

19th October 2023

Dear Dental Healthcare Professional
Clinics and Hospitals

SUBJECT: DENTAL CLAIMS MANAGEMENT

1. This correspondence serves to inform you that the Motor Vehicle Accident Fund has recently appointed a new managed care service provider, Supplementary Health Service Botswana (SHSB), for a period of **12 months** commencing 01 October 2023 to provide dental risk management consultancy services.
2. SHSB is mandated by the Fund to handle its dental claims and benefit management, inclusive of pre-authorising all dentistry and hospital procedures, receiving and adjudication of claims, dental query handling and resolution, provider profiling as well as provider management.
3. The Fund wishes to inform you that all communication from SHSB regarding MVA Fund claimants will duly be made on behalf of the Fund in their capacity as a service provider to the Fund.
4. The Fund is in the process of finalising Dental tariffs which will be shared with you in due course. On this engagement, SHSB will apply managed care protocols, approved by the Botswana Dental Association, from the 1st October 2023 on all dental services offered to the Fund, going forward.
5. To ensure smooth transition, service providers are advised as follows:
 - Claims with service date up to the 30th September 2023 should be submitted to MVA Fund for processing and payment;
 - Pre-authorisations and electronic claims with service date from the 1st October 2023 should be sent to SHSB for processing at the following contact details;

Preauthorisation requests – dental@shsbotswana.co.bw

Electronic claims submissions – claims@shsbotswana.co.bw

SHSB Physical address: 3rd Floor, North Wing, Central Square, Plot 54354, New CBD, Gaborone

Contact numbers: 316 5319 74 799 883 74 799 884
Fax 316 5358



NB: Medical emergencies will still be treated as such, those in hospitals will be attended to prior to authorizations and a medical report will be availed justifying the intervention.

6. Finally, let me take this opportunity to thank you for the services you have been offering our claimants and for contributing to giving them "*Best chance to normal life*".

Yours sincerely,


.....
PP Michael Thagwane
Chief Executive Officer



CUSTOMER FOCUS | EMPATHY | TEAM WORK | INTEGRITY | INNOVATION

