

BOMAID CASE MANAGEMENT PROTOCOLS

1. PRE-AUTHORIZATION REQUIREMENTS

A. IN-PATIENT ADMISSIONS

1. General admissions

- Check the documents for the following:
 - Letter of motivation (LOM)
 - Detailed quotation
 - Full names of patient
 - Date of birth
 - Membership number
 - Doctor's name and practice number
 - Hospital name and practice number
 - Date of admission
 - ICD 10 code(s)
 - Procedure codes and their related costs

2. Orthopaedic admissions

- In addition to the above, the following are a pre-requisite
 - Physician's report
 - Radiology reports
 - Prosthesis quote

B. OUT-PATIENT PROCEDURES

- Radiology-LOMs should come from Specialists plus quote
- Appliances –LOMs from Specialists (preferably) plus quote

C. DENTAL PROCEDURES

- Authorization done through SHSB (Supplementary Health Services Botswana) Dental Quality Assurance
- Only inpatient dentistry and orthodontic procedures are authorised.

1. Inpatient dentistry

- LOM from the dentist
- Dentist's quote
- X-rays
- Laboratory account (as necessary)
- Hospital quote

2. Orthodontic treatment

- treatment plan from the Orthodontist
- Pan
- Pictures
- X-rays

2. SEVERE ILLNESS CONDITIONS AND REQUIREMENTS

Note the following:

- All qualifying members should be 65 years and below
- They should have been diagnosed in 2013 or later
- All underwriting is done by Liberty Life Botswana
- Members whose applications have been approved are paid out through Electronic Fund Transfer (EFT) into their bank accounts

BENEFIT SPECIFIC EXCLUSIONS

- All cancers in situ and all pre-malignant conditions
- Angina and acute coronary syndromes
- Transient Ischaemic attack
- Vascular disorders
- Traumatic injury to the brain

GENERAL BENEFIT EXCLUSIONS

- Pre-existing conditions
- Suicide
- Involvement in criminal activity
- Hostilities
- Invasion or acts of foreign enemy

CONDITIONS	REQUIREMENTS
Stroke	Neurologist report Radiology reports
Cancers	Medical Specialist report Histology reports or radiology reports
Major Organ transplant	Medical Specialist report Surgery report
Kidney failure	Medical Specialist report Blood tests results
Heart attack	Medical Specialist report ECG reports Blood tests results
Coronary Artery Bypass Graft	Medical Specialist report Surgery report

For speedy pre-authorizations please contact the following offices:

Email Address: casemanagement@bomaid.co.bw

Direct Landline: +267 3633 282

Mobile Number: +267 71 300 036 (also available outside office hours)