

# UPDATE ON THE BPOMAS MEMBERS ACCESS TO DENTAL SERVICES

**BPOMAS Members are informed that, following further engagements between the Scheme and the Botswana Dental Association (BODEA), Members of BODEA who had terminated their contracts with the Scheme will, with effect from Monday 18 November 2019, start servicing BPOMAS members and their dependents without requiring up-front cash payment.**

Members are further informed that the Dental Health Risk Management will remain in place. As such, certain dental services that did not require pre-authorization previously, will now be pre-authorized.

Members note that the attending dentist will request for pre-authorization on behalf of the patient. Pre-authorization requests will be responded to within a maximum period of 24 hours. Emergency cases are not subject to pre-authorization requirements.

Contrary to some information that has been circulating on social media, the Dental Health Risk Management intervention will not reduce Members level of benefits. Furthermore, BPOMAS and BODEA have committed to attend to any potential technical glitches as quickly as possible should they arise. BPOMAS wishes to take this opportunity to apologise to its Members for the disruption in service

delivery experienced, and to re-assure members that the introduction of Dental Health Risk Management is purely in their interest, and for the long term sustainability of the Scheme.

BPOMAS also wishes to thank BODEA for their participation in resolving this matter, and looks forward to a healthy working relationship with BODEA members and all other Service Providers.

Your Health remains our concern.



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