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PRESS RELEASE

PSEMAS REJECTING CLAIMS OF COMPLIANT HEALTHCARE PROVIDERS

The NPPF recently received reports that PSEMAS is rejecting valid claims of fully compliant healthcare providers who provided healthcare services to PSEMAS beneficiaries as from 1 May 2021.

Our enquiries with PSEMAS on the cause for these rejections were futile. We requested the Ministry of Finance for a written guarantee that compliant healthcare providers will continue to be paid as from 1 May 2021, the date from which Methealth, the administrator of PSEMAS started rejecting valid claims. Our request was ignored.

As we believe that the above deplorable situation affects a substantial portion, if not the majority of healthcare providers, we conducted a survey amongst 950 healthcare providers from which we received 244 responses.

The results, and our interpretation thereof, follows:

82% of healthcare providers are contracted PSEMAS providers.

Of those healthcare providers who have ensured that their documents are up to date, and filed with PSEMAS, **72%** have not yet received written confirmation from PSEMAS that their documents are in order. Only **28%** received such written confirmation.

Of those PSEMAS healthcare providers who have not received such written confirmation, **94%** continue to treat PSEMAS beneficiaries.

Of those healthcare providers who have not received such written confirmation and who continue to treat PSEMAS beneficiaries, **47%** are aware that they run the risk of their claims being rejected, with little to no remedy to receive payment for their services, while **53%** were not aware that they face this risk.

It is now clear to the NPPF that the majority of the PSEMAS-contracted healthcare providers are exposed to the risk of their claims being rejected and are not aware of this risk.

The claims approval process takes between two and four months, within which time only the affected healthcare providers may realise their financial loss.

The NPPF reiterates its word of caution to PSEMAS healthcare providers to mitigate their risk and to insist on written confirmation that their documents are in order, and that they are registered as contracted providers on the Methealth administration system, before they continue to treat PSEMAS beneficiaries.

Dr Dries Coetzee
CEO - NPPF

Note to Editor:

The Namibia Private Practitioners' Forum (NPPF) is a non-profit, Section 21 company. Its members are private sector healthcare providers from all healthcare disciplines.

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