

TO ALL OUR VALUED CLIENTS AND STAKEHOLDERS

15th March 2020

RE: BOMAID 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 12th March, 2020, His Excellency The President of The Republic of Botswana, Dr. M.E.K. Masisi addressed the nation on government's plans to address the scourge.
- 1.3 Government has setup a National Coronavirus call center which is reachable at +267 363 2273 or +267 363 2756/7 between 0730hrs and 2200hrs.
- 1.4 Botswana Medical Aid Society ("Bomaid" or "The Fund") would like to assure all its members and key stakeholders that it is well resourced and capitalised to implement the necessary measures to address this pandemic.
- 1.5 In support of efforts to avoid the spread of COVID-19, The Fund will be guided by the national and international agenda as led by the relevant authorities.
- 1.6 Bomaid has setup a Crisis Management Team that will be closely monitoring the situation to respond appropriately to curb any adverse effects that COVID-19 may pose for its members, staff, suppliers and healthcare practitioners.
- 1.7 Bomaid has also setup an email covid19@bomaid.co.bw where all questions and queries that need to be directed for Bomaid's attention may be addressed.
- 1.8 Our 24-hour support line +267 71300036 is also available for any queries in Botswana and +2711 259 5115 in South Africa.
- 1.9 With the above in mind, we are all reminded to be wary not to 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 Fund operates in an environment where the risk associated with the spread of the virus is inherently high, Bomaid has developed the guidelines below.

Board of Trustees

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2. MEMBERS

- 2.1 Members are assured that The Fund will make the necessary arrangements to ensure that, together with their dependents locally and abroad, benefits are availed to screen, treat and support infected members and their dependents.
- 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 Botswana 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 Members who are diagnosed with the virus or whose family members, work colleagues or people with whom they are in close contact have contracted the virus are advised to inform The Fund by emailing us at covid19@bomaid.co.bw.
- 2.5 The Fund will immediately stop issuing pre-authorisations to Members for scheduled non-critical procedures that require travel outside the country in which one resides. Preauthorization's already issued for which patients are yet to travel are, therefore, revoked immediately and will have to be requested afresh.
- 2.6 Members are advised to exercise caution when visiting establishments where there are large volumes of people and are encouraged to satisfy themselves that these establishments have put in place the necessary precautions to avoid infection.
- 2.7 Members who are ill at home or looking after others who are ill are advised to ensure that visits to those who are unwell are kept to a bare minimum and that proper hygiene is exercised.
- 2.8 To avoid Members visiting our offices, Members are encouraged to utilise the following self-service platforms by downloading relevant forms from our website www.bomaid.co.bw and emailing to the below:
 - 2.8.1 General enquiries – bomaid@bomaid.co.bw.
 - 2.8.2 Claims submissions - claimsubmissions@bomaid.co.bw.
 - 2.8.3 New applications – newapp@bomaid.co.bw.
 - 2.8.4 Membership amendments – membership@bomaid.co.bw.
 - 2.8.5 Chronic enrolments – managedcare@bomaid.co.bw.
 - 2.8.6 Payments (Eft and direct debits) – creditcontrol@bomaid.co.bw.
- 2.9 Members can also download the Bomaid App which is available on Google Play Store for android devices.
- 2.10 Members are also encouraged to visit our website and register on the member portal to be able to access their membership details.

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- 2.11 Members who are enrolled for chronic medication are encouraged to engage with their dispensing facility about the possibility of advance refills to avoid repeat visits and congestion at the facilities.
- 2.12 Members who are on option B and C are reminded that they have international travel insurance cover. Members must, therefore activate the international insurance by calling our call centre +267 3633 100 or emailing their dates of travel, passport number, names of travellers and countries to be visited to bomaid@bomaid.co.bw. Members are reminded that this a reinsured benefit which is subject to the terms and conditions of the reinsurer. Members are further reminded to avoid international travel.

3. HEALTHCARE PRACTITIONERS

- 3.1 Providers of health care services are encouraged to avoid visiting Bomaid offices to submit claims, and to 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, their professional judgement and Bomaid rules.
- 3.3 Practitioners can contact Bomaid at providerrelations@bomaid.co.bw.

4. SPONSORED AND CLIENT ACTIVITIES

- 4.1 All scheduled client engagement seminars and healthcare practitioner engagements are cancelled until further notice.
- 4.2 Bomaid staff have been instructed to carry out an assessment of risks and seek approvals from the Crisis Management Team where they are requested to attend client activities outside the office.
- 4.3 The Fund will engage with organiser's of all Bomaid sponsored and/or branded events that attract large crowds and assess whether the events should proceed or not.

5. STAFF AND BOMAID PREMISES

- 5.1 All international business travel has been cancelled until further notice.
- 5.2 Staff are advised to inform their department heads prior to engaging on private cross border travel including travel to countries that have no reported cases. All staff travelling outside the country will be required to apply for 14 days paid annual leave, to be taken immediately following their return, and before they return to work. During the 14 days leave, staff will be encouraged to self-isolate.
- 5.3 Staff and members who are quarantined will be entitled to normal sick leave as per Bomaid Conditions of Service.
- 5.4 Where a family member has been infected or quarantined, employees must immediately inform their Head of Department who must inform the Crisis Management Team.

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- 5.5 Staff are advised that face to face meetings with clients, suppliers, and healthcare practitioners must be restricted to technology including, but not limited to telephone calls, video calls, face time, skype calls and emails.
- 5.6 Contractors are encouraged to explore possibilities for remote servicing. Contractors who **must** enter the Bomaid premises must be pre-approved to do so by the Bomaid Risk and Compliance Manager.
- 5.7 Bomaid staff have been instructed to carry out an assessment of risks and seek approvals from the Crisis Management Team where they are requested to attend client activities.
- 5.8 Hand sanitisers will be placed across all Bomaid offices. Visitors and Staff are requested to sanitise as they enter and leave the premises.
- 5.9 Door handles will be sanitised throughout the day.
- 5.10 An attendance register will be filled for all parties to allow for follow up should this be necessary.
- 5.11 The organization will arrange for flu vaccines for all staff and their family members.
- 5.12 For purposes of the above, staff members include on site contractors.

Yours sincerely



MORAKI MOKGOSANA
CHIEF EXECUTIVE OFFICER AND PRINCIPAL OFFICER

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