 2017

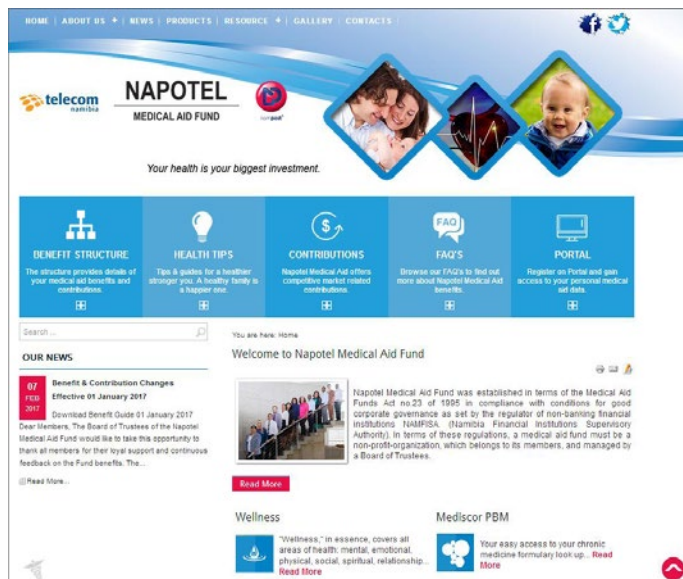
TOPICS FOR DISCUSSION:

1. Napotel Website
2. AGM
3. MVA (Motor Vehicle Accidents)

1. WEBSITE FOR NAPOTEL MEDICAL AID FUND (WWW.NAPOTELMED.COM.NA)

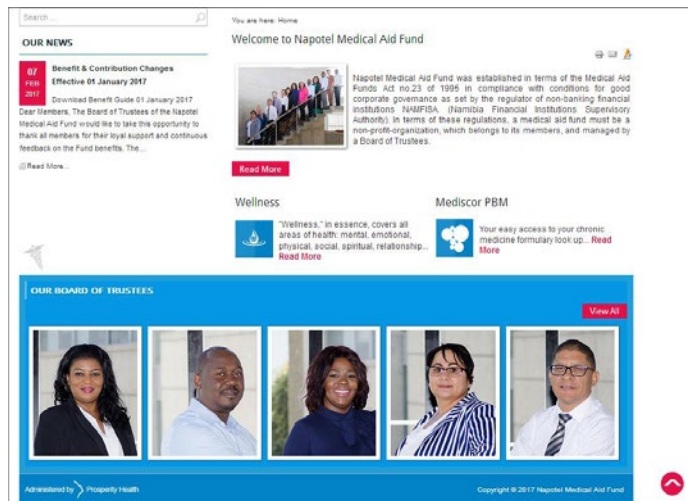
It is with great excitement that the Board introduces the newly launched Napotel Medical Aid Fund Website. For the past few years, effective communication to all Fund members has been a great challenge for the Board as the communication distributed did not reach all members. The Trustees considered all options available to address this and resolved to invest in creating a website for the Fund. The website will enable members to access, retrieve, Fund newsletters, administrative forms and share in important information.

The aim of the Board is to ensure that members are kept abreast of Fund developments and be empowered with information to take better care of their health, managed their healthcare costs and to provide a platform for members to interact with the Fund. The Trustees view the website as a two-way communication medium and will share information, but also allow members the opportunity to address matters that they consider as important. The Board has translated the benefit pamphlets in four local languages namely: **Afrikaans, Oshiwambo, Otjiherero & Damara>Nama** to make it easier and understandable to members. Members will find links to other sites that also host important information that may be valuable to members and their families in best managing their health.



1.2 WHAT CAN MEMBERS EXPECT FROM THE NAPOTEL WEBSITE? Members will have access to the following information:

- **“About the Napotel Medical Aid Fund”**
Introductory summary about the Napotel Medical Aid Fund, the Board of Trustees and the benefits structures offered by the Fund.
- **Fund Benefit & Premiums**
2017 Fund benefit & premiums pamphlets, available in English and four other local languages will be made available.



- **Member portal for direct access:**

Prosperity Health also invested millions of dollars over the past 18-months in upgrading their operational systems to allow Napotel Fund and members state of the art system access. This system now caters for the latest technology advancements in MHealth and EHealth initiatives though on-line real-time and cellphone technology communication. This and details on the cellphone apps that was developed will be shared with members on the webpage.

Members can access the portal via the website (www.napotelmed.com.na) and that offers the option to members to register and have access to various applications on-line. This also offers members access to their personal medical aid member profile for all data to verify claims paid, available benefits, download statements and perform various other functions. Once registered members will obtain a unique password and after which you can access their personal portal, view their benefits, print membership certificates and monitors progress on claims payment.

For members that require more flexibility they can also download the Prosperity Connect app and have access via their smart cellphones.

