



Bomaid 
Health & Happiness at heart

**Customer
Updates**



Dear Valued Customer,

Your health and peace of mind remain central to everything we do at Bomaid. As part of our ongoing commitment to responsible healthcare stewardship, we continue to engage healthcare providers across Botswana to strengthen service delivery and maintain a predictable, fair experience for our customers.

This bulletin shares important updates to help you access care smoothly, manage your membership effectively, and make the most of your healthcare benefits. We encourage you to review the information below and keep it for future reference.

Thank you for the trust you continue to place in Bomaid.

“We encourage you to review the following check-list and keep it for future reference.”

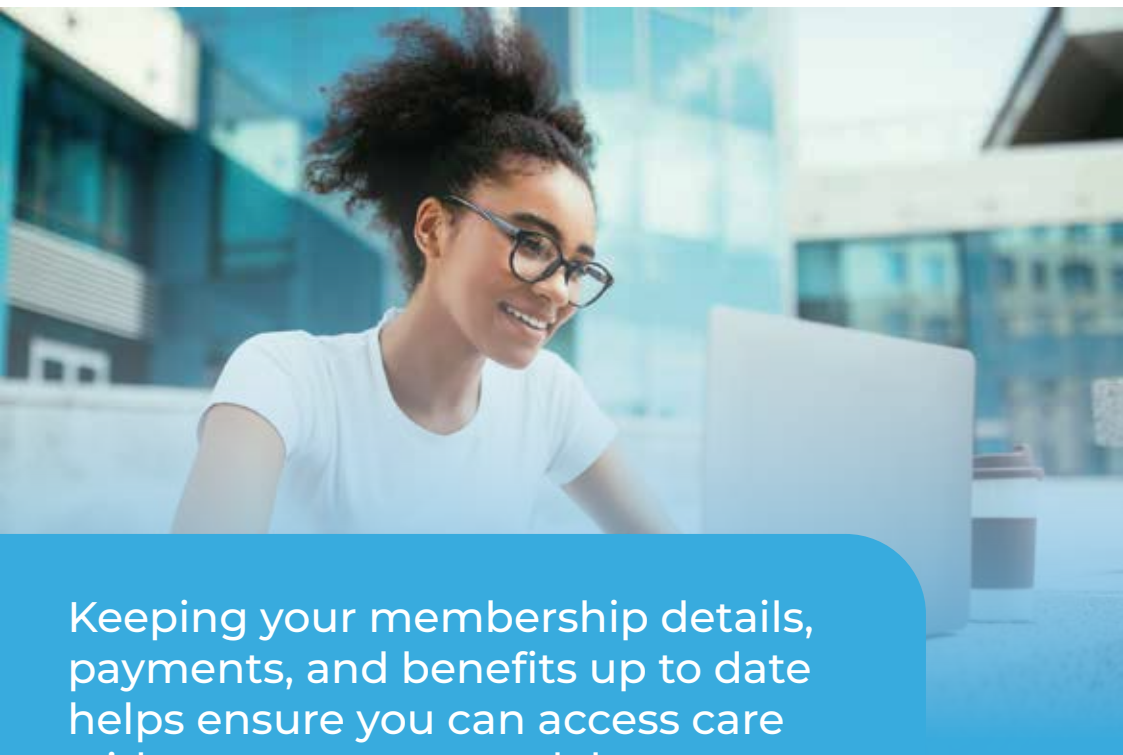
Accessing Care with Confidence



Sometimes the barrier between you and the healthcare you need is not medical but administrative.

Keeping your membership details, payments, and benefits up to date helps ensure you can access care without unnecessary delays.

To help make every visit to your healthcare provider as smooth as possible, Bomaid encourages customers to periodically review the following checklist.



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Your Account Status Matters



Before seeking care, ensure your account is in good standing:

- Confirm your subscriptions are up to date
- Review your benefits in your benefit booklet
- Ensure your Know Your Customer (KYC) details are current
- Confirm whether your procedure requires pre-authorisation

Navigating Provider Payments



While provider engagements continue, customers may experience different payment arrangements depending on the facility.

- Network Providers: Direct billing usually applies with minimal out-of-pocket costs
- Providers in Negotiation: Some facilities may request upfront payment

Customers are encouraged to confirm whether the provider accepts the Bomaid card for direct billing before their consultation.

If payment is made out of pocket, claims may be submitted through Bomaid's digital platforms at:

www.bomaid.co.bw

Reimbursements remain subject to available benefits and scheme rules.

