



Caring | Compassionate | Compensation

Reg. No. 1899/000876/06

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COMPANY LIMITED**

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Dear Healthcare Provider

RMA Provider Network

Rand Mutual Assurance (RMA) prides itself on offering a caring and compassionate approach to compensation and as part of this approach would like to offer claimants a doctor network where they are assured of quality service.

We would like to therefore invite healthcare providers working within the compensation environment to inform us of their willingness and availability to treat RMA claimants in a provider network.

Please indicate your preference to join the network in the attached feedback survey. We sincerely apologise for the incorrect link that we sent to the survey in December and have rectified the problem. We thank you for your patience in this regard and apologise for any inconvenience caused.

The list of providers in the network will be available for all RMA claimants to ensure ease of access and quality treatment.

Benefits for the healthcare provider, include:

- The provider's details will be shared with employers per geographical area and will be available on the RMA website;
- RMA will make every effort to follow up on claims and any outstanding medical requirements, prioritise training, offer support and prioritise payments to doctors within the network;
- Payment priority on pre-authorised treatment as long as all the requirements are met.

Whether or not you are interested in joining the network, we encourage all healthcare providers dealing with RMA to complete the brief survey so that we may better understand how we can improve our service levels to, and better communicate with, you. The survey can be accessed on the following link: <https://www.surveymonkey.com/r/QRDH9PW>

For further information, please contact Carika Pretorius on cpretorius@randmutual.co.za.

Yours sincerely,

RMA Medical Department



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