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14 December 2020

Dear Dental Healthcare Professional

**SUBJECT: DENTAL CLAIMS MANAGEMENT**

1. Reference is made to the above subject matter.
2. Herewith is to inform Dental Healthcare Professionals that BPOMAS has appointed Supplementary Health Services Botswana-Supplementary Health Services (SHSB-SHS JV) as its Dental Health Risk Managers effective 01 November 2020.
3. In line with this development, SHSB-SHS JV is mandated to handle dental claims and benefit management for the Scheme, this is inclusive of receiving and adjudication of claims, pre-authorisation of specialised dentistry and hospital procedures, dental query handling and resolution, benefit utilisation reviews, provider profiling as well as related provider engagements.
4. SHSB-SHS JV is based in Gaborone and their contact details are as follows;

Physical address	- The Office, Plot 64517, Fairgrounds
Telephone	- 3165319
Fax	- 3165358
Cell	- 74799883/4
Email for Electronic Claims Submissions	- <a href="mailto:claims@shsbotswana.co.bw">claims@shsbotswana.co.bw</a>
Email for Preauthorisation Requests	- <a href="mailto:dental@shsbotswana.co.bw">dental@shsbotswana.co.bw</a>
Email for Queries and Enquiries	- <a href="mailto:dental@shsbotswana.co.bw">dental@shsbotswana.co.bw</a>

5. In order to ensure a smooth transition, Providers are advised of the following;
  - 5.1 Manual claims with service date up to the 30 December 2020 should continue to be submitted to Associated Fund Administrators (AFA) offices for processing and payment.

5.2 Manual claims with service date from 01 January 2021 should be submitted to SHSB-SHS JV offices at the address stated above for processing and payment.

5.3 Electronic claims, pre-authorisation requests and email queries/enquiries should be submitted to the above stated email addresses effective the date of this letter.

6 Providers are assured that this administrative change will not in any way disrupt service or affect Member benefits and Provider dental tariffs for the financial year 2020/21.

7 We trust that you will find appointment of the Dental Health Risk Managers beneficial to the Scheme, the Providers and the Members.

8 We look forward to your usual cooperation in this regard.

Yours faithfully

  
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Thulaganyo A.W. Molebatsi  
**Principal Officer**