



### Dear Members

MMI Health (formerly known as Metropolitan Health), the administrator for the BP Medical Aid Society, recently changed their administration systems. These changes are intended to lead to significant improvements in our members' service experience. While change is needed, the transition to the new platform has not gone as smoothly as planned. Many of you will have been seriously impacted by the 'hiccups' experienced, which must have been frustrating. The Board of Trustees and management have thus actively engaged MMI Health to ensure speedy resolution of the service issues.

### Here is a quick update on how the change has impacted members.

**Late payment of claims.** This has been due to various issues, including those not identified in the planning stage, such as:

- **Claims audit.** The payment of certain types of claims was delayed as they were placed on hold to ensure correct payment. The teething problems experienced with the introduction of this claims auditing process led to unforeseen delays in claims processing.
- **Incorrect coding.** Some of the delays were due to healthcare providers who had not updated their own systems with the new MMI Health codes at the end of the year.

**Errors on claims statements.** While most of these errors have been sorted out, some coding information on medicine claims is still not 100% correct. We have been advised that this will be resolved by 15 March 2017.

**Errors on tax information.** The accrued tax information is not shown on members' statements. To assist members going forward, MMI Health has advised the Society that separate tax statements will be generated bi-annually rather than on a regular 'as you claim' basis. This change will provide information to complete provisional and annual tax submissions. Some members may feel inconvenienced in tracking this month to month. We are in discussions with MMI Health to address this issue.

**No auto responses and notifications.** You may have noticed that recently there was no automatic response / notification when you submitted a claim or made an enquiry. This has been resolved and you should be receiving these notifications again. Please note that the auto response is now from noreply@mmiholdings.co.za.

**No email or SMS notifications following a pre-authorisation.** Until this issue is resolved, MMI Health will manually send members an authorisation letter once the pre-authorisation number has been allocated. An automated process will be implemented in due course.

**Long waiting times in the Call Centre.** The above-mentioned issues impacted the volumes of calls in the Call Centre, resulting in long waiting times. As the problems are resolved, we can look forward to a far quicker Call Centre experience.

**Co-payments on chronic medication.** Despite receiving authorisation for chronic medication without co-payments, certain members had to make co-payments when purchasing their medication. While this matter was resolved in January, affected members have not received their refunds. MMI Health has indicated that all these refunds will be made on 10 March 2017.

**Delays in receiving chronic medication approval letters.** The delays appear to have been resolved. Please note that letters may be received from communications@carecross.co.za. CareCross is a member of MMI Holdings. MMI Health is looking into this.

### Other changes

**Website.** While the Society's website remains unchanged, there have been some changes to the customer on-line section. When logging in, you might be asked to change your password as an extra security measure. Follow the quick and easy prompts for changing your password.

**Membership cards with Netcare 911 details.** The distribution of new member cards was delayed. You should receive a new membership card in the month of March, which reflects the contact details of Netcare 911 – our new emergency ambulance provider. You'll notice that while your membership number on the new card has not changed, the zeros at the front of the number have been removed with the MMI Health system changes. So, for example, a membership number that was previously 00012345 will now simply be 12345. MMI Health has assured us that this change will not impact any suppliers who submit your account with the zeros.

The Board of Trustees would like to apologise to members who have been impacted by these service issues. We are committed to speedily resolving any outstanding issues. In order to facilitate a speedy resolution, the Board wrote to Mr Nicolaas Kruger, the CEO of MMI Holdings, the holding company for MMI Health. In doing so, we highlighted the serious inconvenience experienced by our members and service providers.

Following that letter, the Chairperson and Principal Officer had a meeting with the Head of the Administration Management team in MMI Health, Mr Craig Comrie. Mr Comrie has assured the Society that all outstanding issues will be resolved by 15 March 2017. For member convenience, Mr Comrie also agreed to provide a help desk, manned by one of their experienced consultants, at the BPSA Waterfront Offices to handle any member queries as they arise.

Our heartfelt apologies if you've been inconvenienced in any way.  
We thank you for your patience.

**Colin McClelland**  
Chairman of the Board of Trustees

**Thabisiwe Mlotshwa**  
Principal Officer