

NOTIFICATION OF TRAVEL OUTSIDE OF BOTSWANA

We would like to share the following guidelines and requirements for your appreciation and compliance. This will ensure a smooth and efficient process in accessing care outside Botswana, and in submitting a complaint claim thereafter.

1. Travel Notification:

For our customers travelling outside the country for medical services, please ensure that you have notified us of your plans and intention to seek medical care prior to your travel. You may advise us by filling in the Medical Travel Insurance Form, which can be accessed on [https://bomaid.co.bw/sites/default/files/2024-11/Travel Insurance Form 2024.pdf](https://bomaid.co.bw/sites/default/files/2024-11/Travel_Insurance_Form_2024.pdf) and submit it to bomaid@bomaid.co.bw

In addition to this, members are encouraged to seek medical attention from our verified networks:

For India, please make use of hospitals in the following group networks;

- Apollo group
- Wockhardt hospitals
- Fortis group

For South Africa, we recommend that you make use of the hospitals in the following group of networks;

- Netcare
- Life group
- NHN (which includes Lenmed groups)
- Joint Medical Holdings (JMH)
- Clinix
- BusaMed

2. Medical Claims and Refunds:

To ensure a smooth and efficient process, members are advised to use Online/Debit/Credit Bank Cards for their transactions instead of cash.

3. Claim Submissions:

All claims must be submitted within 120 days from the date of treatment to ensure timely processing reviews and approvals.

Required Documentation:

To avoid delays in processing, members are encouraged to submit all required documentation at once. This includes the following documents

- Completed claim forms, which can be accessed on <https://bomaid.co.bw/sites/default/files/2025-01/Member%20Claim%20Submission%20Form.pdf>
- Itemised bill
- Original receipts (and or current bank statements if needed)
- Doctors' medical reports and prescriptions where applicable

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Please note that all documents such as medical reports and invoices must be in English and coded appropriately using the international coding system for disease and procedures. Reports not coded may be rejected.

How To Submit Your Claim:

Physically: At Bomaïd Offices

Complete an online claim submission form <https://bomaid.co.bw/submit-claim>

Email: claimsubmissions@bomaid.co.bw

Claims will be reviewed and processed within 30 business days.

4. Emergency Pre-authorisations

Should you need to undergo treatment that requires pre-authorisation; the requests must be sent to casemanagement@bomaid.co.bw. For emergency pre-authorisations the team can be contacted on +26771300036.

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