- Go to: App store on your cellphone and download the Prosperity Connect app free of charge, register and off you go to a complete new world.

- Members can register for both internet portal access and for the property Connect app.

- **Napotel Administrative Forms**

Administrative forms such as, Member Application, Record Amendment, Chronic Registration, Ex gratia application, Gym Claim forms are all available and can be down loaded directly from the website.

- **Mediscor Medicine Formulary**

Napotel Medicine formulary has been developed to assist members to manage their out-of-pocket and co-payments

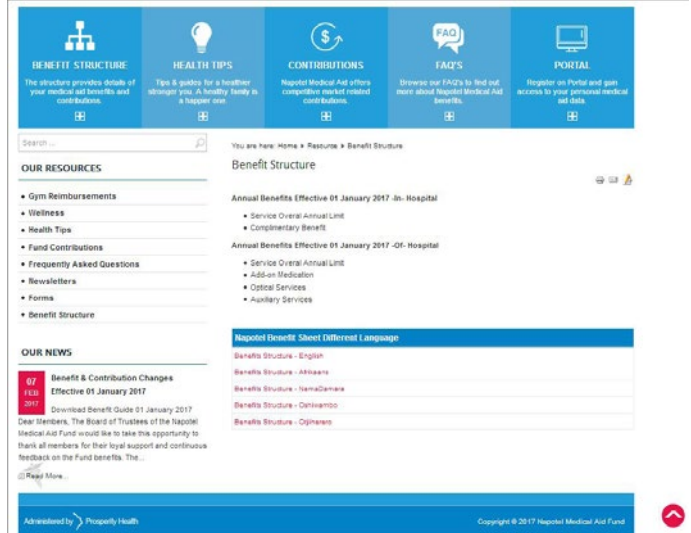
at pharmacies. The list caters for both generic and branded medication and should a member be registered for chronic medication and opt for formulary medication they have a Zero % co-payment. The Mediscor Medicine formulary tool provide a medicine “look-up” facility to verify which medicine is part of the formulary list or to check available generic medication available for any branded medication. Members can approach their doctors for generic alternatives to save on the co-payment.

Follow the link from the Napotel website and start saving!

The website will also reflect the following valuable information sources:

- Frequently asked questions**
List of frequently asked questions on the Fund membership, claims submissions and Hospital Pre authorisations
- Health Tips**
List of valuable health tips that will help you to take better care of your/families healthcare and that can save you a lot paid from your out-of-pocket payments.
- Contact Details**
List of the Medical Aid and property Health client service

offices. The Board strongly believes that the introduction of the Napotel website, will play a vital role in improving communication to all members, empowering members with information and they urge all members to utilize this platform. Please provide the Trustees, Principal Officer, administrators with your experience, feedback and suggestions to further improve on what is available on the website.



2. MVA (MOTOR VEHICLE ACCIDENTS)

The Napotel Medical Aid Fund, under its Overall-Annual/Hospital Benefits provides cover for treatment and procedures for injuries due to motor vehicle accidents. Despite the cover provided under the Fund benefits, members who are involved in motor vehicle accidents are required to report the accident, to notify the Fund of the accident and to register the accident with the MVA. This will allow the Fund the opportunity to claim some of the expenses back from the MVA and reinvest it into the Fund for the benefit of all members.

Steps to be followed in case of a Motor Vehicle Accident (MVA)

Step1: Report Accident to the nearest Police Station

- Any Member involved in a Motor Vehicle Accident, should report the accident to the nearest Police Station within 24 hours of the accident.
- After notifying the accident to the Police Station, a police report (POL66) will be issued to the member as proof that the accident has been reported.
- In an event where there is no POL66 report available at the Police Station, members should request the police to issue a letter indicating that the accident was reported.

Step2: Register Accident with MVA (Motor Vehicle Accident)

- After the police report or letter has been obtained, member should register the accident with MVA and submit the following documentation:

- * Accident Report
- * ID/Passport/Birth certificate of the person involved in the accident

* MVA will issue the member with an acknowledgement letter

Step 3: Notify the Medical Aid Fund

- After the MVA registration, members should notify medical aid fund and submit the MVA registration number to Ms. Stephanie Bezuidenhout at Prosperity Health Namibia: Tel: 061 2999268 or mail to: stephanie.bezuidenhout@prosperitynam.com

3. AGM (ANNUAL GENERAL MEETING)

The Board wishes to inform all members, that the Annual General Meeting (AGM) for 2017 will be held in Windhoek on the 19th June, at the Avani Hotel (Kalahari Sands). The Board urge all members to attend or to submit proxies if they are not able to attend the meeting. This is an important event of the Fund that provide members first hand information on the operations and financial position of the Fund.

Please make an effort to attend! Thank you.



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Prosperity Life

www.prosperityhealth.com



Prosperity Health Member Mobile App
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