

24 November 2020

Pula Medical Aid Fund Dental Benefit Management

Dear Sir/ Madam,

1. This correspondence serves to inform you that the Board of Trustees of Pula Medical Aid Fund (Pula) has recently appointed a new managed care service provider in respect of Dental Risk Management services, Supplementary Health Service Botswana (SHSB), for a period of **three (3) years** commencing 01 December 2020.
2. Supplementary Health Service Botswana (SHSB) is a registered Botswana based dental risk management company.
3. Following the engagement of SHSB, the Fund wishes to inform service providers that all communication from SHSB will duly be made at the behest and on behalf of the Fund in their capacity as a service provider to the Fund.
4. As this is a mid-year change to dental benefit management, the current Pula Medical Aid Fund tariffs and benefits will remain in effect for the remainder of 2020/2021 benefit year, or until further notice. SHSB in association with the Botswana Dental Association, will apply its managed care protocols from the 1st December 2020 on all dental services going forward.
5. To ensure efficient service experience please note that the service channels for SHSB are as follows:

Submitting claims to SHSB:

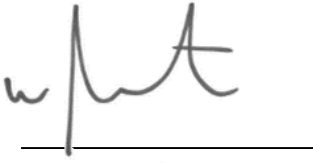
- Claims with service date up to the 30th November 2020 should be submitted to Associated Fund Administrators (AFA) for processing and payment at;
AFA House
Plot 61918, Showgrounds Office Park
Gaborone
- Claims with service date from the 1st December 2020 should be sent to SHSB for processing at the following contact details;

Physical address	The Office, Fairgrounds, Gaborone
Electronic Claims Submission Email	claims@shsbotswana.co.bw
Telephone	316 5319 74 799 883 74 799 884
Fax	316 5358
Preauthorisation Email	dental@shsbotswana.co.bw

6. Pula Medical Aid Fund wishes to assure service providers that it respects the 'right to choice' of its members, subject to the Fund Rules, tariffs and clinical need.

Pula appreciates your continued support in providing access to services for our members.

Yours Sincerely,

A handwritten signature in black ink, appearing to be 'K. Mapitse', written over a horizontal line.

Dr Khumoetsile Mapitse
Principal Officer