



OMSMAF QUICK REFERENCE GUIDE: SUBMITTING A CLAIM ELECTRONICALLY

At OMSMAF we understand that time is of the essence and that not everyone has the time to search for the contact details of the Fund when needed.

This One Pager gives you access to the most frequently used e-mail contact details, as well as the convenient access points available to submit claims electronically. In addition, we have also explained what communication you can expect when submitting a claim.

Contact details

First time claims submissions:	claims@omsmaf.co.za
General, benefit and claims enquiries:	enquiries@omsmaf.co.za
Hospital pre-authorisations:	authorisations@omsmaf.co.za
Chronic Medication enquiries & authorisation:	chronic@omsmaf.co.za

Convenient access at your fingertips

The OMSMAF Member Portal and Mobile App provides easy access to a **digital membership card**. This is a great benefit when you don't have your card at hand, or you are waiting for your card to be delivered, as we know the Postal services is rather slow. The Mobile App allows you to share a copy of your card with your doctor electronically.

The Member Portal provides you with access to your mini-statements, monthly statements and allows you to submit a claim directly from the Portal or the Mobile App. To access the Member Portal, please register on www.omsmaf.co.za.

You can also download the App from the Google Play store or Apple App Store. These apps are free and easy to use. You will use the same login detail for both the Member Portal and the App.

Communication to look out for when submitting your claim:

1. An auto response acknowledging receipt of your claim with your reference number.
2. A claims acknowledgement advising that the claim is in process.
3. Claims notification in the form of your mini-statement.
4. Monthly statement confirming all transactions on your membership.