Service Provider Network



Bomaid maintains a nationwide network of accredited healthcare providers including:

- General practitioners
- Specialists
- Dentists
- Pharmacies

Customers are encouraged to consult the Bomaid Service Provider List when selecting a healthcare provider. The regularly updated provider list can be accessed here:

<https://www.bomaid.co.bw/serviceproviders>

Payment Referencing



Accurate referencing ensures subscription payments are processed promptly and allocated correctly.

Referencing Format
Individual Customers
M + 8-digit membership number
Example: M12345678

Corporate Clients
C + 5-digit company code
Example: C12345

If the reference number contains fewer digits, insert zeros between the prefix and digits to achieve the required format.

Proof of payment should be sent to:
creditcontrol@bomaid.co.bw

Account Reinstatement

A photograph showing a medical billing statement on a desk. A silver stethoscope and a silver pen are resting on the document. The document has the words 'Billing Statement' printed in large blue letters. Other text on the document is partially visible but blurry.

Billing Statement

Customers with outstanding balances may regularise their accounts through a structured arrears management process administered by the Finance Department.

A payment plan may be arranged by:

- Settling 50 percent of the outstanding balance upfront
- Paying the remaining balance over three months

Requests to settle less than 50 percent upfront require management approval.

KYC Compliance



A routine Know Your Customer compliance exercise is underway across parts of the healthcare provider network.

This process forms part of ongoing governance and regulatory requirements aimed at protecting customer interests.

Temporary service disruptions may occur at a limited number of facilities while verification processes are completed.

Customer benefits remain unaffected.

Protecting Your Benefits



Be Aware of Fraud, Waste and Abuse

At Bomaid, we work hard to ensure your medical aid benefits are used correctly and responsibly. Help protect your benefits and ensure the sustainability of the scheme.

Below are some of the most common issues we have identified.

1. False or Misrepresented Claims We have encountered cases where individuals use someone else's membership details to obtain treatment or submit claims for services they never received.

Tip

Never share your Bomaid card or membership number with anyone.

Protecting Your Benefits



2. Unfamiliar Claims on Your Statement

Some customers receive claim notifications or remittances for procedures, consultations, or diagnoses they never had.

Tip

Always review your SMS or email claim alerts and statements. Report anything you do not recognise.

3. Billing for Services Not Rendered

We have found claims submitted for therapy sessions, consultations or procedures that members did not attend.

Tip

If you miss an appointment, ensure no charges are processed. Inform us immediately if you notice unexpected claims.

Protecting Your Benefits



4. Claims for Non Beneficiaries

In some instances, medical services have been billed for individuals who are not registered Bomaid members or dependants.

Tip

Keep your membership credentials safe and secure to prevent unauthorised access.

How You Can Help

- Watch out for anything unusual on your claim statements
- Report suspicious activities immediately
- Make sure your dependants' details are updated
- Contact us if you suspect your membership details have been compromised

Report Fraud Confidentially

If you notice anything suspicious, no matter how small, please report it. All reports are treated confidentially.

Toll Free Numbers

Mascom

71 119 723

BeMobile

0800 600 644

Orange

1144

Email

bomaid@tip-offs.com

Website

www.tip-offs.com

December 2025 Customer Bulletin...

Telehealth Services



The Bomaid telehealth platform allows customers to consult a doctor remotely between:

08:00 and 20:00

Access the service here:

<http://www.bomaid.co.bw/telehealth>

Bom-Baby Vaccination Reminders



Bomaid promotes preventive healthcare through reminders for routine under-five vaccinations.

Childhood immunisation protects against preventable illnesses such as:

- Measles
- Polio

Customers whose babies are due for vaccinations will receive SMS reminders encouraging them to visit their nearest healthcare provider.

Adding Dependents



Bomaid customers may add multiple dependents under their existing health plans

Forms are available at:

www.bomaid.co.bw

Child Dependent Benefit



Bomaid only bills up to three child dependents.

Any additional children added to the membership are covered at no additional cost.

Study in South Africa



Bomaid cover extends to dependents studying in South Africa.

Covered services include:

- GP consultations
- Chronic medicines
- Emergency ambulance services
- Basic dental care

Customer Support



Operating Hours

Monday – Friday

08:00 – 18:00

Saturday

09:00 – 13:00

For assistance contact:

Call Centre: 3633100

Email: bomaid@bomaid.co.bw

Or visit your nearest Bomaid office.

Stay Connected

Instagram

https://www.instagram.com/bomaid_healthandhapiness

Facebook

https://www.facebook.com/Bomaid_Botswana